

# Assessment Tool

## **AURAF A2003 Communicate effectively in an automotive workplace**

**Purpose of Assessment:** This assessment tool assess the performance outcomes required to communicate effectively by conveying and receiving information using verbal and non-verbal techniques and correct automotive technical terminology.

**Target Group:** This assessment is for those who communicate specific technical information using a range of communication devices and methods.

**Exclusions or Special Conditions:** No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

**Candidate Name:** .....

**Candidate ID:** .....

**Group:** .....

**Date:** .....

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This assessment tool must be read in conjunction with the Assessment Guide

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This assessment tool may be used as a model for developing other assessment tools within an RTO.

## Disclaimer

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This assessment tool has been developed to provide an example of how an RTO may approach the assessment of skills and knowledge related to units of competency. The tool is an example only and RTOs are reminded they are responsible for ensuring that any learning and assessment strategies used for assessment of an individual meet all regulatory requirements relevant to the role of an RTO.

## Notes

This Assessment Tool was developed with reference to AUR Training Package Version 1.0.

# ONLINE LEARNING

<b>Assessor Information</b>	
<b>Conditions of Assessment:</b>	All learning parts may be undertaken: <ul style="list-style-type: none"><li>• Individually (self paced)</li><li>• As a group activity (classroom)</li></ul>
<b>Decision Making Rule:</b>	The following learning parts from the learning program are aligned to the competency unit AURFA2003 Communicate effectively in an automotive workplace and must be completed: <ul style="list-style-type: none"><li>• Learning Part 1</li><li>• Learning Part 2</li><li>• Learning Part 3</li><li>• Learning Part 4</li></ul>
<b>Date for Completion:</b>	

# Assessment: Online Learning

<b>Unit:</b>	AURAF2003 Communicate effectively in an automotive workplace
<b>Candidate's Name:</b>	
<b>Date:</b>	
<b>RTO:</b>	
<b>Assessor's Name:</b>	

<i>Satisfactory response:</i>		<b>Y</b>	<b>N</b>
<b>Learning Part 1</b>		<input type="checkbox"/>	<input type="checkbox"/>

*The following topics must be completed and understood in the online learning program for this unit:*

- Communication
- Internal and External Communication
- Communication Types
- Body Language
- Poor Communication

<b>Learning Part 2</b>		<input type="checkbox"/>	<input type="checkbox"/>
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*The following topics must be completed and understood in the online learning program for this unit:*

- Workplace Communication
- Communication Balance
- Communication Devices
- Effective Communication
- Audiences
- Language and Speech
- Difficult Situations
- Effective Questioning

<b>Learning Part 3</b>		<input type="checkbox"/>	<input type="checkbox"/>
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*The following topics must be completed and understood in the online learning program for this unit:*

- Face to Face
- Effective Listening
- Listening Skills
- Telephones

Video Conferencing

**Learning Part 4**

*The following topics must be completed and understood in the online learning program for this unit:*

- Written Information
- Structuring Information
- Spelling and Grammar
- Faxes
- Memos and Notes
- Emails
- Customers
- Difficult Customers
- Customer Service
- Communication Process

**Decision Making Rule:**

All case study responses must be answered correctly to be deemed satisfactory in this assessment activity.

**The Candidate's Knowledge is:**

**Satisfactory**  **Not Yet Satisfactory**

**Signed by the Assessor:**

**Date:**

# KNOWLEDGE ASSESSMENT

Guide for Using the Knowledge Assessment		
<b>Conditions of Assessment:</b>	<p>This assessment is to be administered and monitored by the assessor to ensure <u>currency and authenticity</u>.</p> <ul style="list-style-type: none"> <li>The candidate will be provided with a limited number of attempts for each question.</li> <li>Clarification for each question may be provided by the assessor to assist the candidate in understanding the question.</li> </ul>	
<b>Duration of Knowledge Assessment:</b>	<p>On average the online assessment should take a candidate 40 minutes to complete.</p>	
<b>Topics:</b>	<ul style="list-style-type: none"> <li>Types of communication</li> <li>Communication methods</li> <li>Listening skills</li> <li>Effective questioning</li> <li>Communication devices</li> <li>Written communication</li> <li>Signs and labels</li> <li>Gestures</li> <li>Automotive workplaces</li> <li>Face-to-face communication</li> <li>Communicating with customers</li> <li>Feedback</li> </ul>	
<b>Decision Making Rule:</b>	<p>The online learning management system uses the following decision making rules to determine if a trainee has answered all questions satisfactorily.</p> <ul style="list-style-type: none"> <li>Questions relating to environmental and WHS/OHS = 100%</li> <li>Questions relating to technical and other topics = 90%</li> </ul>	
<b>Marking Guide:</b>	<p>A marking guide will not be provided, but on successful completion of assessment the candidate will be provided with a list of questions they have answered incorrectly.</p>	
<b>Additional Information:</b>	<p>Once the candidate has successfully completed the assessment task, the online system will generate an assessment result with a dedicated number.</p>	
<b>Online Unique ID:</b>	<p><i>Only required for online assessment</i></p>	
<b>Signed by the Assessor:</b>		<p><b>Date:</b></p>

