



Australian Government

AURATA004 Provide technical guidance

Release: 1

AURATA004 Provide technical guidance

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to assist co-workers with service and repair work by interpreting and providing technical assistance that facilitates on-the-job learning.

It 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.

Competency Field

Common

Unit Sector

Technical

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Assist co-workers with their work	1.1 Problems arising from previous service and repair work procedures are identified and opportunities for technical guidance are identified 1.2 Technical information is sought and interpreted to aid own understanding, as required 1.3 Supervisor, team leader or colleague with advanced technical knowledge is identified, and assistance is sought, as required

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	1.4 Technical guidance is provided to co-workers, appropriate to their skill level and need, to assist in determining suitable repair method 1.5 Assistance is provided to co-worker during work, to ensure work is completed to manufacturer specifications 1.6 Potential faults in co-workers' work are identified and precautionary steps are taken to prevent them
2. Provide technical information and instruction to co-workers	2.1 Current technical information is communicated to co-workers as it becomes available 2.2 Co-workers are instructed how to access, interpret and apply technical information
3. Facilitate continuous learning of self and co-workers	3.1 Information is shared to build own and co-workers' skills 3.2 Training opportunities are identified that meet technical and business needs and enhance technical skills of self and co-workers 3.3 Approval to take advantage of training opportunities is sought from supervisor

Foundation Skills

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

Skills	Description
Learning skills to:	locate appropriate sources of information efficiently.
Reading skills to:	interpret technical information, instructions and requirements in written material to inform technical guidance provided.
Writing skills to:	legibly and accurately fill out workplace documentation.
Oral communication skills to:	clearly and effectively convey information using language, tone and pace accessible to co-workers.
Numeracy skills to:	interpret numerical information in manufacturer specifications and procedures.
Digital literacy skills to:	use digital systems and tools to access and organise information relating to technical guidance provided.

Skills	Description
Planning and organising skills to:	• structure and sequence information clearly and logically • organise activities relating to providing technical guidance.
Problem solving skills to:	• analyse issues and respond effectively to questions and comments when providing technical guidance.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURATA3004 Provide technical guidance

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>