



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AURS338103A Apply automotive parts interpretation process**

**Release: 1**

## AURS338103A Apply automotive parts interpretation process

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit of competency covers the competence to identify uncommon or unusual automotive parts based on evidence from customers and/or other sources which may include catalogue numbers, samples and verbal, written or graphic descriptions of parts or their purpose.
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### Application of the Unit

<b>Application of the unit</b>	The parts or vehicle may not be in common use and therefore research and/or interpretation may be required to identify and satisfy customer requirements.
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### Licensing/Regulatory Information

Not Applicable

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify the part and its end use	1.1. Customer is made to feel welcome and valued 1.2. Available information on required part is gathered, documented and confirmed with customer 1.3. End use or host for the part, i.e. vehicle/unit assembly or vehicle/unit assembly options, is established from an analysis of available information
2. Identify and record details of the part	2.1. The parts cataloguing system to host vehicle/unit is identified and accessed 2.2. Part is matched accurately with cataloguing information by accessing and using the catalogue system, its aids and user guides 2.3. Expert advice is sought from provider/supplier to clarify imprecise identification outcomes 2.4. Details of identity of the part are documented and processed
3. Part is supplied or ordered for customer	3.1. Customer accepts process used 3.2. Part is supplied or ordered if not in stock 3.3. Customer records are updated

## Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
<p>This section describes the skills and knowledge required for this unit.</p>
<p><b>Required skills</b></p>
<ul style="list-style-type: none"> <li>• collect, organise and understand information related to technical literacy and interpretive skills sufficient to access keywords and phrases and to interpret schematics and technical drawings</li> <li>• communicate ideas and information</li> <li>• questioning and active listening skills, for example when eliciting information on product and end use issues</li> <li>• plain English literacy and communication skills in relation to dealing with customer and providers/suppliers</li> <li>• plan and organise activities when planning a logical approach to identify part/product</li> <li>• work with others and in a team by seeking assistance from team members</li> <li>• use mathematical ideas and techniques to estimate quantities if part/product is to be</li> </ul>

**REQUIRED SKILLS AND KNOWLEDGE**

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- establish diagnostic processes including problem-solving and analytical skills for a range of unpredictable circumstances, for example, clarifying a general need and researching through parts catalogue systems to correctly identify part or technically acceptable options. This may involve recognition of pathways addressing country of origin, historic or period-based terminology/language variations
- use workplace technology related to computing skills in relation to accessing and interpretation of computer-based parts catalogue systems

**Required knowledge**

- general knowledge of current and historic automotive terminology
- general knowledge of main automotive systems and assemblies and their functions
- general knowledge of historic background to the parts system
- general knowledge of range of manual and computerised parts catalogue systems in common usage throughout industry
- detailed knowledge of the parts catalogue systems, both brand specific and general options, used by enterprise
- general knowledge of legal issues associated with supply and use of non-conforming parts/components/accessories
- broad knowledge of occupational health and safety (OHS) in relation to customer safety and ergonomics of computer workstations

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>It is essential that competence in this unit signifies ability to transfer competence to changing circumstances and to respond to unusual circumstances in the critical aspects of:</p> <ul style="list-style-type: none"> <li>• eliciting sufficient information from the customer and/or other sources to enable a confirmed identification of vehicle or unit the part is intended</li> <li>• identifying and locating parts catalogue systems associated with required vehicle/unit</li> <li>• using parts catalogues and equivalent documentation, both hard copy and electronic, to trace and identify specific brand parts</li> <li>• using parts catalogues and equivalent documentation, both hard copy and electronic medium, to trace and identify general or optional parts/products.</li> </ul>
<b>Context of, and specific resources for assessment</b>	<ul style="list-style-type: none"> <li>• Assessment is to cover both manual and computer-aided/ based parts catalogue systems</li> <li>• Assessment of this unit must be completed on the job or in a simulated work environment reflecting a range of parts identification requirements in terms of available information, customer types and complexity of parts tracking.</li> <li>• Assessment must cover both specified brand and general parts and is to occur in an environment where competing demands of a number of customers are evident</li> <li>• The following are required: <ul style="list-style-type: none"> <li>• a workplace or simulated workplace</li> <li>• customers and requests for parts information</li> <li>• parts cataloguing systems (both computerised and manual)</li> <li>• a qualified workplace assessor.</li> </ul> </li> </ul>
<b>Method of assessment</b>	<ul style="list-style-type: none"> <li>• It is preferable assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances.</li> <li>• Customers, team leaders/members or other appropriate persons, subject to agreed authentication arrangements,</li> </ul>