# DEMONSTRATION ASSESSMENT

## Guide for Assessment of Demonstration

<b>Task(s) to be Demonstrated:</b>	<p><b>Task 3</b> Accurately read and interpret three different automotive workplace documents and/or routine texts</p> <p><b>Task 4</b> Participate in three verbal exchanges on different automotive topics</p> <p><b>Task 5</b> Write three short routine workplace texts that include automotive terminology</p> <p><b>Task 6</b> Demonstrate how to operate two different communication devices that are used in an automotive workplace</p>
<b>Conditions of Assessment:</b>	<p>Assessors must satisfy SNR/AQTF assessor requirements.</p> <p>Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.</p> <p>Where assessment of competency includes third party evidence, individuals must provide evidence that links them to the vehicles that they have worked on, e.g. repair orders.</p> <p>Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.</p>
<b>Resources Required:</b>	<p>The following resources must be made available:</p> <ul style="list-style-type: none"> <li>• an automotive workplace location or simulated workplace</li> <li>• three different routine texts or workplace information</li> <li>• at least one colleague (real or simulated) to participate in verbal exchanges</li> <li>• workplace texts, forms or documentation</li> <li>• workplace communication devices including at a minimum a telephone system and computer.</li> </ul>
<b>Demonstration Requirements:</b>	<p>Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria and foundation skills.</p> <p>The assessor will schedule an appropriate time and duration for the candidate to demonstrate the assessment task/s and associated questions.</p>
<b>Oral Questions:</b>	<ul style="list-style-type: none"> <li>• Questions must be asked while the demonstration is taking place or if appropriate directly after the task/s have been completed.</li> <li>• Access to required materials (e.g. reference materials, policy documents, workplace documents) during oral questioning may be provided.</li> </ul>

## Demonstration Assessment

<b>Unit:</b>	AURAF2003 Communicate effectively in an automotive workplace		
<b>Candidate's Name:</b>	.....		
<b>Candidate ID:</b>	.....		
<b>RTO:</b>	.....		
<b>Assessor's Name:</b>	.....		
<b>Assessment Task Overview:</b>	You must provide the learner with automotive texts and equipment (see 'Resource Requirements' on the 'Guide for Assessment of Demonstration') so he/she can successfully demonstrate the following tasks.		
<b>Task 3</b>	The candidate accurately read and interpreted three different automotive workplace documents and/or routine texts.	<b>YES</b>	<b>NO</b>
	• Verbal and non-verbal information was sourced, accessed and interpreted	<input type="checkbox"/>	<input type="checkbox"/>
	• Clarification was sought from supervisors or colleagues when any instruction or information was unclear or not understood	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments/responses:</i>			
<b>Task 4</b>	The candidate participated in three verbal exchanges on different automotive topics.	<b>YES</b>	<b>NO</b>
	• Vital information was identified, prioritised and acted on in a logical manner	<input type="checkbox"/>	<input type="checkbox"/>
	• Information was conveyed clearly in verbal exchanges using language, tone and pace appropriate to the audience and situation	<input type="checkbox"/>	<input type="checkbox"/>
	• Automotive terminology, including vehicle and component descriptions, were used accurately and according to industry conventions	<input type="checkbox"/>	<input type="checkbox"/>
	• Verbal exchanges with others were conducted in a courteous manner and were appropriate to age, cultural diversity and special needs	<input type="checkbox"/>	<input type="checkbox"/>
	• Active listening and questioning techniques were used to clarify and confirm understanding	<input type="checkbox"/>	<input type="checkbox"/>
	• Own opinions were clearly expressed and those of others are listened to without interruption	<input type="checkbox"/>	<input type="checkbox"/>

