



Australian Government

AURFA104 Resolve routine problems in an automotive workplace

Release: 1

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

Application

This unit describes the skills and knowledge required to identify and resolve routine basic problems commonly encountered in an automotive workplace. It involves developing and implementing solutions to identified problems and reporting on their effectiveness.

The unit applies to those working in the automotive service and repair industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Common Foundation Skills

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the problem	1.1 Identify early indicators of problems according to workplace procedures 1.2 Confirm existence of problem according to workplace procedures 1.3 Identify information regarding problem according to workplace procedures
2. Develop, implement and evaluate solution	2.1 Identify a range of possible methods for resolving the problem according to workplace procedures 2.2 Analyse strengths and weaknesses of each option 2.3 Identify and implement optimal solution according to workplace procedures

ELEMENTS	PERFORMANCE CRITERIA
	2.4 Compare effectiveness of chosen solution against other identified options
3. Assist others to identify and resolve problems	3.1 Provide assistance to help others identify routine problems according to workplace procedures 3.2 Discuss problems and potential solutions with others 3.3 Use information gathered through discussion to help resolve problems.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	<ul style="list-style-type: none"> Reviews own skills required to perform routine problem solving Identifies learning opportunities to gain skills required to solve routine problems. Reflects on actions and outcomes during routine problem-solving activities, recognising and correcting errors Draws on knowledge to identify routine problems and potential solutions.
Reading	<ul style="list-style-type: none"> Selects and applies workplace procedures and other written documentation found in the automotive workplace to solve routine problems.
Oral communication	<ul style="list-style-type: none"> Speaks clearly to be understood and uses automotive workplace terms Uses non-verbal feedback to support effective communication Listens to others and gives feedback to the sender to confirm clear understanding.
Teamwork	<ul style="list-style-type: none"> Applies knowledge of own role to effectively support team activities and tasks.

Unit Mapping Information

Supersedes and is equivalent to AURAF104 Resolve routine problems in an automotive workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

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