



Australian Government

AURFA104 Resolve routine problems in an automotive workplace

Release: 1

AURAF104 Resolve routine problems in an automotive workplace

Modification History

Release	Comments
Release 1	This version first released with AUR Automotive Retail, Service and Repair Training Package Version 6.0

Application

This unit describes the skills and knowledge required to identify and resolve routine basic problems commonly encountered in an automotive workplace. It involves developing and implementing solutions to identified problems and reporting on their effectiveness.

The unit 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.

Unit Sector

Common Foundation Skills

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify the problem	1.1 Identify early indicators of problems according to workplace procedures 1.2 Confirm existence of problem according to workplace procedures 1.3 Identify information regarding problem according to workplace procedures
2. Develop, implement and evaluate solution	2.1 Identify a range of possible methods for resolving the problem according to workplace procedures 2.2 Analyse strengths and weaknesses of each option 2.3 Identify and implement optimal solution according to workplace procedures

ELEMENTS	PERFORMANCE CRITERIA
	2.4 Compare effectiveness of chosen solution against other identified options
3. Assist others to identify and resolve problems	3.1 Provide assistance to help others identify routine problems according to workplace procedures 3.2 Discuss problems and potential solutions with others 3.3 Use information gathered through discussion to help resolve problems.

Foundation Skills

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

SKILL	DESCRIPTION
Learning	• Reviews own skills required to perform routine problem solving • Identifies learning opportunities to gain skills required to solve routine problems. • Reflects on actions and outcomes during routine problem-solving activities, recognising and correcting errors • Draws on knowledge to identify routine problems and potential solutions.
Reading	• Selects and applies workplace procedures and other written documentation found in the automotive workplace to solve routine problems.
Oral communication	• Speaks clearly to be understood and uses automotive workplace terms • Uses non-verbal feedback to support effective communication • Listens to others and gives feedback to the sender to confirm clear understanding.
Teamwork	• Applies knowledge of own role to effectively support team activities and tasks.

Unit Mapping Information

Supersedes and is equivalent to AURAF104 Resolve routine problems in an automotive workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for AURAF104 Resolve routine problems in an automotive workplace

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- identify and resolve at least three routine problems in an automotive workplace, each caused by a different one of the following causes:
 - 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

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

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

Assessment Conditions

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.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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