

<b>Training Package</b>	Automotive Industry Retail, Service and Repair (AUR05)	<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Carry out workshop practice activities</b>	
<b>Unit code</b>	<b>Unit descriptor</b>	<b>HSC Indicative Hours</b>
<b>AURT100308A</b>	This unit covers the competence required to carry out workshop practice activities, including general fitting, housekeeping, component cleaning, documenting and reporting skills.	<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 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>• observing safety procedures and requirements</li> <li>• communicating effectively with others involved in or affected by the work</li> <li>• selecting methods and techniques appropriate to the circumstances</li> <li>• completing preparatory activity in a systematic manner</li> <li>• conducting the workplace practice in accordance with workplace requirements</li> <li>• accurately interpreting workshop practice requirements</li> <li>• applying fitting skills to manufacturer/component supplier requirements</li> <li>• completing activities within workplace timeframes.</li> </ul>	<p>A working knowledge of:</p> <ul style="list-style-type: none"> <li>• OH&amp;S and environmental regulations/requirements, equipment, material and personal safety requirements</li> <li>• dangers of working with workshop equipment</li> <li>• operating principles of machines and equipment and their relationship to each other</li> <li>• fitting procedures</li> <li>• workshop procedures</li> <li>• enterprise quality procedures</li> <li>• work organisation and planning processes.</li> </ul>

### 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 <u>must</u> satisfy the endorsed assessment guidelines of the automotive industry's RS&amp;R [Retail, Service &amp; 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 must also reinforce the integration of key competencies.</p> <p>Assessment <u>may</u> 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 <u>may</u> 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 carrying out workshop practice activities</li> <li>• equipment, hand and power tooling appropriate to carrying out workshop practice activities</li> <li>• activities covering mandatory task requirements</li> <li>• specifications and work instructions.</li> </ul>
		<b>Relationship to other units</b>
		<p>Competence in this unit <u>is to</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 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 such as number and space techniques, estimation and approximation for practical purposes.	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 to combine physical and sensory skills needed to operate equipment with understanding of scientific and technological principles needed to explore and adapt systems.	Level 1

Element	Performance Criteria	Range Statement
1 Prepare to undertake workshop practice	<p>1.1 OH&amp;S requirements, including individual State/Territory regulatory requirements and personal protection needs are observed throughout the work.</p> <p>1.2 Procedures and information such as workshop manuals and specifications, and tooling required, are sourced.</p> <p>1.3 Method options are analysed and those most appropriate to the circumstances are selected and prepared.</p> <p>1.4 Technical requirements for workshop practice are sourced and support equipment is identified and prepared.</p> <p>1.5 Warnings in relation to working within a workshop environment are observed.</p>	<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>work involved <u>includes</u> all vehicle repair workshops</li> <li>workshop practice activities <u>are to</u> include housekeeping, component cleaning, general fitting, reporting and documenting.</li> </ul> <p><b>Unit context</b></p> <ul style="list-style-type: none"> <li>work <u>requires</u> individuals to demonstrate some limited 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>Safety (OH&amp;S)</b></p> <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 responses associated with vehicular movement, 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> <p><b>Environmental requirements</b></p> <ul style="list-style-type: none"> <li>environmental requirements <u>are to</u> include but are not limited to waste management and clean up management.</li> </ul> <p><b>Quality requirements</b></p> <ul style="list-style-type: none"> <li>quality requirements <u>are to</u> include, but are not limited to internal company quality policy and standards and enterprise operations and procedures.</li> </ul>
2 Workshop practice is carried out	<p>2.1 Methods for the workshop practice are implemented in accordance with workplace procedures and manufacturer/ component supplier specifications.</p> <p>2.2 Observations are noted during the procedure.</p> <p>2.3 Workshop practice scheduled documentation is completed.</p> <p>2.4 Final inspection is made to ensure work is to workplace expectations.</p> <p>2.5 Report is completed and delivered to persons.</p>	

Element	Performance Criteria	Range Statement
		<p><b>Statutory/regulatory authorities</b></p> <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> <p><b>Tooling and equipment</b></p> <ul style="list-style-type: none"> <li>tooling and equipment <i>may</i> include hand tooling, gauges, measuring and equipment cleaning devices.</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><b>Sources of information/documents <i>may</i> include</b></p> <ul style="list-style-type: none"> <li>enterprise operating procedures, job cards, workshop manuals, supplier data sheets, parts catalogues, customer orders and industry/workplace codes of practice, material safety data sheets Australian Design Rules.</li> </ul>