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PERSONAL LEARNING REQUIREMENTS

AUR20720 Certificate II in Automotive Vocational Preparation

The skills and abilities required to study in this course and start working in the industry include:

Communication Skills

- Ability to appropriately give and receive feedback to colleagues or clients
- Ability to listen to feedback and advice of supervisors
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace forms)
- Establish effective working relationships with colleagues
- Listen actively (e.g. understand instructions and client feedback)
- Respond appropriately to feedback or questions
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders
- Use appropriate language and respect when working with clients
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to be on your feet for extended periods of times, both walking and standing, bending and maintaining consistent physical performance throughout your day
- Ability to perform repetitive tasks (e.g. painting)
- Ability to undertake frequent handwashing including in chemically based substances
- Ability to work in physically demanding environments
- Adequate vision is required (e.g. to avoid physical hazards, read measurements)
- Capacity to wear Personal Protective Equipment (PPE) (e.g. masks when painting, sanding)
- Fine motor skills, including the ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching, squeezing, tensioning)
- Good hand and eye co-ordination (e.g. evaluating finishes)
- Gross motor abilities and good mobility, as role involves significant physical activity and manual tasks on a consistent basis (e.g. lifting, bending, squatting, kneeling, twisting)
- Manual handling techniques (e.g. regular lifting, including heavy items such as wheels, components) including using manual handling assistance devices and support tools (e.g. lifting cranes, hoists, jacks, stands)
- Manually operate machinery and equipment (e.g. hand tools, portable electric tools, air tools)
- Tolerance to solvents, oils and chemicals

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical & financial skills (e.g. measuring/calculating area, volume, distance; imperial versus metric sizes in relation to tools; angles, and quoting repairs)
- Able to apply and interpret industry related terminology, symbols, abbreviations, language

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- Accept responsibility for accurate completion of work and seek help when required
- Capacity to develop, apply and maintain industry knowledge
- Capacity to understand electronic diagnostic equipment (e.g. laptop, scan tool)
- Read, understand and interpret written materials (e.g. health & safety documents, standard operating procedures, workshop manuals, diagrams & plans, product labels)
- Understand and follow policies and procedures (e.g. work instructions, work health and safety, internal processes, frameworks)

Behavioural & Social Skills

- Ability to work as part of a team and/or independently
- Attention to detail
- Be responsible for self and others' health and safety
- Commitment to safety (e.g. using Personal Protective Equipment)
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm for customer service
- Hands-on, practical and realistic approach to work
- Initiative (e.g. willingness to take on responsibilities and challenges)
- Integrity (e.g. honest and ethical)
- Team player

Technical Skills

- Capacity to develop knowledge of machines and tools, including safe use and maintenance
- Capacity to understand and use electronic diagnostic equipment (e.g. laptop, scan tool)
- Operational knowledge of computers/smart devices, including capacity to use industry specific software

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: https://www.thegordon.edu.au/future-students/student-services/disability-support
- Learning Support Services: https://www.thegordon.edu.au/quick-links/gordon-students/learning-support
- Career Counselling: https://www.thegordon.edu.au/future-students/student-services/career-services
- Contact the Geelong or Werribee Skills and Jobs Centre here: https://www.thegordon.edu.au/skills-and-jobs-centre/about-us

You can view all courses offered at The Gordon here: https://www.thegordon.edu.au/courses/all-courses