# Course Handbook



# AUR40216 CERTIFICATE IV IN AUTOMOTIVE MECHANICAL DIAGNOSIS

**DELIVERY MODE: CLASSROOM BLENDED** 

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# 1. Training Package Information

Training Package Code	AUR
Training Package Name	Automotive Retail, Service and Repair Training Package
Version (Release) of Training Package	7.1
Date (Release) of Training Package	23/06/2022
Endorsement Date of Training Package	12/10/2021
Qualification Code/Name	AUR40216 - Certificate IV in Automotive Mechanical Diagnosis
CRICOS Code	091661J
Version (Release) of the qualification	2.0
Date (Release) of the qualification	13/11/2020
AQF Level	Level 4
Qualification Description	This qualification reflects the role of individuals who perform advanced diagnostic tasks in the automotive retail, service and repair industry.
Licensing / Regulatory Information	Not Applicable
Entry requirements	Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency.

# 2. Packaging Rules

Packaging Rules	Packaging Rules				
	O units of competency are required for award of this qualification including:				
	1 core units				
	9 elective units, consisting of:				
	<ul> <li>up to 9 units may be chosen from the Elective Units listed on</li> </ul>				
	https://training.gov.au/Training/Details/AUR40216				
	<ul> <li>up to 2 units may be chosen from a Certificate III qualification or above in this</li> </ul>				
	Training Package or another endorsed Training Package or accredited course,				
	provided that the units chosen to contribute to the vocational outcome of this				
	qualification and do not duplicate the outcome of another unit chosen for the				
	qualification.				

		nation on the packaging rules, please visit .gov.au/Training/Details/AUR40216	
Units of Competency	this qualificatio	the qualification packaging rules, the units listed below n. The choices of elective units are based on conversation consultants regarding skills gaps or areas of increased p	ns with employ
	Unit Code	Unit Title	Core (C) Elective (E)
	AURAEA003	Monitor environmental and sustainability best practice in an automotive workplace	E
	AURATA005	Estimate and quote automotive mechanical and electrical repairs	E
	AURLTE104	Diagnose complex faults in light vehicle petrol engines	E
	AURTTR101	Diagnose complex faults in engine management systems	E
	AURLTB104	Diagnose complex faults in light vehicle braking systems	E
	AURETR037	Diagnose complex faults in light vehicle safety systems	E
	AURTTA021	Diagnose complex system faults	С
	AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	E
	AURLTE105	Diagnose complex faults in light vehicle diesel engines	E
	AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	Е

# 3. Educational Pathways

Pathways into the qualification	Students are required to have completed Certificate III in Light Vehicle Mechanical Technology in this Training Package or other relevant qualifications.
Pathways from the qualification	Further training pathways from this qualification include AUR50216 Diploma of Automotive Technology or other relevant qualifications.
Employment Pathways	<ul> <li>Graduates may find employment in dental Industry as a:         <ul> <li>Automotive lead or master technician</li> <li>Automotive technical adviser</li> </ul> </li> <li>*It is not, however, intended to indicate that an individual will gain immediate employment on completion of this qualification.</li> </ul>

requirements for prerequisite or corequisite units.

# 4. Learner Characteristics

# Key characteristics of target learner cohort

The key characteristics of target learner cohort are:

Individuals who have completed Certificate III in automotive Mechanical with Menzies or any other training provider and are:

- planning to study further to gain advance knowledge and skills in automotive industry.
- able to attend regular face-to-face classes
- Individual who are 18 years or older

#### 5. RTO's admission requirements

The RTO requires candidates to meet its admission requirements prior to enrolling into this qualification to ensure that they have the required skills and knowledge to successfully complete the qualification at this AQF level. This consists of:

#### **Domestic Students**

Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency.

- Minimum age of 18 years and above
- Have physical attributes suitable for working in the automotive industry that encompasses
  manual handling of equipment including lifting and carrying heavy objects within scope of
  safe working practices (i.e. carrying diagnostic equipment and scan tools/equipment,
  removing and carrying vehicle electrical systems)

Additionally, the learner is required to:

- Complete the Pre-Training Review which aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience.
- Complete the Language, Literacy and Numeracy and Digital Literacy Skills (LLND) test
- If the learner has done the Pre-Training Review and LLND assessment previously at Menzies Institute of Technology for a previous qualification in the same stream enrolment, then it is not required.

# International Students

Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency.

