

<b>Training Package</b>	Automotive Retail, Service and Repair (AUR05)		<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Use and maintain workplace tools and equipment</b>		
<b>Unit code</b>	<b>Unit descriptor</b>	<b>HSC Indicative Hours</b>  <b>25</b>	
<b>AURT270278A</b>	<p>This unit covers the competence required to select, safely use and maintain workplace tooling and equipment.</p> <p>The unit includes identification and confirmation of work requirement, preparation for work, selection, use, servicing, maintenance and storage of tooling and equipment and completion of work finalisation processes, including clean-up and documentation.</p>		

<b>Evidence Guide</b>		<b>HSC Requirements and Advice</b>
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.		
<b>Critical aspects of evidence</b>	<b>Underpinning knowledge</b>	<b>Key Terms and Concepts</b>
<p>It is <u>essential</u> that competence in this unit signifies 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>• selection and safe use of hand tooling</li> <li>• selection and safe use of workplace equipment</li> <li>• basic maintenance of tooling and equipment within the scope of operator responsibility</li> <li>• selection and safe use of personal protective equipment.</li> </ul>	<p>A working knowledge of:</p> <ul style="list-style-type: none"> <li>• OH&amp;S regulations/requirements, equipment, material and personal safety requirements</li> <li>• tool and equipment selection procedures</li> <li>• basic maintenance procedures for tooling and equipment</li> <li>• tool and equipment safety and operating procedures</li> <li>• types, characteristics, uses and limitations of hand tooling</li> <li>• types, characteristics, uses and limitations of power tooling</li> <li>• types, characteristics, uses and limitations of workplace equipment</li> <li>• work organisation and planning processes</li> <li>• enterprise quality processes.</li> </ul>	<ul style="list-style-type: none"> <li>• clean-up procedures</li> <li>• documentation</li> <li>• emergency procedures</li> <li>• environmental requirements</li> <li>• faults/defects</li> <li>• hand tools</li> <li>• hazards</li> <li>• identifying faulty tools and equipment</li> <li>• job requirements</li> <li>• maintenance schedules</li> <li>• occupational health and safety (OHS)</li> <li>• personal protective equipment (PPE)</li> <li>• planning and preparation</li> <li>• pneumatic tools</li> <li>• power tools</li> <li>• pre-operational checks</li> <li>• quality assurance</li> <li>• quality requirements</li> <li>• recording and reporting information</li> <li>• risk management</li> <li>• safety/lockout tagging</li> <li>• selection and use of tools and equipment</li> <li>• servicing and maintenance</li> </ul>

Evidence Guide cont/d			HSC Requirements and Advice cont/d
Context of assessment	Method of assessment	Specific resource requirements for this unit	Key Terms and Concepts
<p>Application of competence <u>is</u> to be assessed in the workplace or simulated worksite.</p> <p>Assessment <u>is to</u> occur using standard and authorised work practices, safety requirements and environmental constraints.</p> <p>Assessment <u>is to</u> comply with regulatory requirements, including Australian Standards.</p>	<p>Assessment <u>must</u> satisfy the endorsed assessment guidelines of the automotive industry's RS&amp;R [Retail, Service &amp; Repairs] Training Package.</p> <p>Assessment methods <u>must</u> confirm consistency and accuracy of performance together with application of underpinning knowledge.</p> <p>Assessment <u>must</u> be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies.</p> <p>Assessment <i>may</i> be applied under project related conditions and require evidence of process.</p> <p>Assessment <u>must</u> confirm a reasonable inference that competence is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances.</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 quality circumstances. 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>• workplace location or simulated workplace</li> <li>• material relevant to the use and maintenance of workplace tooling and equipment</li> <li>• equipment, hand and power tooling appropriate to the use and maintenance of workplace tooling and equipment</li> <li>• activities covering mandatory task requirements</li> <li>• specifications and work instructions.</li> </ul>	<p><b>Key Terms and Concepts</b></p> <ul style="list-style-type: none"> <li>• signs of poor performance and inefficiency</li> <li>• sources of work instructions</li> <li>• standard operating procedures (SOP)</li> <li>• storage</li> <li>• verbal, non-verbal and written communication</li> <li>• waste management</li> <li>• workplace tools and equipment</li> <li>• work practices and procedures</li> <li>• work records.</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	Apply research and interpretive skills sufficient to locate, interpret and apply manufacturer/component supplier procedures, workplace policies and procedures.  Apply analytical skills required for identification and analysis of technical information.	Level 1
Communicate ideas and information	Apply plain English literacy and communication skills in relation to dealing with customers and team members.  Apply questioning and active listening skills for example when obtaining information from customers.  Apply oral communication skills sufficient to convey information and concepts to customers.	Level 1
Plan and organise activities	Apply planning and organising skills to own work activities, including making good use of time and resources, sorting out priorities and monitoring one's own performance.	Level 1
Work with others and in a team	Interact effectively with other persons both on a one to one basis and in groups, including understanding and responding to the needs of a customer and working effectively as a member of a team to achieve a shared goal.	Level 1
Use mathematical ideas and techniques	Use mathematical ideas and techniques to correctly calculate time, assess tolerances, apply accurate measurements, calculate material requirements and establish quality checks.	Level 1
Solve problems	Establish safe and effective work processes which anticipate and/or resolve problems and downtime, to systematically develop solutions to avoid or minimise reworking and avoid wastage.	Level 1
Use technology	Use workplace technology related to the use and maintenance of workplace tooling and equipment, including the use of measuring equipment, computerised technology and communication devices and the reporting/documenting of results.	Level 1

