



**Australian Government**

# **AURAMA002 Communicate business information in an automotive workplace**

**Release: 1**

# AURAMA002 Communicate business information in an automotive workplace

## Modification History

Release	Comment
Release 1	New unit of competency.

## Application

This unit describes the performance outcomes required to communicate business information effectively in verbal and written forms and through participating in meetings, and presenting information to others. It involves reaching agreement on work-related issues and formally communicating specific business information on a day-to-day basis using a range of communication devices and methods.

It applies to those working in the automotive service and repair industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

## Competency Field

Common

## Unit Sector

Management, Leadership and Supervision

## Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Communicate information verbally	1.1 Purpose of verbal communication is determined and communication style is chosen to suit audience and purpose 1.2 Information is delivered verbally using clear, succinct and unambiguous language and accurate industry terminology

<b>Elements</b>	<b>Performance Criteria</b>
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	<p>1.3 Listeners are questioned to verify that information provided has been received and understood accurately</p> <p>1.4 Clarification, rephrasing or additional explanations are provided as required</p> <p>1.5 Verbal information received from others is listened to carefully, and clarified and confirmed with the speaker as required</p>
2. Communicate information in writing	<p>2.1 Purpose or objectives of written communication are determined and communication style is chosen to suit audience and purpose</p> <p>2.2 Written text is drafted using correct vocabulary, grammatical structures and conventions</p> <p>2.3 Text is logically structured, formatted and presented following workplace procedures</p> <p>2.4 Text is checked to confirm that key messages are clear, succinct and unambiguous and meet intended purpose</p> <p>2.5 Written information received from others is read carefully and information is clarified as required</p>
3. Communicate in meeting	<p>3.1 Purpose of meeting is identified and clarified as required</p> <p>3.2 Meeting is attended and positive contribution to outcomes is made according to workplace meeting procedures and own level of responsibility</p> <p>3.3 Own responsibilities relating to meeting outcomes are carried out according to workplace meeting procedures</p>
4. Present information to others	<p>4.1 Purpose for presenting information to others and features of the target audience are identified and clarified</p> <p>4.2 Information to be presented is planned and organised logically</p> <p>4.3 Resources needed to present information are identified and selected</p> <p>4.4 Resources are checked prior to presenting information to ensure that they are functioning properly</p> <p>4.5 Presentation is conducted as planned and appropriate responses to audience questions and feedback are provided</p> <p>4.6 Audience feedback on presentation is reviewed to improve future practice</p>
5. Discuss and resolve a workplace issue	<p>5.1 Key factors and issues relating to a workplace issue are analysed</p> <p>5.2 Key discussion points and suitable approach to discussion are planned</p> <p>5.3 Discussion is conducted according to planned approach with solutions or outcomes acceptable to both parties negotiated and</p>

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	<p>agreed</p> <p>5.4 Required follow-up action is carried out according to workplace procedures and further discussions with other parties conducted as required</p> <p>5.5 Solutions or outcomes are documented according to workplace procedures.</p>

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

<b>Skills</b>	<b>Description</b>
Numeracy skills to:	<ul style="list-style-type: none"> <li>interpret and convey numerical or financial information in verbal information and written texts.</li> </ul>
Digital literacy skills to:	<ul style="list-style-type: none"> <li>use digital systems and tools to: <ul style="list-style-type: none"> <li>communicate with others</li> <li>access, extract, organise and present information.</li> </ul> </li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>sequence and structure information to convey to others in a clear and logical manner.</li> </ul>
Teamwork skills to:	<ul style="list-style-type: none"> <li>work with others and in a team by using collaborative communication techniques.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>operate equipment and technology to present information.</li> </ul>

## Range of Conditions

This section specifies work environments and conditions that may affect performance.

Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

## **Unit Mapping Information**

Equivalent to AURAMA2002 Communicate business information

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>