



Australian Government

Assessment Requirements for AURAF004 Resolve routine problems in an automotive workplace

Release: 1

Assessment Requirements for AURAF A004 Resolve routine problems in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- clarify and resolve three of the following routine problems in an automotive workplace caused by:
 - inaccurate or outdated workplace procedure
 - internal changes to work conditions or environment
 - external changes to work conditions or environment
 - additional or non-standard work activities.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace procedures relating to problem identification and resolution strategies
- problem solving methods and techniques, including:
 - brainstorming
 - root cause analysis
 - trial and error approach
 - problem cause and effect strategies
- reporting procedures.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having solved routine basic problems in their automotive workplace, e.g. workplace memos.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive workplace or simulated workplace
- workplace procedures relating to employee participation in problem solving activities.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

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