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Select correct tooling and equipment for workplace application	1.1 Tooling and equipment are selected to meet job requirements.	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><b>Learning experiences for the HSC must address:</b></p> <p>A range of sources for work instructions and procedures including:</p> <ul style="list-style-type: none"> <li>• work schedules/plans/specifications</li> <li>• job card</li> <li>• role/duty statement</li> <li>• roster</li> <li>• standard operating procedures (SOP)</li> <li>• Material Safety Data Sheets (MSDS)</li> <li>• diagrams/sketches</li> <li>• manuals               <ul style="list-style-type: none"> <li>- workshop</li> <li>- product</li> </ul> </li> <li>• regulations/legislation/codes of practice</li> <li>• workplace/organisation guidelines, requirements, policies and procedures</li> <li>• Australian Standards</li> <li>• organisation/company bulletins/memos</li> <li>• engineer's design specifications/instructions.</li> </ul> <p>An awareness of various modes of communication to receive work instructions including:</p> <ul style="list-style-type: none"> <li>• verbal               <ul style="list-style-type: none"> <li>- face-to-face (supervisor to employee)</li> <li>- telephone/mobile phone/pager</li> <li>- PA system</li> <li>- two-way radio workplace meetings</li> </ul> </li> <li>• written communication               <ul style="list-style-type: none"> <li>- work plans/job cards</li> <li>- memos/messages</li> <li>- job description/statement</li> <li>- workplace forms</li> <li>- rosters</li> <li>- facsimile</li> <li>- email</li> <li>- intranet</li> </ul> </li> <li>• non-verbal               <ul style="list-style-type: none"> <li>- gestures</li> <li>- signals</li> <li>- signage</li> <li>- diagrams.</li> </ul> </li> </ul>
	1.2 Suitable tooling and equipment are selected for use within the workplace environment.	<p><b>Unit scope</b></p> <ul style="list-style-type: none"> <li>• tooling and equipment <i>may</i> include computer hardware/software, calculators, general office equipment, hand and power tooling, specialist tooling for removal/adjustment, storage racks, protective covers, measuring devices, plastics repair equipment, sealing equipment, adhesive equipment, heating equipment, templates, welding equipment, including oxy, arc, MIG and TIG, vehicle cleaning equipment, service workshop manuals, product manuals, hydraulic breaker tooling, line oilers, filters and gauges, alternator and starting motor bench testers, paint mixers, key cutters, multimeters, load testers, brake and drum lathes, fuel injector cleaners, ignition module test instruments</li> <li>• specific requirements <i>may</i> include hydraulic jacks, air bags and overhead cranes for lifting heavy machines</li> <li>• warehouse equipment includes:               <ul style="list-style-type: none"> <li>- auto picker, bag palletiser, barcode printer and scanner, belt conveyors, bolt cutter, cages, carton sealer, computers, forklifts, battery chargers, pallets, picking trolleys, sprinkler system, strapping machine, fire extinguishers, first aid box, safety signs, security alarm, safety harness, carton crushers, disposal bins, seals and ties, shrink wrap.</li> </ul> </li> </ul>	
	1.3 Tooling and equipment are selected according to enterprise procedures/policies.	<p><b>Information</b></p> <ul style="list-style-type: none"> <li>• information sources <i>may</i> include, but are not limited to:</li> </ul>	