*Comments/responses:*

<b>Task 5</b>	The candidate wrote three short routine workplace texts that included automotive terminology.	<b>YES</b>	<b>NO</b>
	• Accurate and factual information was conveyed clearly in written and other non-verbal communication	<input type="checkbox"/>	<input type="checkbox"/>
	• Presentation of written information met workplace standards of style, format and accuracy	<input type="checkbox"/>	<input type="checkbox"/>
	• Non-verbal techniques appropriate to the situation were used effectively in interactions with others	<input type="checkbox"/>	<input type="checkbox"/>
	• Clarification of intended meaning was provided to recipients as required	<input type="checkbox"/>	<input type="checkbox"/>
	• Feedback from supervisors or colleagues was sought and incorporated to improve own communication	<input type="checkbox"/>	<input type="checkbox"/>

*Comments/responses:*

<b>Task 6</b>	The candidate demonstrated how to operate two different communication devices that are used in an automotive workplace.	<b>YES</b>	<b>NO</b>
	• Most efficient and effective communication method was chosen to suit the audience and situation	<input type="checkbox"/>	<input type="checkbox"/>
	• Most appropriate workplace communication device for the task was selected according to workplace procedures	<input type="checkbox"/>	<input type="checkbox"/>
	• Key functions of workplace communication devices and systems were used effectively and correctly according to equipment specifications	<input type="checkbox"/>	<input type="checkbox"/>
	• Requests for information from colleagues were responded to in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>
	• Contributions were made to work group activities and meetings	<input type="checkbox"/>	<input type="checkbox"/>
	• Clarification was sought from supervisors or colleagues when any instruction or information was unclear or not understood	<input type="checkbox"/>	<input type="checkbox"/>

Comments/responses:

<b>Decision Making Rules:</b>	<b>Demonstration:</b> All tasks must be performed correctly to be deemed satisfactory for this assessment activity.		
	<b>Questions:</b> Assessors may ask questions to clarify understanding.		
	<input type="checkbox"/> <b>Satisfactory</b>	<input type="checkbox"/> <b>Not Yet Satisfactory</b>	
	<b>Comment(s)</b> A comment must be recorded if a NO is ticked in any of the tasks or NYS has been indicated.		
<b>Signed by the Assessor:</b>		<b>Date:</b>	

# FINAL RECORD OF ASSESSMENT

<b>Unit:</b>	AURAF2003 Communicate effectively in an automotive workplace	
<b>Candidate's Name:</b>		
<b>Candidate ID:</b>		
<b>RTO:</b>		
<b>Assessor's Name:</b>		
<b>Assessments / Evidence:</b>	<input type="checkbox"/> Online Learning	<input type="checkbox"/> Knowledge Assessment
<b>Determination of Competence:</b>	<input type="checkbox"/> Demonstration Assessment	
<b>Competency Outcome:</b>	All assessment tasks must be completed satisfactorily to be able to determine competence.	
<b>Competency Outcome:</b>	<input type="checkbox"/> <b>Competent</b>	<input type="checkbox"/> <b>Not Yet Competent</b>
<b>Feedback to Candidate:</b>		
<b>Date for reassessment:</b> <i>(if applicable)</i>		
<b>Candidate:</b>	I declare that I have been provided with feedback on my performance.	<b>Signature:</b>  <b>Date:</b> ____/____/____
<b>Assessor:</b>	I declare that I have conducted the assessment with this candidate and have provided appropriate feedback.	<b>Signature:</b>  <b>Date:</b> ____/____/____
<b>Reporting Requirements:</b>	<i>Insert any instructions specific to the training organisation.</i>	

# COMPETENCY MAPPING

## AURFA2003 Communicate effectively in an automotive workplace

Task(s)		Components of the Unit of Competency and Assessment Requirements			
		Element	Performance Evidence	Knowledge Evidence	FSK Foundation Skills TP
<b>Online Learning</b>					
<b>1</b>	Learning Part 1	1	NA	<ul style="list-style-type: none"> <li>• common automotive technical terms and their application to an automotive workplace</li> <li>• types of other non-verbal communication techniques</li> <li>• verbal communication techniques</li> </ul>	<ul style="list-style-type: none"> <li>• FSKPCM03 Participate in simple spoken interactions at work</li> <li>• FSKOCCM04 Use oral communication skills to participate in workplace meetings</li> <li>• FSKOCCM05 Use oral communication skills for effective workplace presentations</li> <li>• FSKOCCM06 Use oral communication skills to participate in workplace teams</li> <li>• FSKOCCM07 Interact effectively with others at work</li> </ul>
	Learning Part 2	1, 2		<ul style="list-style-type: none"> <li>• types of communication devices in automotive workplaces</li> <li>• operating features of communication devices</li> <li>• common automotive technical terms and their application to an automotive workplace</li> <li>• active listening and questioning techniques</li> </ul>	
	Learning Part 3	2, 3		<ul style="list-style-type: none"> <li>• operating features of communication devices</li> <li>• workplace forms and documents in electronic and hard copy</li> <li>• collaborative and inclusive techniques for interacting with others including consideration of age, cultural diversity and special needs</li> <li>• active listening and questioning techniques</li> </ul>	
	Learning Part 4	4, 5		<ul style="list-style-type: none"> <li>• workplace procedures and requirements</li> </ul>	

