



**Australian Government**

# **AURTTA104 Carry out servicing operations**

**Release: 1**

# AURTTA104 Carry out servicing operations

## 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 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.

The unit 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. The servicing undertaken will vary based upon occupation of the learner.

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

## Unit Sector

Mechanical Miscellaneous Technical

## 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. Prepare to conduct servicing operations       | 1.1 Identify job requirements from workplace instructions<br>1.2 Obtain and interpret servicing information<br>1.3 Identify hazards associated with the work, assess potential risks and implement control measures in line with workplace policies and procedures<br>1.4 Identify tools and equipment required for servicing activity and establish serviceability according to workplace procedures |
| 2. Identify lubricants and                       | 2.1 Identify lubricants and fluids required for the job according                                                                                                                                                                                                                                                                                                                                     |

| ELEMENTS                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| fluid leakage                     | <p>to manufacturer specifications and workplace procedures</p> <p>2.2 Handle lubricants and fluids according to manufacturer specifications, workplace procedures, and workplace health and safety and environmental requirements</p> <p>2.3 Identify and report fluid leakages and component faults according to workplace procedures</p> |
| 3. Carry out servicing activities | <p>3.1 Carry out service and adjustments according to manufacturer specifications, workplace procedures, and workplace health and safety and environmental requirements,</p> <p>3.2 Carry out post-service testing according to workplace procedures</p>                                                                                   |
| 4. Complete work processes        | <p>4.1 Conduct final inspection according to workplace procedures and confirm vehicle is ready for use</p> <p>4.2 Clear work area and dispose of or recycle materials according to workplace procedures</p> <p>4.3 Complete documentation according to workplace procedures</p>                                                            |

## 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           | <ul style="list-style-type: none"> <li>Locates appropriate sources of information efficiently.</li> </ul>                                                                                    |
| Reading            | <ul style="list-style-type: none"> <li>Interprets information from manufacturer and workshop literature when seeking vehicle and machinery service procedures and specifications.</li> </ul> |
| Oral communication | <ul style="list-style-type: none"> <li>Clarifies instructions</li> <li>Reports inspection findings.</li> </ul>                                                                               |
| Numeracy           | <ul style="list-style-type: none"> <li>Uses mathematical operations, including addition and subtraction, to determine liquid quantities and calculates service intervals.</li> </ul>         |

## Unit Mapping Information

Supersedes and is equivalent to AURTTA004 Carry out servicing operations.

## 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 AURTTA104 Carry out servicing operations

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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:

- carry out servicing operations on at least two different vehicles or machinery, in which the work for each must involve:
  - hoisting a vehicle
  - one minor logbook service
  - one major logbook service
  - completing service reports to manufacturer's specifications.

## 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:

- methods to locate and interpret information required to carry out servicing operations, including:
  - vehicle manufacturer specifications and procedures or equivalent documentation
- workplace procedures required to carry out servicing operations, including:
  - establishing the serviceability of tools and equipment
  - documentation procedures, including service logbooks
  - housekeeping procedures, including:
    - examination of tools and equipment
    - storage of equipment
    - identification, tagging and isolation of faulty equipment
    - disposal of excess materials
    - recycling procedures
- workplace health and safety (WHS) requirements relating to servicing operations, including procedures for:
  - lifting and supporting vehicles and machinery, including using a pit

- 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
- service requirements and procedures for vehicle or machinery systems and components applicable to the performance evidence, including:
  - steering and suspension
  - driveline and final drive
  - braking
  - wheels and tyres
  - transmission
  - engine
  - battery and electrical
  - fuel
  - cooling
- types 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

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.

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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