



Australian Government

**Assessment Requirements for AURFA104
Resolve routine problems in an automotive
workplace**

Release: 1

Assessment Requirements for AURAF104 Resolve routine problems in an automotive workplace

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify and resolve at least three routine problems in an automotive workplace, each caused by a different one of the following causes:
 - inaccurate or outdated workplace procedure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

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

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

Assessment Conditions

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.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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