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		<ul style="list-style-type: none"> <li>- verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, memos, material safety data sheets, diagrams or sketches</li> <li>- regulatory/legislative requirements pertaining to the automotive industry</li> <li>- engineer's design specifications and instructions</li> <li>- organisation work specifications and requirements.</li> <li>- safe work procedures related to the use and maintenance of workplace tooling and equipment.</li> <li>- instructions issued by authorised enterprise or external persons</li> <li>- Australian Standards.</li> </ul> <p><b>Unit context</b></p> <ul style="list-style-type: none"> <li>• work <u>requires</u> individuals to demonstrate judgement and problem-solving skills in managing own work activities and contributing to a productive team environment</li> <li>• work <u>is</u> carried out in accordance with award provisions.</li> </ul> <p><b>Communications</b></p> <ul style="list-style-type: none"> <li>• communications <u>are to</u> include, but are not limited to verbal and visual instructions and fault reporting and <i>may</i> include site specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers.</li> </ul>	<p>Strategies for obtaining, understanding and clarifying instructions/procedures including:</p> <ul style="list-style-type: none"> <li>• correct sourcing and selection of information</li> <li>• consulting appropriate personnel</li> <li>• active listening</li> <li>• open and closed questions.</li> </ul> <p>Planning and preparation for a range of tasks/ activities applicable to using workplace tools and equipment.</p> <p>A basic overview of the role of employees in quality assurance.</p> <p>An understanding of the difference between hand, power and pneumatic tools.</p> <p>A basic knowledge of a range of hand, power and pneumatic tools and equipment common across the various sectors of the automotive industry including:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• characteristics</li> <li>• use</li> <li>• limitations</li> <li>• hazard controls</li> <li>• maintenance.</li> </ul> <p>Hand tools including:</p> <ul style="list-style-type: none"> <li>• general tools <ul style="list-style-type: none"> <li>- spanner</li> <li>- screwdriver</li> <li>- socket</li> <li>- files</li> <li>- tension wrench</li> <li>- hacksaw</li> </ul> </li> <li>• specialist tools <ul style="list-style-type: none"> <li>- multimeter</li> <li>- hydrometer</li> <li>- battery load tester</li> <li>- wheel nut spanners</li> <li>- soldering iron</li> </ul> </li> <li>• measuring devices <ul style="list-style-type: none"> <li>- rule/straight edge</li> <li>- vernier calliper</li> <li>- micrometer</li> </ul> </li> </ul>
			<ul style="list-style-type: none"> <li>- dial gauge</li> </ul>

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			<ul style="list-style-type: none"> <li>- dwell meter/tachometer</li> <li>• adhesive equipment.</li> </ul> <p>Power and pneumatic tools including:</p> <ul style="list-style-type: none"> <li>• drills <ul style="list-style-type: none"> <li>- electric/air</li> <li>- set of twist drills</li> </ul> </li> <li>• rattle gun</li> <li>• air ratchet</li> <li>• tyre pressure gauge</li> <li>• air gun.</li> </ul> <p>Workplace equipment including:</p> <ul style="list-style-type: none"> <li>• compressed air facilities <ul style="list-style-type: none"> <li>- air compressor</li> <li>- air lines</li> </ul> </li> <li>• oxyacetylene welding equipment</li> <li>• line oilers, filters and gauges</li> <li>• lifting equipment <ul style="list-style-type: none"> <li>- jacks <ul style="list-style-type: none"> <li>▪ floor</li> <li>▪ hydraulic</li> <li>▪ air bags</li> </ul> </li> <li>- overhead cranes</li> <li>- hoists <ul style="list-style-type: none"> <li>▪ vehicle</li> <li>▪ engine</li> </ul> </li> </ul> </li> <li>• parts cleaning equipment</li> <li>• vehicle stands</li> <li>• layboard (creeper)</li> <li>• safety lead light system</li> <li>• battery charger</li> <li>• battery jumper leads.</li> </ul> <p>Considerations for the selection of hand, power and pneumatic tools and workplace equipment including:</p> <ul style="list-style-type: none"> <li>• skills/training</li> <li>• licensing requirements</li> <li>• time</li> <li>• cost</li> <li>• occupational health and safety (OHS) requirements <ul style="list-style-type: none"> <li>- job safety analysis (JSA)/safe work method statement</li> </ul> </li> </ul>
			<ul style="list-style-type: none"> <li>- risk assessment</li> <li>- emergency procedures</li> </ul>

