

Assessment Tool

AURAF A2004 Solve routine problems in an automotive workplace

Purpose of Assessment: This assessment tool assess the performance outcomes required to identify, clarify and resolve routine, basic, day-to-day problems commonly encountered in an automotive workplace. It involves deciding on the best solution, implementing and evaluating solutions and assisting others to identify and resolve problems.

Target Group: This assessment is for those who are required to implement a process when addressing a problem in relation to general, non-vehicle-specific work being performed in an automotive workplace. This unit has application throughout all sectors of the automotive industry and can be applied to resource, equipment, job function, workplace environment or process-related problems.

Exclusions or Special Conditions: No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Candidate Name:

Candidate ID:

Group:

Date:

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This assessment tool must be read in conjunction with the Assessment Guide

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This assessment tool may be used as a model for developing other assessment tools within an RTO.

Disclaimer

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This assessment tool has been developed to provide an example of how an RTO may approach the assessment of skills and knowledge related to units of competency. The tool is an example only and RTOs are reminded they are responsible for ensuring that any learning and assessment strategies used for assessment of an individual meet all regulatory requirements relevant to the role of an RTO.

Notes

This Assessment Tool was developed with reference to AUR Training Package Version 1.0.

ONLINE LEARNING

Assessor Information	
Conditions of Assessment:	All learning parts may be undertaken: <ul style="list-style-type: none">• Individually (self paced)• As a group activity (classroom)
Decision Making Rule:	The following learning parts from the learning program are aligned to the competency unit AURFA2004 Solve routine problems in an automotive workplace and must be completed: <ul style="list-style-type: none">• Learning Part 1• Learning Part 2• Learning Part 3
Date for Completion:	

Assessment: Online Learning

Unit:	AURAF2004 Solve routine problems in an automotive workplace
Candidate's Name:	
Date:	
RTO:	
Assessor's Name:	

<i>Satisfactory response:</i>	Y	N
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Learning Part 1	<input type="checkbox"/>	<input type="checkbox"/>
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The following topics must be completed and understood in the online learning program for this unit:

- What is a Problem?
- Unnoticed or Ignored Problems
- Understanding Problem Solving
- Critical Thinking

Learning Part 2	<input type="checkbox"/>	<input type="checkbox"/>
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The following topics must be completed and understood in the online learning program for this unit:

- Problem Solving Process
- Step 1: Identify and Define the Problem
- Step 2: Devise and Consider Possible Solutions
- Step 3: Make an Informed Decision
- Step 4: Implement the Solution
- Step 5: Monitor the Solution
- Assisting Others

Learning Part 3	<input type="checkbox"/>	<input type="checkbox"/>
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The following topics must be completed and understood in the online learning program for this unit:

- Problem Solving in the Workplace
- Workplace Scenarios

Decision Making Rule:	All case study responses must be answered correctly to be deemed satisfactory in this assessment activity.	
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The Candidate's Knowledge is:	<input type="checkbox"/> Satisfactory	<input type="checkbox"/> Not Yet Satisfactory
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Signed by the Assessor:		Date:	
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KNOWLEDGE ASSESSMENT

Guide for Using the Knowledge Assessment		
Conditions of Assessment:	<p>This assessment is to be administered and monitored by the assessor to ensure <u>currency and authenticity</u>.</p> <ul style="list-style-type: none"> The candidate will be provided with a limited number of attempts for each question. Clarification for each question may be provided by the assessor to assist the candidate in understanding the question. 	
Duration of Knowledge Assessment:	<p>On average the online assessment should take a candidate 40 minutes to complete.</p>	
Topics:	<ul style="list-style-type: none"> Ignoring problems Understand problem solving Identify and define the problem Devise and consider possible solutions Make an informed decision Implement and monitor solutions Automotive workplace scenarios 	
Decision Making Rule:	<p>The online learning management system uses the following decision making rules to determine if a candidate has answered all questions satisfactorily.</p> <ul style="list-style-type: none"> Questions relating to environmental and WHS/OHS = 100% Questions relating to technical and other topics = 90% 	
Marking Guide:	<p>A marking guide will not be provided, but on successful completion of assessment the candidate will be provided with a list of questions they have answered incorrectly.</p>	
Additional Information:	<p>Once the candidate has successfully completed the assessment task, the online system will generate an assessment result with a dedicated number.</p>	
Online Unique ID:	<p><i>Only required for online assessment</i></p>	
Signed by the Assessor:		<p>Date:</p>

