Australian Government

AURAFA110 Identify routine problems in an automotive workplace

Release: 1

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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 routine basic problems commonly encountered in an automotive workplace. It involves identifying problems and proposing solutions to those problems.

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
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify the problem	1.1 Identify early indicators of problems according to workplace procedures 1.2 Verify existence of problem according to workplace procedures 1.3 Gather information regarding problem according to workplace procedures
2. Develop, evaluate and communicate solution	2.1 Identify a range of possible methods for resolving the problem according to workplace procedures 2.2 Identify strengths and weaknesses of each option 2.3 Identify optimal solution according to workplace procedures 2.4 Communicate optimal solution to workplace personnel

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	• Locates required sources of information efficiently • 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 prior knowledge to identify routine problems and potential solutions.
Reading	• Selects and applies workplace procedures and other written documentation found in the automotive workplace to identify routine problems and propose solutions.
Writing	• Completes workplace documentation, such as quality control sheets and graphs, problem solving checklists and reports.
Oral communication	• Speaks clearly to be understood • Speaks using automotive workplace terms • Uses non-verbal feedback to support effective communication • Listens to others and give feedback to the sender to confirm clear understanding.
Teamwork	• Applies knowledge of own role to effectively support team activities and tasks.

Unit Mapping Information

New unit.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1