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			<ul style="list-style-type: none"> <li>• appropriateness for purpose</li> <li>• environmental factors               <ul style="list-style-type: none"> <li>- confined space</li> <li>- noise restrictions</li> <li>- pollution.</li> </ul> </li> </ul>
2 Use of tooling and equipment	2.1 Tooling and equipment are used in a safe manner to prevent injury to self and others.	<b>Safety (OH&amp;S)</b> <ul style="list-style-type: none"> <li>• OH&amp;S requirements <u>are to</u> be in accordance with legislation/regulations/ codes of practice and enterprise safety policies and procedures. This <i>may</i> include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances</li> <li>• personal protective equipment <u>is to</u> include that prescribed under legislation/ regulations/codes of practice and workplace policies and practices</li> <li>• safe operating procedures <u>are to</u> include, but are not limited to the conduct of operational risk assessment and treatments associated with vehicular movement, toxic substances, electrical safety, machinery movement and operation, manual and mechanical lifting and shifting, working in proximity to others and site visitors</li> <li>• emergency procedures related to this unit <u>are to</u> include, but are not limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.</li> </ul>	<b>Learning experiences for the HSC must address:</b> <p>An awareness of safe work practices and procedures for the operation of workplace tools and equipment.</p> <p>Selection, use and application of a range of personal protective equipment (PPE) for the use of workplace tools and equipment.</p> <p>Importance of correctly fitting PPE.</p> <p>Awareness of a range of hazards associated with the use of workplace tools and equipment including:</p> <ul style="list-style-type: none"> <li>• working with electricity</li> <li>• working with compressed air</li> <li>• vehicular movement</li> <li>• manual/mechanical lifting</li> <li>• working in proximity with others.</li> </ul> <p>A basic understanding of risk management.</p>
	2.2 Tooling and equipment are used in a manner that does not cause damage to other workplace equipment.	<b>Quality requirements</b> <ul style="list-style-type: none"> <li>• quality requirements <u>are to</u> include, but are not limited to regulations, including Australian Standards, internal company quality policy and standards and enterprise operations and procedures.</li> </ul>	<b>Learning experiences for the HSC must address:</b> <p>Pre-operational checks including:</p> <ul style="list-style-type: none"> <li>• safety</li> <li>• consumables</li> <li>• adjustment/alignment for job task.</li> </ul>
			<p>Knowledge of the use/application of a range of tools and equipment in an automotive context to produce desired outcomes, including:</p>

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			<ul style="list-style-type: none"> <li>• loosening and fastening items/components</li> <li>• measuring</li> <li>• adjustment</li> <li>• lifting</li> <li>• removal.</li> </ul> <p>Standard operating procedures (SOP) for a range of power tools and workplace equipment including:</p> <ul style="list-style-type: none"> <li>• alignment</li> <li>• adjustment</li> <li>• clamping</li> <li>• start up and shut down.</li> </ul>
	2.3 Observations are noted during the use of tooling/equipment.		
3 Service and maintain workplace tooling and equipment	3.1 Tooling and equipment are regularly checked against manufacturer/ component supplier recommendations to ensure safe operating condition.		<p><b>Learning experiences for the HSC must address:</b></p> <p>An awareness of the signs of poor performance and inefficiency including:</p> <ul style="list-style-type: none"> <li>• noise</li> <li>• quality of end product</li> <li>• appearance</li> <li>• vibration</li> <li>• rough running</li> <li>• failure to start</li> <li>• presence of smoke and odours</li> <li>• blockages</li> <li>• amount of maintenance required</li> <li>• time taken to complete the job.</li> </ul> <p>Procedures and documentation for identifying faulty tools and equipment including:</p> <ul style="list-style-type: none"> <li>• malfunctions</li> <li>• worn, broken or missing components</li> <li>• faulty/damaged electrical leads</li> <li>• broken or missing safety guards.</li> </ul> <p>Identification of common faults and/or defects in power tools and equipment.</p>
	3.2 Damaged/worn tooling and equipment are tagged and removed from the workplace for repair or replacement and reported in accordance with enterprise		<p><b>Learning experiences for the HSC must address:</b></p> <p>Personnel to whom problems should be reported:</p> <ul style="list-style-type: none"> <li>• supervisor/manager</li> </ul>

