



Australian Government

AURATA004 Provide technical guidance

Release: 1

AURATA004 Provide technical guidance

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to assist co-workers with service and repair work by interpreting and providing technical assistance that facilitates on-the-job learning.

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

Technical

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. Assist co-workers with their work	1.1 Problems arising from previous service and repair work procedures are identified and opportunities for technical guidance are identified 1.2 Technical information is sought and interpreted to aid own understanding, as required 1.3 Supervisor, team leader or colleague with advanced technical knowledge is identified, and assistance is sought, as required

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.
	1.4 Technical guidance is provided to co-workers, appropriate to their skill level and need, to assist in determining suitable repair method 1.5 Assistance is provided to co-worker during work, to ensure work is completed to manufacturer specifications 1.6 Potential faults in co-workers' work are identified and precautionary steps are taken to prevent them
2. Provide technical information and instruction to co-workers	2.1 Current technical information is communicated to co-workers as it becomes available 2.2 Co-workers are instructed how to access, interpret and apply technical information
3. Facilitate continuous learning of self and co-workers	3.1 Information is shared to build own and co-workers' skills 3.2 Training opportunities are identified that meet technical and business needs and enhance technical skills of self and co-workers 3.3 Approval to take advantage of training opportunities is sought from supervisor

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:	locate appropriate sources of information efficiently.
Reading skills to:	interpret technical information, instructions and requirements in written material to inform technical guidance provided.
Writing skills to:	legibly and accurately fill out workplace documentation.
Oral communication skills to:	clearly and effectively convey information using language, tone and pace accessible to co-workers.
Numeracy skills to:	interpret numerical information in manufacturer specifications and procedures.
Digital literacy skills to:	use digital systems and tools to access and organise information relating to technical guidance provided.

Skills	Description
Planning and organising skills to:	• structure and sequence information clearly and logically • organise activities relating to providing technical guidance.
Problem solving skills to:	• analyse issues and respond effectively to questions and comments when providing technical guidance.

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.

There is no Range of Conditions for this unit.

Unit Mapping Information

Equivalent to AURATA3004 Provide technical guidance

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 AURATA004 Provide technical guidance

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 and foundation skills:

- provide technical guidance to three different co-workers on different workplace tasks, in which the work must involve:
 - accessing and interpreting relevant technical information
 - assisting with service and repair work tasks
 - providing technical information and instructions.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- key learning styles, including:
 - visual
 - auditory
 - kinaesthetic
- effective communication techniques, including:
 - giving full attention
 - speaking clearly and concisely
 - using appropriate language and non-verbal communication, including:
 - tone of voice
 - body language
- technical knowledge relevant to subject area
- procedures for sourcing and interpreting technical information relating to automotive service and repair.

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 provided technical guidance to co-workers in the automotive workplace, e.g. on-the-job training program.

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 repair workplace or simulated workplace
- three different co-workers requiring technical instruction on different tasks
- supervisor, team leader or colleague with advanced technical knowledge.

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>