



Australian Government

AURAF004 Resolve routine problems in an automotive workplace

Release: 1

AURFA004 Resolve routine problems in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to identify, clarify and resolve routine basic problems commonly encountered in an automotive workplace. It involves determining and implementing solutions to identified problems, and identifying and reporting on their effectiveness.

It applies to those working in the automotive service and repair industry.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Competency Field

Common

Unit Sector

Foundation Skills

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Identify and clarify nature of the routine problem	1.1 Early indicators of <i>problems</i> are identified or anticipated 1.2 Existence of actual problem is verified 1.3 Information regarding problem is gathered from a variety of sources 1.4 Key components of problem are identified within available

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
	timeframe
2. Determine, implement and evaluate solution	2.1 Range of possible methods for resolving the problem are identified 2.2 Strengths and weaknesses of each option are analysed 2.3 Optimal solution is determined and applied within workplace timeframes 2.4 Effectiveness of solution is evaluated against options and modifications to solution are made, as required
3. Assist others to identify, clarify and resolve problems	3.1 Assistance is provided to help others identify routine problems 3.2 Problem is discussed with others and any previous solutions are used to help resolve problem

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Learning skills to:	identify own skills and abilities required to perform the job and learning opportunities to gain skills to solve day-to-day problems.
Reading skills to:	interpret and understand written documentation found in the automotive workplace.
Writing skills to:	legibly and accurately fill out workplace documentation, such as quality control sheets and graphs, problem solving checklists and reports.
Oral communication skills to:	- speak clearly to be understood - speak using appropriate automotive workplace terms - use appropriate gestures to assist with understanding - listen effectively and give feedback to sender to confirm clear understanding.
Teamwork skills to:	apply knowledge of own role to complete activities efficiently to support team activities and tasks.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

<i>Problems</i> must include:	• problems in normal work activities within the scope of own responsibility of that of the work group • problems caused by internal or external changes in work conditions or the work environment.
--------------------------------------	---

Unit Mapping Information

Equivalent to AURFA2004 Solve routine problems in an automotive workplace

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Assessment Requirements for AURAF004 Resolve routine problems in an automotive workplace

Modification History

Release	Comment
Release 1	New unit of competency.

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- clarify and resolve three of the following routine problems in an automotive workplace caused by:
 - inaccurate or outdated workplace procedure
 - internal changes to work conditions or environment
 - external changes to work conditions or environment
 - additional or non-standard work activities.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace procedures relating to problem identification and resolution strategies
- problem solving methods and techniques, including:
 - brainstorming
 - root cause analysis
 - trial and error approach
 - problem cause and effect strategies
- reporting procedures.

Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

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

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having solved routine basic problems in their automotive workplace, e.g. workplace memos.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive workplace or simulated workplace
- workplace procedures relating to employee participation in problem solving activities.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>