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	requirements.		<ul style="list-style-type: none"> <li>supplier/manufacturer.</li> </ul> Reporting of serious faults including: <ul style="list-style-type: none"> <li>verbal notification to appropriate personnel</li> <li>recording on job card/maintenance log</li> <li>safety/lockout tagging where appropriate.</li> </ul> Reasons for safety/lockout tagging including: <ul style="list-style-type: none"> <li>ease of identification</li> <li>evidence of serviceability</li> <li>preventing use until repaired</li> <li>prevent injury.</li> </ul> Procedures for marking and reporting unsafe or faulty tools for repair.
	3.3 Tooling/equipment are serviced, adjusted and/or maintained as per manufacturer/component supplier schedule to ensure safe and correct operation, within the scope of responsibility.	<b>Unit scope</b> <ul style="list-style-type: none"> <li>maintenance methods <i>may</i> include routine maintenance to tooling and equipment as per schedules, labelling faulty tooling and equipment, minor repairs to tooling and equipment, and the chocking, jacking and supporting of machines on level and incline planes.</li> </ul>	<b>Learning experiences for the HSC must address:</b> Knowledge of maintenance schedules.  Awareness of routine operational maintenance for a range of hand and power tools and workplace equipment including: <ul style="list-style-type: none"> <li>lubrication</li> <li>safety checks</li> <li>cleaning and decontamination</li> <li>tightening and adjustment</li> <li>replacement of consumable components</li> <li>repair/replacement of worn, malfunctioning or damaged components/parts</li> <li>chocking, jacking and supporting of machines on level and incline planes</li> <li>hand sharpening (tools and tool bits).</li> </ul>
	3.4 Servicing and maintenance operations are carried out according to industry regulations/guidelines, OH&S legislation, legislation and enterprise procedures/policies.	<b>Statutory/regulatory authorities</b> <ul style="list-style-type: none"> <li>statutory/regulatory authorities <i>may</i> include Federal, State/Territory and local authorities administering acts, regulations and codes of practice.</li> </ul>	
4 Store and secure tooling and equipment	4.1 Tooling and equipment are cleaned, checked and stored.	<b>Environmental requirements</b> <ul style="list-style-type: none"> <li>environmental requirements <u>are to</u> include but are not limited to waste management, noise, dust and clean up management.</li> </ul>	<b>Learning experiences for the HSC must address:</b> Clean-up procedures with proper consideration of the environment and OHS.

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			<p>A range of cleaning techniques including:</p> <ul style="list-style-type: none"> <li>• wiping</li> <li>• washing</li> <li>• brushing</li> <li>• sweeping</li> <li>• scraping</li> <li>• use of cleaning agents (chemicals, solvents and detergents).</li> </ul> <p>Cleaning equipment including:</p> <ul style="list-style-type: none"> <li>• high pressure water cleaner</li> <li>• wet/dry vacuum</li> <li>• brooms and brushes</li> <li>• scrapers.</li> </ul> <p>Tools and equipment cleaning/maintenance requirements as necessary including:</p> <ul style="list-style-type: none"> <li>• removal of dirt, dust, grease and oil</li> <li>• sharpening</li> <li>• anti-rust treatments</li> <li>• repair and/or replacement of missing/damaged parts</li> <li>• scheduled servicing</li> <li>• refuel and top-up consumables.</li> </ul>
	4.2 Tooling and equipment are securely stored.		<p><b>Learning experiences for the HSC must address:</b></p> <p>An awareness of issues relating to storage of tools and equipment including:</p> <ul style="list-style-type: none"> <li>• climatic effects</li> <li>• OHS considerations</li> <li>• stability</li> <li>• security</li> <li>• ease of access.</li> </ul> <p>Security of workplace equipment including:</p> <ul style="list-style-type: none"> <li>• guards</li> <li>• storage racks</li> <li>• protective covers</li> <li>• lock-up procedures.</li> </ul>
	4.3 Documents are completed according to enterprise policies and procedures.		<p>Knowledge of methods by which tools and equipment are stored and accessed.</p> <p><b>Learning experiences for the HSC must address:</b></p>

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
			<p>An understanding of:</p> <ul style="list-style-type: none"> <li>• the purpose of work records</li> <li>• workplace/organisation expectations for the maintenance of work records</li> <li>• types of work records <ul style="list-style-type: none"> <li>- used in an automotive work environment</li> <li>- required by industry regulation(s)</li> </ul> </li> <li>• methods for work records <ul style="list-style-type: none"> <li>- manual</li> <li>- electronic.</li> </ul> </li> </ul> <p>The importance of recording information that is:</p> <ul style="list-style-type: none"> <li>• clear</li> <li>• legible</li> <li>• accurate</li> <li>• concise</li> <li>• appropriate in terms of industry terminology and abbreviations.</li> </ul>