**Knowledge Assessment (Online Questions)**

<b>2</b>	Types of communication (8 questions)		NA	<ul style="list-style-type: none"> <li>types of other non-verbal communication techniques</li> </ul>	<ul style="list-style-type: none"> <li>FSKPCM03 Participate in simple spoken interactions at work</li> <li>FSKOCM04 Use oral communication skills to participate in workplace meetings</li> <li>FSKOCM05 Use oral communication skills for effective workplace presentations</li> <li>FSKOCM06 Use oral communication skills to participate in workplace teams</li> <li>FSKOCM07 Interact effectively with others at work</li> </ul>
	Communication methods (3 questions)			<ul style="list-style-type: none"> <li>workplace procedures and requirements</li> </ul>	
	Listening skills (3 questions)			<ul style="list-style-type: none"> <li>types of other non-verbal communication techniques</li> <li>active listening and questioning techniques</li> </ul>	
	Effective questioning (6 questions)			<ul style="list-style-type: none"> <li>verbal communication techniques</li> </ul>	
	Communication devices (12 questions)			<ul style="list-style-type: none"> <li>types of communication devices in automotive workplaces</li> <li>operating features of communication devices</li> <li>workplace forms and documents in electronic and hard copy</li> <li>operating features of communication devices</li> </ul>	
	Written communication (7 questions)			<ul style="list-style-type: none"> <li>types of other non-verbal communication techniques</li> </ul>	
	Signs and labels (3 questions)			<ul style="list-style-type: none"> <li>types of other non-verbal communication techniques</li> </ul>	
	Gestures (2 questions)			<ul style="list-style-type: none"> <li>types of other non-verbal communication techniques</li> </ul>	
	Automotive workplaces (6 questions)			<ul style="list-style-type: none"> <li>common automotive technical terms and their application to an automotive workplace</li> </ul>	
	Face-to-face communication (3 questions)			<ul style="list-style-type: none"> <li>verbal communication techniques</li> </ul>	

	Communicating with customers (8 questions)			<ul style="list-style-type: none"> <li>• verbal communication techniques</li> <li>• collaborative and inclusive techniques for interacting with others including consideration of age, cultural diversity and special needs</li> </ul>	
	Feedback (2 questions)			<ul style="list-style-type: none"> <li>• workplace procedures and requirements</li> <li>• types of other non-verbal communication techniques</li> <li>• verbal communication techniques</li> </ul>	
<b>Demonstration Assessment</b>					
<b>3</b>	Accurately read and interpret three different automotive workplace documents and/or routine texts	1, 3	<ul style="list-style-type: none"> <li>• accurately interpret a minimum of three different routine texts or workplace information</li> </ul>	All	<ul style="list-style-type: none"> <li>• FSKPCM03 Participate in simple spoken interactions at work</li> <li>• FSKOCM04 Use oral communication skills to participate in workplace meetings</li> <li>• FSKOCM05 Use oral communication skills for effective workplace presentations</li> <li>• FSKOCM06 Use oral communication skills to participate in workplace team</li> <li>• FSKOCM07 Interact effectively with others at work</li> </ul>
<b>4</b>	Participate in three verbal exchanges on different automotive topics	3, 5	<ul style="list-style-type: none"> <li>• participate in a minimum of three verbal exchanges on different topics</li> </ul>		
<b>5</b>	Write three short routine workplace texts that include automotive terminology	4	<ul style="list-style-type: none"> <li>• write a minimum of three short routine texts that include automotive terminology</li> </ul>		
<b>6</b>	Demonstrate how to operate two different communication devices that are used in an automotive workplace	2	<ul style="list-style-type: none"> <li>• correctly operate a minimum of two communication devices used within the automotive workplace</li> </ul>		