



Australian Government

Department of Education, Employment and Workplace Relations

AURV231649A Prepare vehicle/component/equipment for customer use

Release: 1

AURV231649A Prepare vehicle/component/equipment for customer use

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to clean, and perform a final inspection of repaired/manufactured/ modified vehicle/component/equipment before delivery to a customer.
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Application of the Unit

Application of the unit	Work requires individuals to demonstrate judgement and problem-solving skills in managing own work activities and contributing to a productive team environment. Work is carried out in accordance with award provisions.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	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. Prepare for work	1.1. Work instructions are used to determine work requirements, including method, material and equipment. 1.2. Job specifications are read and interpreted. 1.3. Occupational health and safety (OHS) requirements, including personal protection needs are observed throughout the work. 1.4. Material for work is selected. 1.5. Equipment and tooling are identified and checked for safe and effective operation. 1.6. Procedures are determined to minimise waste material. 1.7. Procedures are identified for maximising energy efficiency while completing the work.
2. Clean vehicle/ component/equipment for delivery	2.1. Vehicle/component/equipment is cleaned in the prescribed manner, to industry standard and secured in preparation for customer pick up. 2.2. Cleaning is completed without causing damage to component or system. 2.3. Cleaning operations are carried out according to industry standards/regulations/guidelines, OHS requirements, legislation and enterprise procedures/policies.
3. Deliver/hand-over vehicle/equipment/ component to customer	3.1. Checklist and repair quotation is used to ensure operation of vehicle/component/equipment systems. 3.2. Service, operating and warranty requirements are explained to customer. 3.3. Safety features are explained to the customer. 3.4. Final inspection is completed prior to hand-over. 3.5. Operations are carried out according to industry standards/ regulations/guidelines, OHS requirements, legislation and enterprise procedures/policies.
4. Clean up work area and maintain equipment	4.1. Material that can be reused is collected and stored. 4.2. Waste and scrap is removed following workplace and environmental procedure. 4.3. Equipment and work area are cleaned and inspected for serviceable condition in accordance with workplace procedures. 4.4. Unserviceable equipment is tagged and faults

ELEMENT	PERFORMANCE CRITERIA
	<p>identified in accordance with workplace requirements.</p> <p>4.5. Operator maintenance is completed in accordance with manufacturer/component supplier specifications and worksite procedures.</p> <p>4.6. Tooling is maintained in accordance with workplace procedures.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- collect, organise and understand information related to work orders, plans and safety procedures for preparing vehicle/ component/equipment for customer use
- identifying safety and warranty information
- identifying service/repair information
- communicate ideas and information to enable confirmation of work requirements and specifications, coordination of work with worksite supervisor, other workers and customers, and the reporting of work outcomes and problems
- explaining work outcomes to customers
- listening and following verbal instructions
- plan and organise activities, including preparation and layout of worksite and obtaining of equipment and material to avoid backtracking, workflow interruptions or wastage
- work with others and in a team by recognising dependencies and using cooperative approaches to optimise workflow and productivity
- use mathematical ideas and techniques to complete measurements and estimate material requirements required for the work
- use pre-checking and inspection techniques to anticipate planning and scheduling problems, avoid wastage of time and material
- use workplace technology related to the preparation of vehicle/component/equipment for customer use, including the use of computerised technology and communication devices and the reporting/documenting of results

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

Required knowledge includes:

- OHS cleaning materials, equipment, material and personal safety requirements
- environmental requirements for the disposal of substances
- cleaning agents
- technical information
- vehicle safety requirements
- vehicle/component systems operation
- cleaning procedures
- pre-delivery/inspection procedures
- testing procedures
- work organisation and planning processes
- enterprise quality processes

