



Australian Government

Department of Education, Employment and Workplace Relations

FNSIGN401A Provide technical guidance

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

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| Unit descriptor | <p>This unit describes the performance outcomes, skills and knowledge required to access and interpret technical information, assist repairer with service/repair work and provide technical information to repairer.</p> <p>This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.</p> |
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Application of the Unit

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| Application of the unit | <p>This unit applies to job roles involving repair work within organisations of various sizes and across a range of customer bases.</p> |
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

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| Prerequisite units | | |
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Employability Skills Information

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| Employability skills | This unit contains employability skills. |
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Elements and Performance Criteria Pre-Content

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| 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 |
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| 1. Assist repairer with service/repair work | 1.1. Technical guidance, appropriate to skill level and need, is provided to repairer when determining the repair/service needed 1.2. Repairers with appropriate advanced technical competency are used as a point of reference when required 1.3. Technical assistance is provided to repairer, when needed, to identify any difficult faults 1.4. Assistance is provided to repairer during work completion, when needed, to ensure technical requirements are met 1.5. Potential faults are recognised before they develop and precautionary steps are taken to prevent them 1.6. Problems arising from the repair procedure are addressed appropriately during the course of the repair |
| 2. Provide technical information to repairer | 2.1. Appropriate technical information is made available to repairer when needed 2.2. Current and relevant technical information is communicated to all repairers 2.3. Repairers are shown where information can be found and how to access, interpret and apply it when required 2.4. A range of information sources is accessed through an established network when required |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - determine and confirm work requirements and information, using questioning and active listening as required
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - access web-based information services
- effective interpersonal skills
- organisational skills, including the ability to plan and sequence work
- coaching skills
- diagnosis skills
- literacy skills to read and interpret technical manuals, insurance claims forms and related documents

Required knowledge

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

Evidence Guide

| EVIDENCE GUIDE | |
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| <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>Evidence of the ability to:</p> <ul style="list-style-type: none"> • maintain and apply advanced technical competency in areas of expertise • to assist repairer with service/repair work • provide technical information to repairer. |
| Context of and specific resources for assessment | <p>Assessment must ensure:</p> <ul style="list-style-type: none"> • competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment • access to and the use of a range of common office equipment, technology, software and consumables • access to organisation records • access to organisational policies and procedures. |
| Method of assessment | <p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:</p> <ul style="list-style-type: none"> • evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency • observing processes and procedures in workplaces • verbal or written questioning on underpinning knowledge and skills • evaluating samples of work • accessing and validating third party reports. |
| Guidance information for assessment | |

Range Statement

| RANGE STATEMENT | |
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| <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> | |
| <p>Technical requirements for work completion may include:</p> | <ul style="list-style-type: none"> • Australian Design Rules • industry standards • organisational quality standards • precaution notes • recommended repair procedures • supplier or manufacturer specifications. |
| <p>Areas of advanced technical competence (mechanical) may include:</p> | <ul style="list-style-type: none"> • advanced braking systems, including heavy vehicle testing • advanced steering systems • air-conditioning (including climate control) • automatic transmission control • engine management systems • LPG service and repair • preparation of race cars (mechanical) • steering alignment (front, rear and 4WS). |
| <p>Areas of advanced technical competency (body) may include:</p> | <ul style="list-style-type: none"> • air-conditioning systems (gas and degas) • advanced colour matching • advanced welding • airbags • body electronics • panel body alignment • preparation of race cars (body) • restoration. |
| <p>Technical information may include:</p> | <ul style="list-style-type: none"> • supplier/manufacturer service bulletins and repair procedures • supplier/manufacturer specialised training programs • trade publications • workshop manuals. |
| <p>Sources of information or documents may include:</p> | <ul style="list-style-type: none"> • Australian Design Rules • experience of others in the organisation • industry bodies/associations • in-house literature (electronic or paper-based) |

RANGE STATEMENT

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| | <ul style="list-style-type: none"> • insurance assessors • manufacturer information • other industry contacts (network) • spare parts representatives. |
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Unit Sector(s)

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| Unit sector | Insurance general |
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Competency field

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| Competency field | |
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Co-requisite units

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| Co-requisite units | | |
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