DEMONSTRATION ASSESSMENT

Guide for Assessment of Demonstration

<p>Task(s) to be Demonstrated:</p>	<p>Task 3 In an automotive workplace identify and explain three routine problems or potential problems that may occur</p> <p>Task 4 Demonstrate how to gather and evaluate all related information for one of the three routine or potential problems you identified in task 3</p> <p>Task 5 Write at least three possible solutions to the identified or potential problem and select the best solution</p> <p>Task 6 Explain how to implement and monitor the chosen solution in task 5</p> <p>Task 7 Explain how to assist others in resolving routine problems in an automotive workplace</p>
<p>Conditions of Assessment:</p>	<p>Assessors must satisfy SNR/AQTF assessor requirements.</p> <p>Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.</p> <p>Where assessment of competency includes third party evidence, individuals must provide evidence that links them to the vehicles that they have worked on, e.g. repair orders.</p> <p>Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.</p>
<p>Resources Required:</p>	<p>The following resources must be made available:</p> <ul style="list-style-type: none"> • an automotive workplace location or simulated workplace • workplace procedures relating to employee participation in problem solving activities • workplace documentation, including sample work instructions, workplace equipment manufacturers' operator manuals • general automotive workplace office equipment
<p>Demonstration Requirements:</p>	<p>Before competency can be determined, individuals must have competently identified, clarified and resolved a routine problem on a minimum of two occasions in an automotive workplace or a simulated environment.</p> <p>The assessor will schedule an appropriate time and duration for the candidate to demonstrate the assessment task/s and associated questions.</p>
<p>Oral Questions:</p>	<ul style="list-style-type: none"> • Questions must be asked while the demonstration is taking place or if appropriate directly after the task/s have been completed. • Access to required materials (e.g. reference materials, policy documents, workplace documents) during oral questioning may be provided.

Demonstration Assessment

Unit:	AURFA2004 Solve routine problems in an automotive workplace		
Candidate's Name:		
Candidate ID:		
RTO:		
Assessor's Name:		
Assessment Task Overview:	You must provide the learner with automotive texts and equipment (see 'Resource Requirements' on the 'Guide for Assessment of Demonstration') so he/she can successfully demonstrate the following tasks.		
Task 3	In an automotive workplace the candidate identified and explained three routine problems or potential problems that may occur.	YES	NO
	• Signs of problems were identified or anticipated	<input type="checkbox"/>	<input type="checkbox"/>
	• Relevant and irrelevant aspects of the problem were considered	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments/responses:</i>			
Task 4	The candidate demonstrated how to gather and evaluate all related information for one of the three routine or potential problems identified in task 3.	YES	NO
	• Information and evidence was gathered from a variety of sources	<input type="checkbox"/>	<input type="checkbox"/>
	• Relevant and irrelevant aspects of the problem were considered	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comments/responses:</i>			

Task 5	The candidate wrote at least three possible solutions to identified or potential problems and selected the best solution.	YES	NO
	<ul style="list-style-type: none"> • Analysis of the information was prepared listing all possible solutions 	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • Range of possible solution methods was defined 	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • Options and strategies were identified or devised 	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Comments/responses:</i></p>			
Task 6	The candidate explained how to implement and monitor the chosen solution in task 5.	YES	NO
	<ul style="list-style-type: none"> • An implementation strategy was prepared and presented to appropriate persons for approval or action according to workplace procedures 	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • The chosen solution was implemented within agreed workplace timeframe 	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • Measures were established to determine if the solution resolved the problem 	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • The solution was evaluated against the determined measurements 	<input type="checkbox"/>	<input type="checkbox"/>
	<ul style="list-style-type: none"> • The effectiveness of the solution was reported to the workgroup and appropriate persons 	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Comments/responses:</i></p>			

FINAL RECORD OF ASSESSMENT

Unit:	AURFA2004 Solve routine problems in an automotive workplace	
Candidate's Name:		
Candidate ID:		
RTO:		
Assessor's Name:		
Assessments / Evidence:	<input type="checkbox"/> Online Learning	<input type="checkbox"/> Knowledge Assessment
Determination of Competence:	<input type="checkbox"/> Demonstration Assessment	
Competency Outcome:	All assessment tasks must be completed satisfactorily to be able to determine competence.	
Competency Outcome:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Yet Competent
Feedback to Candidate:		
Date for reassessment: <i>(if applicable)</i>		
Candidate:	I declare that I have been provided with feedback on my performance.	Signature: Date: ____/____/____
Assessor:	I declare that I have conducted the assessment with this candidate and have provided appropriate feedback.	Signature: Date: ____/____/____
Reporting Requirements:	<i>Insert any instructions specific to the training organisation.</i>	