Evidence Guide

EVIDENCE GUIDE	
<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>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</p> <ul style="list-style-type: none"> • observing safety procedures and requirements • communicating effectively with others involved in or affected by the work • selecting methods and techniques appropriate to the circumstances • completing preparatory activity in a systematic manner • applying vehicle protection methods • applying pre-delivery/inspection procedures • applying cleaning procedures • applying testing procedures.
Context of, and specific resources for assessment	<ul style="list-style-type: none"> • Application of competence is to be assessed in the workplace or simulated automotive worksite. • Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints. • Assessment is to comply with regulatory requirements, including Australian standards. • The following resources should be made available: <ul style="list-style-type: none"> • workplace location or simulated workplace • materials relevant to the preparation of vehicle/component/equipment for customer use • equipment, hand and power tooling appropriate to the preparation of vehicle/component/equipment for customer use • activities covering mandatory task requirements • specifications and work instructions.
Method of assessment	<ul style="list-style-type: none"> • Assessment must satisfy the endorsed Assessment Guidelines of AUR05 Automotive Industry Retail, Service and Repair Training Package. • Assessment methods must confirm consistency and accuracy of performance together with application of

EVIDENCE GUIDE	
	<p>underpinning knowledge.</p> <ul style="list-style-type: none"> • Assessment must be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies. • Assessment may be applied under project-related conditions and require evidence of process. • Assessment must confirm a reasonable inference that competence is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances. • It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements. • Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
<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>	
Vehicles, components and equipment	<p>Vehicles, components and equipment may include:</p> <ul style="list-style-type: none"> • vessels, including life jackets, flares and rescue equipment • bicycles, including helmets • trailers • outdoor power equipment • other components/assemblies/accessories

RANGE STATEMENT	
Preparation methods	<p>Preparation methods are to include:</p> <ul style="list-style-type: none"> • manual or machine assisted cleaning • visual inspection and testing • checklists for systems operation • written and verbal communication
OHS	<p>OHS requirements are to be in accordance with legislation/regulations/codes of practice and enterprise safety policies and procedures. This may include:</p> <ul style="list-style-type: none"> • protective clothing and equipment • use of tooling and equipment • workplace environment and safety • handling of material • use of firefighting equipment • enterprise first aid • hazard control and hazardous material and substances
Personal protective equipment	<p>Personal protective equipment is to include that prescribed under legislation/regulation/codes of practice and workplace policies and practices</p>
Safe operating procedures	<p>Safe operating procedures are to include, but are not limited to:</p> <ul style="list-style-type: none"> • operational risk assessment and treatments associated with vehicular movement, toxic substances, electrical safety, machinery movement and operation, manual and mechanical lifting and shifting, working in proximity to others and worksite visitors
Emergency procedures	<p>Emergency procedures related to this unit are to include, but are not limited to:</p> <ul style="list-style-type: none"> • emergency shutdown and stopping of equipment • extinguishing fires • enterprise first aid requirements • worksite evacuation
Environmental requirements	<p>Environmental requirements are to include, but are not limited to:</p> <ul style="list-style-type: none"> • waste management, noise, dust and clean-up

RANGE STATEMENT	
	management
Quality requirements	<p>Quality requirements are to include, but are not limited to:</p> <ul style="list-style-type: none"> • regulations, including Australian standards • internal company quality policies and standards • enterprise operations and procedures
Statutory/regulatory authorities	<p>Statutory/regulatory authorities may include:</p> <ul style="list-style-type: none"> • federal, state/territory and local authorities administering Acts, regulations and codes of practice
Tooling and equipment	<p>Tooling and equipment may include:</p> <ul style="list-style-type: none"> • testing equipment • car washes • chemical baths • hot washes • high-pressure cleaners
Materials	<p>Materials may include:</p> <ul style="list-style-type: none"> • polishes • paint protection agents • glass cleaners • chrome cleaners • upholstery cleaners
Communications	<p>Communications are to include, but are not limited to:</p> <ul style="list-style-type: none"> • verbal and visual instructions and fault reporting and may include worksite specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers
Information/documents	<p>Sources of information/documents may include:</p> <ul style="list-style-type: none"> • verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, memos, material safety data sheets (MSDS), diagrams or sketches • safe work procedures related to the preparation of a vehicle/component/equipment for customer use

RANGE STATEMENT

	<ul style="list-style-type: none"> • regulatory/legislative requirements pertaining to automotive industry, including Australian Design Rules • engineer's design specifications and instructions • organisation work specifications and requirements • instructions issued by authorised enterprise or external persons • Australian standards
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Unit Sector(s)

Unit sector	Vehicle body
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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