



Australian Government

Department of Education, Employment and Workplace Relations

AURB216672A Service bicycle suspension systems

Release: 1

AURB216672A Service bicycle suspension systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency describes the skills and knowledge required to service and test bicycle suspension systems. It requires the ability to understand specifications and use tools and equipment to service and test bicycle suspension components and systems. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication. This unit replaces AURB216671A Service and repair bicycle suspension systems.
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Application of the Unit

Application of the unit	This unit applies to individuals who undertake the inspection, servicing and testing of a range of bicycle suspension unit configurations in a bicycle retail, service and repair environment. Work requires individuals to demonstrate some judgement and problem-solving skills in managing own work activities and contributing to a productive team environment.
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather information on bicycle suspension system	1.1. Check customer requirements and confirm intended use of the unit being serviced 1.2. Inspect bicycle suspension system for faults and worn or damaged components 1.3. Research bicycle suspension system service requirements and check specifications 1.4. Determine condition of system by visual, aural and tactile inspections and measurements 1.5. Compare conditions found with bicycle suspension system specifications and customer use requirements
2. Prepare for service of bicycle suspension system	2.1. Plan service sequence, including post-service testing and checking process 2.2. Determine availability of tooling and equipment 2.3. Prepare materials list and determine availability 2.4. Select tooling and equipment to meet job requirements and check to ensure they are in good working order 2.5. Prepare work area for servicing activity
3. Service and test bicycle suspension system	3.1. Perform service of bicycle suspension system according to plan 3.2. Use personal safety equipment and precautions to protect others in the workplace 3.3. Handle and maintain tooling and equipment in accordance with occupational health and safety (OHS) requirements 3.4. Check customer requirements and bicycle suspension system specifications following service procedures 3.5. Operate bicycle suspension system through its full range, noting test results, including non-conformity 3.6. Check serviced bicycle suspension system, complete adjustments, and prepare unit for delivery
4. Complete work and clean up	4.1. Store portable tooling and equipment in approved designated areas 4.2. Clean up work area and dispose of waste in accordance with workplace procedures 4.3. Update workplace records, customer file and warranty information as required by enterprise

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills include:

- technical skills to the level required to safely use tooling and equipment to service bicycle suspension system, test the unit and make adjustments
- communication skills to the level required to confirm work requirements and specifications, to communicate effectively regarding work requirements with supervisor, other workers and customers, to report work outcomes and problems, and to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- literacy skills to the level required to understand information related to work orders, including common industry terminology, plans and safety procedures, prepare reports and interpret technical information and specifications
- numeracy skills to the level required to correctly complete tests and measurements to determine system condition and operation
- problem-solving skills to the level required to identify technical and procedural problems to avoid planning, scheduling problems and time and material wastage
- team skills to the level required to work effectively and cooperatively with others to optimise workflow and productivity

Required knowledge

Required knowledge includes:

- bicycle anatomy and terminology
- application of mechanical and hydraulic principles
- classification of bicycle suspension systems and identification of system components
- purpose and requirements of bicycle suspension systems and their relationship to wheels, drivetrain and frame
- material used in bicycle suspension systems
- suspension system service procedures and techniques
- Australian standards applicable to bicycles
- applicable commonwealth, state or territory legislation, regulations, standards and codes of practice, including OHS, personal safety and environmental, relevant to servicing bicycle suspension systems
- organisational policies and procedures, including quality requirements, reporting and recording procedures, and work organisation and planning processes, related to servicing bicycle suspension systems

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessors must be satisfied that the candidate can competently and consistently:

- observe safety procedures and requirements
- communicate effectively with others involved in or affected by the work
- select methods and techniques appropriate to the circumstances
- complete preparatory activity in a systematic manner
- service a range of bicycle suspension systems to manufacturer/component supplier specifications
- test bicycle suspension systems to manufacturer/component supplier specifications.

Context of, and specific resources for assessment

- The application of competency is to be assessed in the workplace or a simulated environment that reflects as far as possible the actual working environment.
- Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints.
- Assessment is to comply with relevant regulatory requirements, including specified Australian standards.
- Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability.
- The following resources should be made available:
 - a range of bicycle models and suspension systems and components
 - equipment, hand and power tools appropriate to servicing bicycle suspension systems
 - technical specifications and standards
 - workplace documentation.

Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of this Training Package.
- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of

EVIDENCE GUIDE	
	workplace relevant contexts) together with application of Required Skills and Knowledge. • Assessment methods must be by direct observation of tasks and include questioning on Required Skills and Knowledge to ensure its correct interpretation and application. • Assessment may be applied under project-related conditions (real or simulated) and require evidence of process. • Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances. • Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.
Guidance information for assessment	Assessment processes and techniques must be culturally sensitive and appropriate to the language and literacy capacity of the candidate and the work being performed.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Bicycles	Bicycles may include: • children and adult models of different heights • mountain, road, hybrid, BMX, track and trials models
Suspension systems	Suspension systems may include: • elastomer and spring units • mechanical, air and hydraulic systems • hydraulic fluids
Tooling and equipment	Tooling and equipment may include:

RANGE STATEMENT	
	• hand tooling • hand-held power tooling • floor stands and workbench
Service items	Service items may include: • frame and suspension geometry • disassembly and cleaning • suspension bearings • lubricants • suspension compression ratios • elastomer and spring system lubricating oils • seals and fasteners
Materials	Materials may include: • suspension system parts • consumables • cleaning materials
Testing	Testing is to confirm: • safety and efficiency • stable handling, turning and steering • no failure in the suspension system
Information/documents	Information/documents may include: • verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, memos, material safety data sheets (MSDS), diagrams or sketches • safe work procedures related to bicycle suspension systems • regulatory/legislative requirements pertaining to bicycle safety • engineer's design specifications and instructions • organisation work specifications and requirements • instructions issued by authorised enterprise or external persons • Australian standards
OHS requirements	OHS requirements are to be in accordance with applicable commonwealth, state or territory legislation and regulations, and organisational

RANGE STATEMENT	
	safety policies and procedures, and may include: • personal protective equipment and clothing • safety equipment • first aid equipment • hazard and risk control • elimination of hazardous materials and substances • manual handling, including shifting, lifting and carrying • emergency procedures
Legislative requirements	Legislative requirements are to be in accordance with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice, and may include: • award and enterprise agreements • industrial relations • Australian standards • Australian Design Rules • confidentiality and privacy • OHS • the environment • equal opportunity • anti-discrimination • relevant industry codes of practice • duty of care
Environmental requirements	Environmental requirements may include: • waste management • noise • dust • clean-up management
Quality requirements	Quality requirements may include: • regulations, including Australian standards • internal organisational quality policies and procedures • enterprise operations and procedures
Organisational policies and procedures	Organisational policies and procedures may include: • quality policies and procedures, including

RANGE STATEMENT

	- Australian standards • OHS, sustainability, environment, equal opportunity and anti-discrimination • manufacturer specifications and industry codes of practice • safe work procedures • reporting and recording procedures
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Unit Sector(s)

Unit sector	Bicycle
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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