



Australian Government

Department of Education, Employment and Workplace Relations

AURC252103A Apply basic automotive troubleshooting processes

Release: 1

AURC252103A Apply basic automotive troubleshooting processes

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to conduct troubleshooting functions required to identify common automotive faults or problems based on evidence provided by customers.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

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. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify nature of the fault or problem	1.1. Customer is made to feel welcome and valued 1.2. Questioning techniques are applied to determine nature of the customer enquiry 1.3. Available information relating to the fault or problem is gathered, documented and confirmed with customer
2. Apply basic troubleshooting processes	2.1. Automotive system/component relating to the fault or problem is identified 2.2. Basic troubleshooting techniques are applied to identify the likely cause of the fault or problem 2.3. Advice is sought from the enterprise product/system specialist 2.4. Customer is advised of the likely cause and possible solutions to the fault or problem 2.5. Customer is advised to seek specialist advice if the fault or problem cannot be determined from the available information or is beyond the capacity of the enterprise to rectify

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- collect, organise and understand information related to technical literacy and interpretive skills to interpret and discern facts related to a customer enquiry
- questioning and active listening skills, e.g. when obtaining factual information from customers
- plain English literacy and communication skills in relation to dealing with customers
- collect, organise and understand information related basic automotive troubleshooting
- work with others and in a team by seeing and conveying information related to the planning, sequencing and completion of the task
- use mathematical ideas and techniques to count and measure
- establish diagnostic processes which include analytical skills to determine the

REQUIRED SKILLS AND KNOWLEDGE

possible causes of the fault or problem

- use the workplace technology related to basic automotive troubleshooting

Required knowledge

General knowledge of:

- the range of enterprise merchandise and services, location of departments/sections and telephone extensions of departments/sections
- industry/workplace codes of practice in relation to customer service
- function of major components of common automotive:
 - engine systems
 - transmissions and drive trains
 - steering and suspension systems
 - fuel systems
 - cooling systems
 - electrical systems
 - braking systems
 - exhaust systems
- basic troubleshooting techniques/processes

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**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- using questioning, listening and observation skills to determine the nature of customer enquiries
- identifying automotive systems and components
- consistently applying basic troubleshooting techniques to determine possible causes of faults or problems

EVIDENCE GUIDE	
	communicating effectively with others involved in or affected by the work.
Context of and specific resources for assessment	The following should be made available: - a workplace or simulated workplace - enterprise or equivalent policy and procedures relating to customer service - a range of customers with enquiries
Method of assessment	- It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances. - Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements.
Guidance information for assessment	

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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.	
Business types	Enterprises may vary in size, type and location and in the range of merchandise, products and services provided
Components	Automotive systems/components may include: - engine systems - transmissions/drive trains - steering and suspension systems - fuel systems - cooling systems - electrical systems - braking systems

RANGE STATEMENT	
	• exhaust systems
Common faults	The types of common faults or problems on which advice is required may include basic troubleshooting related to: • failure to achieve ignition/power • failure to achieve fuel flow • failure of lighting systems/components • excessive exhaust smoke or noise • unusual engine noises or vibrations • excessive play or vibration through steering • loss of coolant • slow response or excessive pedal travel when braking
Customers	Customers may: • be regular or new • have routine or special requests • be from a range of social, cultural or ethnic backgrounds and physical and intellectual abilities Customers are made to feel welcome, valued and, at the end of the process, satisfied. Customer contact may be: • face to face • by telephone • by electronic means or in writing
Customer advice	Advice offered to the customer is to conform with statutory and organisationally imposed limitations and liability requirements
Staff	Staff may be full-time, part-time or casual and vary in terms of training, product knowledge and in staffing levels (e.g. staff shortages). Staff may be operating in routine or busy trading conditions
Legislative requirements	Legislative requirements may include: • state/territory legislation related to occupational health and safety (OHS) and consumer law • industry codes of practice

RANGE STATEMENT**Information/documents**

Information/documents may include:

- enterprise policies and procedures, equipment and product manufacturer/component supplier specifications, enterprise operating procedures, industry/workplace codes of practice and customer enquiries/requests

Unit Sector(s)**Unit sector**

Common

Co-requisite units**Co-requisite units****Competency field****Competency field**