COMPETENCY MAPPING

AURFA2004 Solve routine problems in an automotive workplace

Task(s)		Components of the Unit of Competency and Assessment Requirements			
		Element	Performance Evidence	Knowledge Evidence	FSK Foundation Skills TP
Online Learning					
1	Learning Part 1	1	NA	<ul style="list-style-type: none"> workplace procedures in relation to problem identification and problem resolution strategies 	<ul style="list-style-type: none"> FSKLRG09 Use strategies to respond to routine workplace problems FSKRDG09 Read routine standard operating procedures FSKRDG10 Read routine workplace information FSKWTG09 Write routine workplace texts FSKOCM06 Use oral communication skills to participate in workplace teams FSKOCM07 Interact effectively with others at work FSKDIG03 Use digital technology for routine workplace tasks FSKNUM14 Interpret and calculate with whole numbers and familiar fractions, decimals and percentages for work FSKNUM15 Estimate, measure and calculate with routine metric measurements for work FSKNUM18 Collect data and construct routine tables and graphs for work FSKNUM20 Use basic functions of a calculator
	Learning Part 2	1, 2, 3, 4		<ul style="list-style-type: none"> problem solving methods and techniques workplace procedures in relation to problem identification and problem resolution strategies problem identification, evaluation, resolution and reporting procedures 	
	Learning Part 3	1, 3		<ul style="list-style-type: none"> workplace procedures in relation to problem identification and problem resolution strategies 	
Knowledge Assessment (Online Questions)					
2	Ignoring problems (5 questions)		NA	<ul style="list-style-type: none"> workplace procedures in relation to problem identification and problem resolution strategies 	<ul style="list-style-type: none"> FSKLRG09 Use strategies to respond to routine workplace problems FSKRDG09 Read routine standard operating procedures FSKRDG10 Read routine workplace information FSKWTG09 Write routine workplace texts FSKOCM06 Use oral communication skills to
	Understand problem solving (2 questions)			<ul style="list-style-type: none"> workplace procedures in relation to problem identification and problem resolution strategies 	

	Identify and define the problem (8 questions)			<ul style="list-style-type: none"> workplace procedures in relation to problem identification and problem resolution strategies 	<ul style="list-style-type: none"> participate in workplace teams FSKOCM07 Interact effectively with others at work FSKDIG03 Use digital technology for routine workplace tasks FSKNUM14 Interpret and calculate with whole numbers and familiar fractions, decimals and percentages for work FSKNUM15 Estimate, measure and calculate with routine metric measurements for work FSKNUM18 Collect data and construct routine tables and graphs for work FSKNUM20 Use basic functions of a calculator
	Devise and consider possible solutions (4 questions)			<ul style="list-style-type: none"> workplace procedures in relation to problem identification and problem resolution strategies problem solving methods and techniques 	
	Make an informed decision (4 questions)			<ul style="list-style-type: none"> problem solving methods and techniques 	
	Implement and monitor solutions (8 questions)			<ul style="list-style-type: none"> problem identification, evaluation, resolution and reporting procedures 	
	Automotive workplace scenarios (10 questions)			<ul style="list-style-type: none"> problem identification, evaluation, resolution and reporting procedures 	
Demonstration Assessment					
3	In an automotive workplace identify and explain three routine problems or potential problems that may occur to your assessor	1	<ul style="list-style-type: none"> identify indicators of routine problems or potential problems that may occur 	All	<ul style="list-style-type: none"> FSKLRG09 Use strategies to respond to routine workplace problems FSKRDG09 Read routine standard operating procedures FSKRDG10 Read routine workplace information FSKWTG09 Write routine workplace texts FSKOCM06 Use oral communication skills to participate in workplace teams FSKOCM07 Interact effectively with others at work FSKDIG03 Use digital technology for routine workplace tasks FSKNUM14 Interpret and calculate with whole numbers and familiar fractions, decimals and percentages for work FSKNUM15 Estimate, measure and calculate with routine metric measurements for work FSKNUM18 Collect data and construct routine tables and graphs for work
4	Demonstrate how you would gather and evaluate all related information for one of the three routine or potential problems you identified in task 3	1	<ul style="list-style-type: none"> gather and evaluate information relating to a routine problem 		
5	Write at least three possible solutions to your identified or potential problem and select the best solution	2	<ul style="list-style-type: none"> devise possible solutions and choose the optimum solution 		
6	Explain to your assessor how you would implement and monitor your chosen solution in task 5	2, 3	<ul style="list-style-type: none"> implement the optimum solution to the identified problem 		

7	Explain how you would assist others in resolving routine problems in an automotive workplace	4	<ul style="list-style-type: none"> assist others in your workplace to resolve routine problems 		<ul style="list-style-type: none"> FSKNUM20 Use basic functions of a calculator
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