<b>EVIDENCE GUIDE</b>	
	<p>may provide evidence of performance</p> <ul style="list-style-type: none"> <li>• Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role</li> <li>• This unit should be assessed in conjunction with other units within context of the candidate's job role or function.</li> </ul>
<b>Guidance information for assessment</b>	

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<b>Automotive parts</b>	<p>Automotive parts may include:</p> <ul style="list-style-type: none"> <li>• automotive parts, components and accessories specific to vehicle type or are for general use by industry. They will generally be for older, rare or specialised vehicles</li> </ul>
<b>Customers</b>	<p>Customers include both external and internal customers who may be technically qualified to describe parts, or technical novices requiring detailed support. Regardless, customers are made feel welcome, valued and, at end of the process, satisfied</p>
<b>Vehicle/unit identity options</b>	<p>An examination of a sample of required part or customer vehicle may be necessary to clarify situation</p>
<b>Solution</b>	<p>Solution is not necessarily apparent where hybrid vehicles/units are concerned and a range of options may need to be identified and pursued</p>

<b>RANGE STATEMENT</b>	
<b>Legislative requirements</b>	<p>Legislative requirements include:</p> <ul style="list-style-type: none"> <li>state/territory legislation related to OHS and Australian Design Rules</li> </ul>
<b>Communications</b>	<p>Communications with customer/user may be:</p> <ul style="list-style-type: none"> <li>face to face, by telephone or by other electronic means</li> </ul>
<b>Recording of information</b>	<p>Recording of information provided by customer may need to be used when customer is no longer present and therefore an accurate record of information needs to be completed, retained and recovered when needed</p>
<b>Resources</b>	<p>Resources may include:</p> <ul style="list-style-type: none"> <li>hard copies of catalogues, databases and access to internet</li> </ul>
<b>Parts information</b>	<p>Parts information may include:</p> <ul style="list-style-type: none"> <li>manufacturer/component supplier specifications and technical documentation, enterprise procedures and documentation, enterprise or industry comparative specifications, diagrams, sketches, verbal descriptions and physical and visual evidence</li> </ul> <p>This may range from an accurate catalogue number or reference to a generalised description of purpose by a customer who has little technical knowledge or expertise</p>
<b>Information gathering techniques</b>	<ul style="list-style-type: none"> <li>Customer may require active assistance and questioning to fully describe requirement in terms of vehicle/unit model, date of manufacture, purpose and appearance of the part and other tracking information</li> <li>Customer may be seeking an inappropriate solution to a technical problem and if sufficient doubt exists, may require referral to a service provider</li> </ul>
<b>Parts cataloguing systems</b>	<p>Parts cataloguing systems may be:</p> <ul style="list-style-type: none"> <li>hard copy (book-fast, loose-leaf) micro-fiche/micro-film, stand-alone computer or networked/on-line computer-supported services</li> </ul>



<b>RANGE STATEMENT</b>	
	Depending on age of required part, any or all of above systems may need to be accessed
<b>Catalogue system aids and user guides</b>	<p>Catalogue system aids and user guides may include:</p> <ul style="list-style-type: none"> <li>written instructions within the system, guides in the form of diagrams, flow charts and process schematics, menus and prompts and one to three dimensional system/component diagrams, models and graphics</li> </ul>
<b>Provider/supplier information</b>	Provider/supplier information is not always required, but should be sought or accessed where incorrect identification of parts may result in legal liability, customer dissatisfaction and/or alienation

### Unit Sector(s)

<b>Unit sector</b>	Sales
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### Co-requisite units

<b>Co-requisite units</b>	

### Competency field

<b>Competency field</b>	
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