



Australian Government

AURAF2004 Solve routine problems in an automotive workplace

Release 1

AURAF A2004 Solve routine problems in an automotive workplace

Modification History

Release	Comment
Release 1	Replaces AURC252327A Identify, clarify and resolve problems Performance Criteria updated to reflect the automotive workplace

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes required to identify and clarify the nature of routine problems commonly encountered in an automotive workplace as they relate to automotive vehicle repair. It involves deciding on the best solution, implementing and evaluating solutions and assisting others to identify and resolve problems.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
-----------------	--

Application of the Unit

Application of the unit	Work applies to the process implemented when addressing a problem in relation to vehicle or equipment repair. This unit has application throughout all sectors of the automotive industry and can be applied to resource, equipment, job function, workplace environment or process related problems.
-------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability skills	This unit contains employability skills.
-----------------------------	--

Elements and Performance Criteria Pre-Content

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and clarify nature of the problem	1.1.Signs of problems are identified or anticipated 1.2. Information and evidence is gathered from a variety of sources 1.3.Detailed analysis of the information is prepared, listing all options 1.4.Relevant and irrelevant components of the problem are distinguished within the available timeframe
2. Determine criteria for optimal solution and implement solution	2.1.Range of possible solution methods are defined 2.2.Options and strategies are identified or devised 2.3.Strengths and weaknesses of each option and strategy are considered against determined criteria 2.4.The optimal solution is determined 2.5.An implementation strategy is prepared and presented to designated persons for approval 2.6.The chosen solution is implemented within available timeframe
3. Evaluate and report on effectiveness of solutions and outcomes	3.1.Criteria are established to determine if chosen solutions resolve the problem 3.2.The chosen solution is evaluated against the determined criteria 3.3.Follow-up procedures are implemented by investigating things that have gone wrong and developing contingency arrangements 3.4.The effectiveness of the solution is reported to the workgroup or designated persons
4. Assist others to identify, clarify and resolve problems in the workplace	4.1.Others are assisted to anticipate or identify the indicators of a problem 4.2.Others are assisted to investigate the problem 4.3.Others are assisted to devise and evaluate alternative options and strategies 4.4.Others are assisted to implement the chosen solution

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to communicate ideas and information relating to reading and understanding workplace documents
- initiative and enterprise to identify sources of information, assistance and expert knowledge to assist with problem solving
- literacy skills to:
 - understand written workplace procedures and documents
 - read and follow information in written instructions, specifications, standard operating procedures, charts and other applicable reference documents
- numeracy skills to use mathematical ideas and techniques where required for solution options
- planning and organising skills to plan and organise activities for a plan of action developed to solve problems
- problem-solving skills to:
 - recognise a workplace problem or a potential problem
 - adopt strategic approaches to routine problem solving
 - establish diagnostic processes that use basic analytical and problem-solving skills relating to identifying, evaluating and resolving work-related problems
 - refer problems outside area of responsibility to appropriate person and suggest possible causes
- self-management skills to:
 - select and use appropriate written materials, processes and procedures
 - recognise limitations and seek timely advice
- teamwork skills to work with others and in a team by using basic communication and teamwork skills to assist others to solve problems
- technical skills to collect, organise and understand information relating to collating information to define problems
- technology skills to use workplace technology for research and to report on effectiveness

Required knowledge

- workplace policies and work procedures in relation to problem identification and problem solving
- problem identification, evaluation and reporting procedures
- problem identification, evaluation and reporting practices and strategies

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria and required skills and knowledge.

A person who demonstrates competency in this unit must be able to:

- communicate effectively with others involved in or affected by the work
- identify indicators of problems or potential problems
- gather and evaluate information relating to the problem
- devise solutions
- implement solutions as they relate to mechanical or electrical faults or problems in an automotive workplace.

Context of and specific resources for assessment

Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects performance in a real workplace setting.

Assessment is to occur:

- using standard workplace practices and procedures
- following safety requirements
- applying environmental constraints.

Assessment is to comply with relevant:

- regulatory requirements
- Australian standards
- industry codes of practice.

The following resources must be made available for the assessment of this unit:

- workplace location or simulated workplace
- documentation, such as workplace or sample policies and procedures, vehicle workshop or repair manuals related to work procedures and problem solving
- vehicles with mechanical or electrical faults or problems requiring resolution.

EVIDENCE GUIDE**Method of assessment**

Assessment must satisfy the endorsed Assessment Guidelines of this Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with the application of required skills and knowledge.

Assessment methods must be by direct observation of tasks and include questioning on required skills and knowledge to ensure correct interpretation and application.

Competence in this unit may be assessed in conjunction with other units which together form part of a holistic work role.

Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate the needs of diverse clients.

Assessment processes and techniques must be culturally sensitive and appropriate to the language, literacy and numeracy capacity of the candidate and the work being performed.

Range Statement

RANGE STATEMENT

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.

<i>Problems</i> may include:	<ul style="list-style-type: none"> • problems relating to normal work activities within the responsibility of the individual or workgroup • problems that arise relating to additional or non-standard work activities • problems caused by internal or external changes in work conditions or the environment.
<i>Information and evidence</i> may include:	<ul style="list-style-type: none"> • equipment or product manufacturer and component supplier specifications • workplace policies and procedures • customer requirements • repair quotations • legislation and regulations • industry and workplace codes of practice.
<i>Solution methods</i> may include:	<ul style="list-style-type: none"> • personal problem solving • mathematical problem solving • root cause analysis • brainstorming • lateral thinking • trial and error • substitution.
<i>Contingency arrangements</i> may include:	<ul style="list-style-type: none"> • technical evaluation • physical evaluation • formulating or revising plans • strategy development • evaluating procedures • time management • communication strategies.

Unit Sector(s)

Competency field	Common
Unit sector	Foundation Skills

Custom Content Section

Not applicable.