

Training Package	Automotive Retail, Service and Repair (AUR05)	HSC Requirements and Advice
Unit title	Identify and select automotive parts and products	
Unit code	Unit descriptor	HSC Indicative Hours 40
AURS238127A	<p>This unit covers the competence required to identify automotive parts and products based on evidence from customers and/or other sources which may include catalogue numbers or samples of parts/products or their purpose.</p> <p>It requires application of both manual and computer based catalogue or equivalent systems.</p>	

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"> • eliciting sufficient information from the customer and/or other sources to enable a confirmed identification of vehicle or unit the part/product intended • accessing the parts/products catalogue systems associated with required vehicle/unit • using both manual and computer based parts/products catalogues and equivalent documentation to trace and identify common specific brand parts/products • communicating effectively with others involved in or affected by the work. 	<p>A working knowledge of:</p> <ul style="list-style-type: none"> • OH&S in relation to customer safety and ergonomics of computer workstations • common automotive terminology • the main automotive systems and assemblies and their functions • the parts/product catalogue systems, both brand specific and general options, used by enterprise • the legal issues associated with the supply and use of non conforming parts/components/ accessories • enterprise quality processes • work organisation and planning processes.

Evidence Guide cont/d

Context of assessment	Method of assessment	Specific resource requirements for this unit
<p>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 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 (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> 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 appropriate persons subject to agreed authentication arrangements.</p>	<p>The following <u>should</u> be made available:</p> <ul style="list-style-type: none"> • workplace location or simulated workplace • information and material identifying and selecting automotive parts and products • equipment identifying and selecting automotive parts and products • activities covering task requirements • specifications and work instructions.

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 customer 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 own performance.	Level 1
Work with others and in a team	Interact effectively with other persons, including product specialists, 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 material requirements, estimate and calculate costs and establish quality checks.	Level 1
Solve problems	Establish safe and effective work processes which anticipate and/or resolve problems, to systematically develop solutions to avoid or minimise reworking and to avoid wasting customer time.	Level 1
Use technology	Use workplace technology related to customer services, including use of measuring equipment, computerised technology, use of communication devices and reporting/ documenting of results.	Level 1

Element	Performance Criteria	Range Statement
1 Identify the part/product and its end use	1.1 Customer is made to feel welcome and valued.	<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"> • automotive part/product <ul style="list-style-type: none"> - this <i>may</i> include automotive parts, components and accessories specific to vehicle type or are for use by industry, and refinishing and treatment products • part/product information <ul style="list-style-type: none"> - this <i>may</i> include manufacturer/ component supplier specifications and technical documentation, enterprise procedures and documentation, enterprise or industry specifications, diagrams, sketches, verbal descriptions and physical and visual evidence • parts/products cataloguing systems <ul style="list-style-type: none"> - these systems <i>may</i> be hard-copy (book fast, loose leaf), stand alone computer or networked/on line computer supported services • information gathering techniques <ul style="list-style-type: none"> - customer <i>may</i> require active assistance and questioning to fully describe requirement in terms of common vehicle/ unit model, date of manufacture, purpose and appearance of product and other tracking information • recording of information <ul style="list-style-type: none"> - information provided by customer <i>may</i> need to be used when customer is no longer present and therefore an accurate record of information needs to be completed, retained and recovered when needed • provider/supplier information <ul style="list-style-type: none"> - provider/supplier information is not always required, but <i>should</i> be sought or accessed where incorrect identification of the part/product may result in legal liability, customer dissatisfaction and/or alienation. • customers <ul style="list-style-type: none"> - this <u>includes</u> both external and internal customers who <i>may</i> be technically qualified to describe parts/products, or technical novices requiring detailed support. Regardless, customers are made feel welcome, valued and, at end of the process, satisfied. <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.
	1.2 Available information on the required part/product is gathered, documented and confirmed with customer.	
	1.3 End use or host for the part/product, i.e. vehicle/unit assembly or vehicle/unit assembly options, is established from an analysis of available information.	
2 Identify details of the part/product	2.1 The parts/product cataloguing system is identified and accessed.	
	2.2 Part/product is matched accurately with cataloguing information by accessing and using the catalogue system.	
	2.3 Details of identity of the part/product are documented and processed.	
3 Part/product is supplied or ordered for customer	3.1 Customer accepts process used.	
	3.2 Part/product is supplied or ordered if not in stock.	
	3.3 Customer records are updated.	

Element	Performance Criteria	Range Statement
		<p>Communications</p> <ul style="list-style-type: none"> communications <u>are to</u> include, but are not limited to verbal and visual instructions and may include site specific instructions, telephones and pagers. <p>Environmental requirements</p> <ul style="list-style-type: none"> environmental requirements <u>are to</u> include, but are not limited to pollution and clean up management. <p>Safety (OH&S)</p> <ul style="list-style-type: none"> OH&S <u>is 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 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 conduct of operational risk assessment and treatments associated with customer safety and working in proximity to others and site visitors emergency procedures related to this unit <u>are to</u> include, but are not limited to enterprise first aid requirements and site evacuation. <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, enterprise quality policy, standards, operations and procedures. <p>Statutory/regulatory authorities</p> <ul style="list-style-type: none"> statutory/regulatory authorities <i>may</i> include Federal, State/Territory and local authorities administering acts, regulations and codes of practice.