

Training Package	Automotive Industry Retail, Service and Repair (AUR05)	HSC Requirements and Advice
Unit title	Use numbers in the workplace	
Unit code	Unit descriptor	HSC Indicative Hours
AURC251677A	This unit covers the competence to collect, calculate and/or estimate numerical information and to prepare various numerical reports to ensure efficiency in the organisation.	5

Evidence Guide

The evidence guide identifies critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical aspects of evidence	Underpinning knowledge
<p>It is <u>essential</u> that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</p> <ul style="list-style-type: none"> collecting and organising numerical information interpreting numerical information and presenting results in accordance with workplace requirements applying numerical information to perform workplace tasks communicating effectively with others involved in or affected by the work. 	<ul style="list-style-type: none"> Basic knowledge of legislation and statutory requirements, including OH&S. Basic knowledge of enterprise policies and procedures in relation to the collection, storage and application of numerical information. Basic mathematical concepts. Calculations including addition, multiplication, subtraction, division and percentages. Calculations involving whole numbers and fractions.

Evidence Guide cont/d

Context of assessment	Method of assessment	Specific resource requirements for this unit
<p>The underpinning knowledge and skills <i>may</i> be assessed on or off the job.</p> <p>The assessment of practical skills <u>must</u> take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available, assessment in simulated workplace conditions is acceptable.</p> <p>The prescribed outcome <u>must</u> be able to be achieved without direct supervision.</p>	<p>Practical assessments:</p> <ul style="list-style-type: none"> • read and correctly interpret business texts and documents and take action • carry out tasks from written texts • read equipment manuals to assist in operation and maintenance schedules • assess texts for suitability as instructions. 	<p>The following <u>should</u> be made available:</p> <ul style="list-style-type: none"> • written texts • equipment/material relevant to task • enterprise specific documents (stock records, job cards, repair quotations, personnel records, time sheets, financial drafts, meeting notes) • operational forms/memos/messages/faxes • computer manuals • equipment manuals • internal/external business correspondence/ memos • service contracts • dictionaries and other language aids.

Specific key competencies, underpinning and employability skills required to achieve the performance criteria

These include a number of processes learned throughout work and life, which are required in most jobs. Some of these are covered by the national key competencies, although others may be added. The details below highlight how these competencies are applied in the attainment of this unit.

Application of the key competencies in this unit are to satisfy the nominated level in which:

Level 1 – relates to working effectively within set conditions and processes;

Level 2 – relates to management or facilitation of conditions or processes; and

Level 3 – relates to design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? The candidate will need to:

Collect, analyse and organise information	Collect, organise and understand information related to collating figures, calculation and analysis.	Level 1
Communicate ideas and information	Communicate ideas and information to use calculations in reports, emails and memos.	Level 1
Plan and organise activities	Plan and organise activities using numbers/calculations in plans/budgets.	Level 1
Work with others and in a team	Work with others and in a team by presentations involving team members.	Level 1
Use mathematical ideas and techniques	Numerical skills in the selection and application of mathematical processes, including at a minimum; addition, subtraction, multiplication and division.	Level 1
Solve problems	Establish diagnostic processes which use numbers/calculations/ estimations when preparing budgets.	Level 1
Use technology	Technical skills in the use of calculators or computers.	Level 1

Element	Performance Criteria	Range Statement
1 Collect and organise numerical information	1.1 Procedures for collecting and organising numerical information are established.	<p>The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:</p> <p>Unit scope</p> <ul style="list-style-type: none"> enterprise <i>may</i> vary in size, type and location, in the range of work activities conducted, hours of operation and in the number and type of staff applications <i>may</i> include, but not limited to the involvement in the preparation of budgets, calculations involving invoices or order forms, sales calculations, calculation of costs, enterprise financial duties, calculation or estimation of quantities, materials, equipment settings or time requirements, wages and leave entitlement. <p>Unit context</p> <ul style="list-style-type: none"> legislative requirements <u>include</u> State/ Territory legislation related to OH&S and award provisions enterprise policies and procedures are followed regarding privacy and confidentiality. <p>Information</p> <ul style="list-style-type: none"> manufacturer/component supplier specifications, enterprise operating procedures, customer requirements and industry/workplace codes of practice numerical information <i>may</i> also be sourced from enterprise specific documents, invoices, statements, stock records, job cards, repair quotations, personal records, time sheets, computer records, equipment or material supply quotations and supplier invoices or statements.
	1.2 Numerical information is collected.	
	1.3 Numerical information provided from other sources is monitored, checked for accuracy and corrected.	
	1.4 Numerical information from different sources is compared.	
2 Interpret and present numerical and related information	2.1 Procedures are established for the interpretation of numerical information.	
	2.2 Numerical information is identified, interpreted and manipulated.	
	2.3 Numerical information is checked for accuracy.	
	2.4 Numerical and related information is presented.	
	2.5 Evidence for interpretation of results is presented.	
3 Apply numerical and related information	3.1 Quantities/resources required in the workplace are estimated.	
	3.2 The time required to complete the task is estimated.	
	3.3 Settings for equipment and machinery are estimated and adjusted.	