



Australian Government

AURATA3004 Provide technical guidance

Release 1

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Modification History

Release	Comment
Release 1	Replaces AURC359554A Provide technical guidance Unit code updated to meet policy requirements. Reference to OHS legislation replaced with new WHS legislation Licensing statement added to unit descriptor

Unit Descriptor

Unit descriptor	This unit of competency covers the competence required to access and interpret technical information, assist staff with service/repair work, provide technical information to staff, and facilitate continuous education. Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.
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Application of the Unit

Application of the unit	This unit of competency applies to the following and should be contextualised to the qualification to which it is being applied: <ul style="list-style-type: none"> retail, service and repair - mechanical/technical.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

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 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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assist staff with service/repair work	1.1. Technical guidance, appropriate to skill level and need, is provided to staff when determining the repair/service method 1.2. Staff with advanced technical competence are used as a point of reference 1.3. Technical assistance is provided to staff, to identify difficult faults 1.4. Assistance is provided to staff during work completion, to ensure technical requirements are met 1.5. Potential faults are recognised and precautionary steps are taken to prevent them 1.6. Problems arising from the repair procedure are addressed
2. Provide technical information to staff	2.1. Technical information is made available to staff 2.2. Current technical information is communicated to staff on a regular basis 2.3. Staff are shown how to access, interpret and apply technical information 2.4. A range of information sources is accessed through an established network
3. Facilitate continuous education of self and others	3.1. Sharing of information/knowledge is encouraged to continue expansion of personal and team knowledge 3.2. Training and education opportunities are identified, to meet technical and business needs, and to enhance technical skills of self and staff 3.3. Approval to attend courses is sought from management to ensure current and future technical requirements are met

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- collect, organise and understand information related to providing technical guidance
- communicate ideas and information to customers and supervisors related to providing technical guidance
- plan and organise activities related to providing technical guidance
- work with others and in a team by seeing and conveying information related to the planning, sequencing and completion of the task
- use mathematical ideas and techniques to count and measure
- establish diagnostic processes that identify methods related to providing technical guidance
- use the workplace technology related to providing technical guidance

Required knowledge

Knowledge of:

- coaching principles
- sources of technical information
- technical training and education options for staff
- technical and technological developments to the sector of the industry in which one is employed

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

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:

- accessing and interpreting technical information, assisting staff with service/repair work, providing technical information to staff, and facilitating continuous education.

Context of and specific resources for assessment

- Underpinning knowledge and skills may be assessed on or off the job.
- Assessment of practical skills must take place only after a period of supervised practice and repetitive experience. If workplace conditions are not available, assessment in simulated workplace conditions is acceptable.
- The prescribed outcome must be able to be achieved without direct supervision.
- The following should be made available:
 - testing equipment and technical information.

Method of assessment

Practical assessments:

- effectively communicate with staff
- identify sources of technical information for a range of technical problems
- identify training and education opportunities for self and staff.

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, 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.

Methods	<p>Methods include:</p> <ul style="list-style-type: none"> interpreting technical information and mentoring
Technical requirements for work completion	<p>Technical requirements for work completion may include:</p> <ul style="list-style-type: none"> manufacturer/component supplier specification organisational quality standards Australian Design Rules industry standards recommended repair procedures precaution notes
Areas of advanced technical competence (mechanical)	<p>Areas of advanced technical competence (mechanical) may include:</p> <ul style="list-style-type: none"> engine management systems automatic transmission control air conditioning, including climate control advanced braking systems, including heavy vehicle testing LPG service and repair steering alignment (front, rear and 4WS) advanced steering systems preparation of race cars (mechanical)
Areas of advanced technical competence (body)	<p>Areas of advanced technical competence (body) may include:</p> <ul style="list-style-type: none"> body electronics advanced welding advanced colour matching restoration panel body alignment air-conditioning systems (gas and degas) airbags preparation of race cars (body)
Information/documents	<p>Information/documents may include:</p> <ul style="list-style-type: none"> in-house literature (electronic or paper-based) experience of others in the organisation

RANGE STATEMENT	
	<ul style="list-style-type: none"> • other industry contacts (network) • spare part representatives • insurance assessors • industry bodies/associations • Australian Design Rules • manufacturer/component supplier information • technical information may include: <ul style="list-style-type: none"> • workshop manuals • trade publications • manufacturer/component supplier service bulletins and repair procedures • manufacturer/component supplier specialised training programs
WHS requirements	WHS requirements may include: <ul style="list-style-type: none"> • state/territory WHS legislation • award provisions

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Not applicable.

Competency field

Competency field	Technical
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