



**Australian Government**

# **AURVTN3035 Apply original equipment manufacturer repair procedures**

**Release 1**

## AURVTN3035 Apply original equipment manufacturer repair procedures

### Modification History

Release	Comment
Release 1	New unit of competency

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes required to locate and apply original vehicle equipment manufacturer (OEM) recommended repair procedures, The unit involves body repair of high strength steel (HSS) components, vehicle painting, vehicle glazing and vehicle trimming repair processes.</p> <p>Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>The unit applies to the auto body repair sector, including vehicle body repair of HSS components.</p> <p>Repairs or modifications are conducted by repair technicians in an automotive repair environment of passenger vehicles, commercial vehicles, heavy vehicles, agricultural plant and equipment, and recreational vehicles.</p>
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

## 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 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. Locate, interpret and apply OEM-recommended repair procedure	<p>1.1. <b><i>OEM-recommended repair procedure</i></b> is sourced using the internet or repair manuals</p> <p>1.2. OEM repair procedure and specifications are read and applied to vehicle repairs</p> <p>1.3. <b><i>Vehicle design specifications</i></b> are interpreted</p> <p>1.4. Industry standards and safety requirements are interpreted and followed</p> <p>1.5. <b><i>Tools and equipment</i></b> required to carry out tasks are sourced and checked prior to use</p>
2. Ensure compliance with OEM repair and vehicle specifications	<p>2.1. Vehicle specifications, engineering drawings and working drawings are identified and referred to</p> <p>2.2. Relevant OEM repair procedures are checked to ensure compliance with industry <b><i>quality standards</i></b></p> <p>2.3. Repair procedures are reviewed to ensure OEM requirements and guidelines are met</p> <p>2.4. Non-compliance of repairs is identified</p> <p>2.5. <b><i>Workplace policies and procedures</i></b> are followed and maintained</p>

## 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 instructions from job specification sheets
  - communicate OEM-recommended repair procedures
- initiative and enterprise skills to recognise a workplace problem or potential problem and take action
- learning skills to identify sources of OEM information, assistance and expert knowledge to expand skills, knowledge and understanding
- literacy skills to:
  - read and interpret quality procedures
  - read and follow information in written job instructions, specifications, standard operating procedures, charts, lists, drawings and other reference documents
  - obtain and record required repair procedures and parts
- numeracy skills to interpret and calculate OEM repair measurements
- planning and organising skills to:
  - plan repair requirements and follow repair specification
  - plan own work requirements and prioritise actions to achieve required outcomes and ensure tasks are completed on time
  - identify risk factors and take action to minimise them
- problem-solving skills to:
  - refer problems outside area of responsibility to appropriate person and suggest possible causes
  - seek information and assistance as required to solve problems
- self-management skills to:
  - select and use appropriate OEM-recommended repair equipment, materials, processes and procedures
  - recognise own limitations and seek advice
  - follow workplace policies and documentation, such as industry codes of practice and procedures
- teamwork skills to apply knowledge of own role to complete activities efficiently to support team activities and tasks
- technical skills to use workplace tools and equipment relating to OEM-recommended repair procedure, including:
  - specialist tools
  - measuring equipment
- technology skills to:

**REQUIRED SKILLS AND KNOWLEDGE**

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

- operate computer software and equipment
- use technology to collect and provide information on OEM-recommended repair processes

**Required knowledge**

- workplace health and safety (WHS) regulations needed to carry out work in a manner that ensures:
  - the safety of people
  - equipment cost minimisation
- waste avoidance policies, procedures and practices
- environmental protection relating to the disposal of waste material
- processes for operating IT systems
- problem-identification and resolution techniques
- workplace policies and procedures relating to OEM repair procedures
- quality standards as they relate to OEM repair procedures
- inspection techniques, including observation and written reports

## 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:

- source, interpret and apply manufacturer specifications and repair guidelines
- apply OEM-recommended repair procedures in an auto body context, which must include vehicle body repair, vehicle painting, vehicle glazing and vehicle trimming repair processes
- apply vehicle manufacturer specifications and guidelines, and information from engineering designs and drawings, to vehicle repairs
- review vehicle design compliance.

#### 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 repair practices and procedures
- following safety requirements
- following OEM repair procedures
- applying environmental constraints.

Assessment is to comply with relevant:

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

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

- IT systems
- vehicle specification details
- OEM specifications and engineering designs and drawings
- workplace policies and procedures

## 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

- workplace tools and repair equipment.

### 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, 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><i>OEM-recommended repair procedures</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• repair to vehicle body or component damage</li> <li>• refinishing of paint surface</li> <li>• replacement of vehicle glazing</li> <li>• repairs to trimmed components</li> <li>• repair sequence</li> <li>• selection of repair consumables</li> <li>• compliance with OEM-recommended procedure.</li> </ul>
<p><b><i>Vehicle design specifications</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• OEM engineering designs and drawings</li> <li>• Australian Design Rules</li> <li>• industry codes of practice</li> <li>• OEM-recommended repair procedures</li> <li>• vehicle repair manuals</li> <li>• vehicle specification sheets.</li> </ul>
<p><b><i>Tools and equipment</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• workplace tools and equipment</li> <li>• specialised tools for body repair</li> <li>• computers.</li> </ul>
<p><b><i>Quality standards</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• complying with OEM repair procedures</li> <li>• establishing and maintaining product and component repair specifications and tolerances</li> <li>• identifying and rectifying non-conforming parts or products</li> <li>• identifying, minimising and eliminating defects</li> <li>• complying with vehicle repair process or procedure</li> <li>• complying with inspection systems</li> <li>• complying with OEM vehicle specifications.</li> </ul>
<p><b><i>Workplace policies and procedures</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• environment and sustainability</li> <li>• vehicle repair and vehicle specifications</li> <li>• manufacturer specifications and industry codes of practice</li> <li>• WHS requirements</li> <li>• workplace quality policies and procedures</li> <li>• OEM repair standards</li> <li>• recording and reporting procedures.</li> </ul>



## Unit Sector(s)

<b>Competency field</b>	Vehicle Body
<b>Unit sector</b>	Technical – Body

## Custom Content Section

Not applicable.