

Training Package	Automotive Industry Retail, Service and Repair (AUR05)	HSC Requirements and Advice
Unit title	Service and repair faults in post-boring systems	
Unit code	Unit descriptor	HSC Indicative Hours
AURP245571A	This unit covers the competence to rectify faults in post-boring and drilling systems, including, those attached to chainsaws. The unit includes identification and confirmation of work requirement, preparation for work, customer's authorisation to proceed with work, completion of servicing and repair activities, checking of operating systems and completion of work finalisation processes, including, clean-up and documentation.	15

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 the 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"> • observing safety procedures and requirements • communicating effectively with others involved in or affected by the work • selecting methods and techniques appropriate to the circumstances • completing preparatory activity in a systematic manner • conducting service and repair in accordance with workplace and manufacturer/component supplier requirements • completing service and repair of post borers and associated components within workplace timeframes • post boring equipment presentation to customer in compliance with workplace requirements. 	<p>A working knowledge of:</p> <ul style="list-style-type: none"> • OH&S regulations/requirements, equipment, material and personal safety requirements • operating principles of post boring equipment • the relationship of a post boring system to power unit, drive, safety, reversing and adjustment systems and overload protection device • classifications of post boring systems and components • types and layout of service/repair manuals (hard copy and electronic) • types of lubricants, methods of lubrication • types and causes of faults in post boring systems • servicing procedures • repair procedures • enterprise quality procedures • work organisation and planning procedure.

Evidence Guide cont/d

Context of assessment	Method of assessment	Specific resource requirements for this unit
<p>The application of competence <u>is to</u> 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&R [Retail, Service & Repair] 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 <u>must</u> also reinforce the integration of key competencies.</p> <p>Assessment <u>may</u> be applied under project related conditions (real or simulated) 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 <u>may</u> be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements.</p>	<p>The following resources <u>should</u> be made available:</p> <ul style="list-style-type: none"> • workplace location or simulated workplace • area for safe testing of post hole boring equipment • material relevant to servicing and repair of faults in post boring systems • equipment, hand and power tooling appropriate to servicing and repair of faults in post boring systems • activities covering mandatory task requirements • specifications and work instructions.
		<p>Relationship to other units</p>
		<p>Competence in this unit <u>may</u> be assessed in conjunction with other functional units which together form part of the holistic work role</p>

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 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 servicing and repair of faults in post boring systems, including, use of measuring equipment, use of communication devices and reporting/recording of results.	Level 1

Element	Performance Criteria	Range Statement
1 Prepare to undertake service and repair post boring equipment	1.1 OH&S requirements, including, State/Territory regulatory requirements and personal protection needs are observed throughout the work.	<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"> • this unit of competence <u>should</u> be contextualised to the qualification to which it is being applied • post-boring systems <i>may</i> be stand-alone or chainsaw attachments and may be either electric or petrol driven. <p>Unit context</p> <ul style="list-style-type: none"> • work <u>requires</u> individuals to demonstrate some judgement and problem-solving skills in managing own work activities and contributing to a productive team environment • work <u>is</u> carried out in accordance with award provisions. <p>Safety (OH&S)</p> <ul style="list-style-type: none"> • OH&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 material and substances • personal protective equipment <u>is to</u> include that prescribed under legislation/regulation/codes of practice and workplace policies and practices • 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 • emergency procedures related to this unit <u>are to</u> include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation. <p>Environmental requirements</p> <ul style="list-style-type: none"> • environmental requirements <u>are to</u> include but are not limited to waste management, noise, dust and clean-up management. <p>Quality requirements</p> <ul style="list-style-type: none"> • 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.
	1.2 Procedures and information such as workshop manuals and specifications, and tooling are sourced.	
	1.3 Method options are analysed and those most appropriate to the circumstances are selected and prepared.	
	1.4 Technical and/or calibration requirements for post-boring equipment are sourced and support equipment is identified and prepared.	
2. Determine repair requirements	2.1 Customer requirements and equipment specifications are checked, following workplace procedures.	
	2.2 Post-boring system is tested, faults are identified and test results are documented.	
3. Plan repair procedure	3.1 Service and repair procedure is planned, costed and discussed with the customer.	
	3.2 Implications of service and repair, including, technical and regulatory requirements and replacement parts needed are explained to the customer.	
	3.3 Customer authorisation to proceed with repair is obtained.	
	3.4 Service and repair sequence is planned and availability of tooling and equipment is determined.	
	3.5 Availability of replacement parts and facilities is determined.	
4. Remove components, rectify faults and fit components	4.1 Tooling and equipment are selected to meet job requirements.	

Element	Performance Criteria	Range Statement
	4.2 Components are removed for service and repair procedure. 4.3 Unusable components are discarded and reusable and repairable components are retained, following workplace procedures. 4.4 Service and repair procedures are followed and work checked at designated points to determine serviceability of sub-assemblies and conformity to specifications.	Statutory/regulatory authorities <ul style="list-style-type: none"> statutory/regulatory authorities <i>may</i> include Federal, State/Territory and local authorities administering applicable acts, regulations and codes of practice. Tooling and equipment <ul style="list-style-type: none"> tooling and equipment <i>may</i> include general workshop equipment, equipment for safe testing of post-boring systems and components, equipment stands, air tooling, grinders, exhaust gas extraction system, lubrication, welding and pressing equipment.
5. Check repaired postboring system for normal operation	5.1 Repaired post-boring system is operated through full operating range. 5.2 Operation is checked against equipment specifications and customer requirements. 5.3 Adjustments, fluid levels and alignments are checked. 5.4 Workplace records are updated, including, customer file, accounts, follow-up notices and warranty information.	Materials <ul style="list-style-type: none"> materials <i>may</i> include spare parts, lubricants, fluids and cleaning materials. Communications <ul style="list-style-type: none"> communications <u>are to</u> include, but are not limited to verbal and visual instructions and fault reporting and may include site specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers. Information <ul style="list-style-type: none"> information sources <i>may</i> include, but are not limited to: <ul style="list-style-type: none"> verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, memos, material safety data sheets, diagrams or sketches safe work procedures related to servicing and repair of faults in post boring systems regulatory/legislative requirements pertaining to post boring equipment engineer's design specifications and instructions organisation work specifications and requirements instructions issued by authorised enterprise or external persons Australian Standards.
6. Return repaired postboring system to customer service	6.1 Customer report, including, information on repairs and replacements, is provided. 6.2 Final inspection is made to ensure protective guards, safety features and cowlings are in place. 6.3 Follow-up adjustments, use and care of equipment and warranty requirements are explained to customer. 6.4 Job card is completed and delivered to appropriate persons.	