

<b>Training Package</b>	Automotive Industry Retail, Service and Repair (AUR05)	<b>HSC Requirements and Advice</b>
<b>Unit title</b>	<b>Prepare vehicle/component/equipment for customer use</b>	
<b>Unit code</b>	<b>Unit descriptor</b>	<b>HSC Indicative Hours</b>
<b>AURV231649A</b>	This unit covers the competence required to clean, and perform a final inspection of repaired/ manufactured/modified vehicle/component/equipment before delivery to a customer.	<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 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"> <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>• applying vehicle protection methods</li> <li>• applying pre delivery/inspection procedures</li> <li>• applying cleaning procedures</li> <li>• applying testing procedures.</li> </ul>	<p>A working knowledge of:</p> <ul style="list-style-type: none"> <li>• OH&amp;S cleaning materials, equipment, material and personal safety requirements</li> <li>• environmental requirements for the disposal of substances</li> <li>• cleaning agents</li> <li>• technical information</li> <li>• vehicle safety requirements</li> <li>• vehicle/component systems operation</li> <li>• cleaning procedures</li> <li>• pre delivery/inspection procedures</li> <li>• testing procedures</li> <li>• work organisation and planning processes</li> <li>• enterprise quality 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 automotive 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>• materials relevant to the preparation of vehicle/component/equipment for customer use</li> <li>• equipment, hand and power tooling appropriate to the preparation of vehicle/component/equipment for customer use</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>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	Collect, organise and understand information related to work orders, plans and safety procedures for preparing vehicle/component/equipment for customer use. Identifying safety and warranty information. Identifying service/repair information.	Level 1
Communicate ideas and information	Communicate ideas and information to enable confirmation of work requirements and specifications, coordination of work with worksite supervisor, other workers and customers, and the reporting of work outcomes and problems. Explaining work outcomes to customers. Listening and following verbal instructions.	Level 1
Plan and organise activities	Plan and organise activities, including preparation and layout of worksite and obtaining of equipment and material to avoid backtracking, workflow interruptions or wastage.	Level 1
Work with others and in a team	Work with others and in a team by recognising dependencies and using cooperative approaches to optimise workflow and productivity.	Level 1
Use mathematical ideas and techniques	Use mathematical ideas and techniques to complete measurements and estimate material requirements required for the work.	Level 1
Solve problems	Use pre checking and inspection techniques to anticipate planning and scheduling problems, avoid wastage of time and material.	Level 1
Use technology	Use workplace technology related to the preparation of vehicle/component/equipment for customer use, including the use of computerised technology and communication devices and the reporting/documenting of results.	Level 1

Element	Performance Criteria	Range Statement
1 Prepare for work	1.1 Work instructions are used to determine work requirements, including method, material and equipment. 1.2 Job specifications are read and interpreted. 1.3 OH&S requirements, including personal protection needs are observed throughout the work. 1.4 Material for work is selected. 1.5 Equipment and tooling are identified and checked for safe and effective operation. 1.6 Procedures are determined to minimise waste material. 1.7 Procedures are identified for maximising energy efficiency while completing 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><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>Unit scope</b></p> <ul style="list-style-type: none"> <li>vehicles, components and equipment <i>may</i> include vessels, including life jackets, flares, rescue equipment; bicycles, including helmets; trailers; outdoor power equipment; and other components/ assemblies/accessories</li> <li>preparation methods <u>are to</u> include manual or machine assisted cleaning, visual inspection and testing, checklists for systems operation and written and verbal communication.</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 worksite specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers.</li> </ul>
2 Clean vehicle/component/equipment for delivery	2.1 Vehicle/component/equipment is cleaned in the prescribed manner, to industry standard and secured in preparation for customer pick up. 2.2 Cleaning is completed without causing damage to component or system. 2.3 Cleaning operations are carried out according to industry standards/regulations/guidelines, OH&S requirements, legislation and enterprise procedures/policies.	<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 material and substances</li> <li>personal protective equipment <u>is to</u> include that prescribed under legislation/ regulation/ codes of practice and workplace policies and practices</li> </ul>
3 Deliver/hand-over vehicle/equipment/component to customer	3.1 Checklist and repair quotation is used to ensure operation of vehicle/component/ equipment systems. 3.2 Service, operating and warranty requirements are explained to customer. 3.3 Safety features are explained to the customer.	<ul style="list-style-type: none"> <li>safe operating procedures <u>are to</u> include, but are not limited to 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 worksite 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 worksite evacuation.</li> </ul>

Element	Performance Criteria	Range Statement
	3.4 Final inspection is completed prior to hand-over.	<p><b>Materials</b></p> <ul style="list-style-type: none"> <li>materials <i>may</i> include polishes, paint protection agents, glass cleaners, chrome cleaners and upholstery cleaners.</li> </ul> <p><b>Tooling and equipment</b></p> <ul style="list-style-type: none"> <li>tooling and equipment <i>may</i> include testing equipment, car washes, chemical baths, hot washes and high-pressure cleaners.</li> </ul>
	3.5 Operations are carried out according to industry standards/regulations/guidelines, OH&S requirements, legislation and enterprise procedures/policies.	
4 Clean up work area and maintain equipment	4.1 Material that can be reused is collected and stored.	<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, noise, dust 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 regulations, including Australian Standards, internal company quality policy and standards and enterprise operations and procedures.</li> </ul> <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>Information</b></p> <ul style="list-style-type: none"> <li>information sources <i>may</i> include, but are not limited to: <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>- safe work procedures related to the preparation of a vehicle/component/equipment for customer use</li> <li>- regulatory/legislative requirements pertaining to automotive industry, including Australian Design Rules</li> <li>- engineer's design specifications and instructions</li> <li>- organisation work specifications and requirements</li> <li>- instructions issued by authorised enterprise or external persons</li> <li>- Australian Standards.</li> </ul> </li> </ul>
	4.2 Waste and scrap is removed following workplace and environmental procedure.	
	4.3 Equipment and work area are cleaned and inspected for serviceable condition in accordance with workplace procedures.	
	4.4 Unserviceable equipment is tagged and faults identified in accordance with workplace requirements.	
	4.5 Operator maintenance is completed in accordance with manufacturer/component supplier specifications and worksite procedures.	
	4.6 Tooling is maintained in accordance with workplace procedures.	