



Australian Government

AURTTA004 Carry out servicing operations

Release: 1

AURTTA004 Carry out servicing operations

Modification History

Release	Comment
Release 1	New unit of competency.

Application

This unit describes the performance outcomes required to carry out servicing operations. It involves preparing for the task, identifying lubricant requirements, servicing and adjusting vehicle and machinery, reporting the inspection findings, and completing workplace processes and documentation.

It applies to those working in the automotive service and repair industry. The servicing operations include those of agricultural machinery, heavy commercial vehicles, light vehicles, mobile plant machinery, motorcycles or outdoor power equipment.

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

Competency Field

Mechanical Miscellaneous

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. Prepare to conduct servicing operations	1.1 Job requirements are determined from workplace instructions 1.2 Servicing procedures and information are sourced and interpreted 1.3 Hazards associated with the work are identified and risks are managed

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 Tools, equipment and materials are selected and checked for serviceability
2. Identify lubricants and fluid leakage	2.1 Suitable lubricants and fluids are identified according to manufacturer specifications and workplace procedures 2.2 Lubricants and fluids are handled according to manufacturer specifications, workplace procedures, and <i>safety and environmental requirements</i> 2.3 Fluid leakages and component faults are identified and reported according to workplace procedures as required
3. Carry out servicing activities	3.1 Service and adjustments are carried out according to manufacturer specifications, workplace procedures, and safety and environmental requirements, and without causing damage to components or systems 3.2 Post-service testing is carried out according to workplace procedures
4. Complete work processes	4.1 Final inspection is made to ensure work is to workplace expectations and vehicle or machinery is presented ready for use 4.2 Work area is cleaned, waste and non-recyclable materials are disposed of, and recyclable material is collected 4.3 Tools and equipment are checked and stored according to workplace procedures 4.4 Workplace documentation is processed according to workplace procedures

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 information from manufacturer and workshop literature when seeking vehicle and machinery service procedures and specifications.
Writing skills to:	legibly and accurately fill out workplace documentation when completing service schedule reports and recording parts and

Skills	Description
	material used.
Oral communication skills to:	clarify instructions and report inspection findings.
Numeracy skills to:	use mathematical operations, including addition and subtraction, to determine liquid quantities and calculate service intervals.

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>Safety and environmental requirements</i> must include:	- work health and safety (WHS) and occupational health and safety (OHS) requirements, including procedures for: - lifting and supporting vehicles and machinery - isolating and stabilising vehicles or machinery - safely handling hazardous oils, fluids and greases - environmental requirements, including procedures for trapping, storing and disposing of lubricants and fluids released during servicing operations.
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Unit Mapping Information

Equivalent to AURTTA2004 Carry out servicing operations

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 AURTTA004 Carry out servicing operations

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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:

- carry out servicing operations on two different vehicles or machinery, in which the work must involve:
 - replacing engine oil and filters
 - completing service reports.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- work health and safety (WHS) and occupational health and safety (OHS) requirements relating to servicing operations, including procedures for:
 - lifting and supporting vehicles and machinery
 - isolating and stabilising vehicles or machinery
 - safely handling hazardous oils, fluids and greases
- environmental requirements , including procedures for trapping, storing and disposing of lubricants and fluids released during servicing operations
- identification, function, service requirements and procedures for vehicle or machinery systems and components, including:
 - steering and suspension
 - driveline and final drive
 - braking
 - wheels and tyres
 - transmission
 - engine

- battery and electrical
- fuel
- cooling
- types and applications of filters, oils, fluids and greases, including:
 - additives
 - oil, fluid and grease classification
 - viscosity ratings
 - filter types
- oil sampling procedures
- post-service testing procedures, including resetting service interval indicators.

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 the vehicles or machinery that they have worked on, e.g. repair orders.

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
- workplace instructions
- manufacturer servicing specifications
- two different vehicles or machinery to carry out servicing operations
- tools, equipment and materials appropriate for carrying out servicing operations.

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