

<b>Training Package</b>	Automotive Industry Retail, Service and Repair (AUR05)	<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Work effectively with others</b>	
<b>Unit code</b>	<b>Unit descriptor</b>	<b>HSC Indicative Hours</b>
<b>AURC270688A</b>	This unit covers the competence to organise self, perform tasks, behave responsibly and work effectively as a member of a work group or team.	<b>15</b>

### 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"> <li>• organising and accepting responsibility for own workload</li> <li>• following the designated work plan for the job</li> <li>• contributing to collective planning, cooperative work and effective outcomes</li> <li>• cooperating with others to complete work oriented activities</li> <li>• participating in identifying and meeting own development needs</li> <li>• consistently applying enterprise and/or industry standards of dress and grooming</li> <li>• consistently and responsibly applying enterprise policies and procedures in regard to workplace ethics, including interpretation of staff rosters, notification of availability for work and allocated duties/job description</li> <li>• consistently applying enterprise policies and procedures and legislative requirements regarding non discriminatory language and attitudes</li> <li>• knowing own rights and responsibilities regarding awards/enterprise agreements.</li> </ul>	<ul style="list-style-type: none"> <li>• General knowledge of enterprise work procedures.</li> <li>• General knowledge of group dynamics and the impact of working effectively with others on individual and group performance.</li> <li>• General knowledge of enterprise work systems, equipment, management and facility operating systems.</li> <li>• Operational knowledge of enterprise policies and procedures and legislative requirements in regard to: <ul style="list-style-type: none"> <li>- workplace ethics</li> <li>- work availability or non attendance</li> <li>- staff rosters</li> <li>- dress and grooming</li> <li>- discriminatory behaviour</li> <li>- harassment</li> <li>- equal opportunity</li> <li>- staff counselling and disciplinary procedures.</li> </ul> </li> <li>• Operational knowledge of industry awards or enterprise/workplace agreements.</li> </ul>

### Evidence Guide cont/d

Context of assessment	Method of assessment	Specific resource requirements for this unit
<p>This unit <i>may</i> be assessed in conjunction with other units that form part of the job role or function.</p> <p>Elements of competence contain both knowledge and practical components. Knowledge components <i>may</i> be assessed off the job. Practical components <u>should</u> be assessed on the job or in a simulated work environment.</p> <p>Evidence is best gathered using the products, processes and procedures of the individual workplace as the means by which the candidate achieves industry competencies.</p>	<p>It is <i>preferable</i> that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.</p> <p>Evidence of performance <i>may</i> be provided by customers, team leaders/members or other persons, subject to agreed authentication arrangements.</p>	<p>The following <u>should</u> be made available:</p> <ul style="list-style-type: none"> <li>• a workplace or simulated workplace</li> <li>• documentation, such as enterprise or sample policies and procedures manuals related to ethics, employee and employer rights and responsibilities, dress and grooming, discrimination, job descriptions and organisation charts</li> <li>• legislation such as equal employment opportunity, equal opportunity and anti discrimination</li> <li>• enterprise or sample awards and/or enterprise/workplace agreements</li> <li>• a qualified workplace assessor.</li> </ul>

### 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 to follow routine procedures and directions.	Level 1
Communicate ideas and information	Communicate ideas and information to plain English literacy and communication skills in relation to reading and understanding workplace documents.	Level 1
Plan and organise activities	Plan and organise activities to carry out routine tasks with limited supervision.	Level 1
Work with others and in a team	Work with others and in a team by informing supervisor of issues which will affect timeframes and goals.	Level 1
Use mathematical ideas and techniques	Use mathematical ideas and techniques to estimate requirements of tasks.	Level 1
Solve problems	Establish diagnostic processes which use basic analytical, problem solving, negotiation and conflict management skills in relation to working with others.	Level 1
Use technology	Use workplace technology related to documenting work progress on computers/information systems.	Level 1

Element	Performance Criteria	Range Statement
1 Contribute to determination of work roles	1.1 Work roles for each group or team member are identified based on information and instructions about objectives, performance requirements and procedures.	<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><b>Unit scope</b></p> <ul style="list-style-type: none"> <li>staff <i>may</i> be full time, part time or casual and vary in terms of staff training and in staffing levels. Staff <i>may</i> be operating in routine or busy trading and may include persons from a range of social, cultural or ethnic backgrounds and physical and mental abilities</li> <li>activities <i>may</i> include normal or routine work requirements or non routine work requirements</li> <li>enterprise <i>may</i> vary in size, type and location, the range of work activities conducted, hours of operation and the number and type of staff</li> <li>staff <i>may</i> work in teams or groups of varying size and structure.</li> </ul>
	1.2 Contributions are made to assist in the determination of the roles and responsibilities for the successful completion of work activities.	
2 Contribute to planning of activities	2.1 Suggestions and information are provided to contribute to the planning of work activities and associated procedures.	<p><b>Unit context</b></p> <ul style="list-style-type: none"> <li>communication <i>may</i> include face to face, telephone, written or electronic means</li> <li>legislative requirements <i>may</i> include legislation or regulations in relation to OH&amp;S, equal opportunity, anti discrimination, consumer law, trade practices and fair trading, industrial relations, and industry codes of practice</li> <li>awards/agreements <i>may</i> include State/ Territory and Federal industry awards and enterprise or workplace agreements.</li> </ul> <p><b>Information</b></p> <ul style="list-style-type: none"> <li>enterprise policies and procedures <u>relating to</u> organisational structure, work roles and responsibilities, career paths, work standards, dress and grooming standards, work objectives and performance requirements.</li> </ul>
3 Organise and accept responsibility for own workload	3.1 Priorities and deadlines are established and documented in consultation with others.	
	3.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timeframes may be affected .	
	3.3 Work is completed to the standard expected in the workplace in accordance with guidelines, directions and instructions.	
	3.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to appropriate persons.	
	3.5 Additional support to improve work is communicated clearly to appropriate persons.	
4 Maintain enterprise dress and grooming standards	4.1 Enterprise and/or industry dress standards and requirements are maintained.	
	4.2 Enterprise and/or industry grooming standards are maintained.	
5 Work with others	5.1 Forms of communication appropriate to the work activities are used.	
	5.2 Assistance in the completion of activities is requested.	

Element	Performance Criteria	Range Statement
	<p>5.3 Support is provided to colleagues to ensure designated team goals are achieved.</p> <p>5.4 Contributions to the achievement of a required outcome are made.</p> <p>5.5 Work is undertaken in accordance with procedures on an individual and shared basis.</p> <p>5.6 Problems are discussed and resolved where possible through agreed and accepted processes.</p> <p>5.7 Suggestions for improvements to process are made and discussed within the team.</p>	
6. Participate in identifying and meeting own development needs	<p>6.1 Competencies for the workplace are identified.</p> <p>6.2 Organisational structure, career paths and development opportunities are identified.</p> <p>6.3 Steps are taken, in consultation with appropriate persons, to identify own learning needs through assessment and planning for future work requirements.</p> <p>6.4 Opportunities to learn and develop required competencies are undertaken, including establishing networks and working relationships with others.</p>	
7. Work effectively and responsibly	<p>7.1 Notification of shift/work availability or non attendance for shift/work is given without undue delay and according to enterprise policies and procedures.</p> <p>7.2 Staff rosters are interpreted.</p> <p>7.3 Non-discriminatory attitudes are displayed when interacting with customers, staff and management.</p> <p>7.4 Non-discriminatory language is used consistently.</p> <p>7.5 Awards/enterprise agreements are identified and interpreted.</p>	