- Minimum age of 18 years and above
- Have physical attributes suitable for working in the automotive industry that encompasses manual
  handling of equipment including lifting and carrying heavy objects within scope of safe working
  practices (i.e. carrying diagnostic equipment and scan tools/equipment, removing and carrying
  vehicle electrical systems)
- English Language Requirements (meet one of the requirements outlined below)

1.

IELTS (General or Academic)	PTE Academic	TOEFL	Cambridge C1 Advanced Test	Occupational English Test (OET)	ELICOS (General English or equivalent)
6.0 each band	50 each component	12 (Listening), 13 (Reading), 21 (Writing), 18 (Speaking)	169 each component	B each component	Upper Intermediate level completion

Note: Results older than two years are not acceptable (for offshore applicants)

	OR 2. Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States OR
	3. Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a Certificate III or higher level qualification, from the Australian Qualifications Framework.  OR
	4. Applicants originating from students visa assessment levels 1 and 2 countries without the required
	IELTS or equivalent score must undertake the Language, Literacy and Numeracy and Digital Literacy
	Skills (LLND) test. For further information on student visa assessment levels visit Department of Home
	Affairs' website at www.homeaffairs.gov.au.
	Additionally, the learner is required to:
	Onshore International Students
	Complete the Pre-Training Review which aims to identify training needs through questions on
	previous education or training, relevance of the courses to learner and relevant experience.
	Offshore International Students
	Complete the Pre-Training Review which aims to identify training needs through questions on
	previous education or training, relevance of the courses to learner and relevant experience. This will be conducted either via video call (e.g. Skype) or phone call to the prospective learner.
	be conducted either via video can (e.g. 3kype) or phone can to the prospective learner.
	If the learner has done the Pre-Training Review and LLND assessment previously at Menzies Institute of
	Technology for a previous qualification in the same stream enrolment, then it is not required.
Other Conditions	o Complete the Language, Literacy and Numeracy and Digital Literacy Skills (LLND) test prior to the
	commencement of the course
	O Students required to invest approximately 8 hours a week of self-directed learning to complete self-
	study and assessments during the training weeks and does not include the term breaks.

# 6. Training/Delivery Arrangements and Strategies

<b>Delivery Location</b>	Melbourne, Victoria.					
	Location	Student Capacity				
	Level 4, 355 Spencer Street West Melbourne 3003 – Training sessions (Primary site – for all theory class sessions)	453				
	87 Mark Street, North Melbourne – Automotive Practical Workshop (Secondary site – for all practical class sessions)					
	This course will only be delivered and assessed in Victoria and not offer	red for interstate students.				
Delivery Mode	<ul> <li>Classroom Blended including classroom sessions, self-study and theory assessments at home and simulated workplace environment.</li> </ul>					
Training support	Training support is provided following the training session; or					
after the	classroom  Training support can be provided via face-to-face, phone, skype or email.					
training sessions						
Individual Learning	All the student receives Canvas LMS login so they can refer to a range of videos, links,					
& Reflection / Self-	interactive training materials, E-Books in their own time.					
paced	Trainer will provide quizzes to the students to complete in their ow	n time and discuss the				
	quizzes in the next session/s. These quizzes are not recorded and r	nain purpose is to prompt				
	student on self-paced learning. Please refer the session plan for the further information.					

	All the students receive physical copy of automotive book.			
	Completion of self-study will be checked by the trainer to guide student's progress in the			
	unit but not recorded. Trainers will ask students questions related to their self-study each			
	week to make sure that students have gained the knowledge related to the quiz.			
Assessment	Some assessment tasks need to be completed outside the classroom environment			
	especially theory assessments.			

## 7. Course Duration

<b>Course Duration</b>	Full time: over a period of 24 weeks				
	<ul> <li>24 weeks of delivery is inclusive of 02 weeks holiday breaks.</li> </ul>				
	<ul> <li>Classroom sessions of 20 hours per week.</li> </ul>				
	<ul> <li>Training support hours include the assistance provided after the classroom session or on request by learners either via face-to-face or phone, skype or email to support learners</li> </ul>				
	to undertake the learning activities and other academic matters.				
	o Individual learning and reflection hours are unsupervised and not recorded by Institute				
	or its Trainers/Assessors.				
	Note: No classes on public holidays. If any class days fall on a public holiday then the session				
	with be allocated to another day in that week so that the amount of training supervised hours				
	are consistent regardless of public holiday				
	Refer to the Delivery Structure and Delivery Hours table below for the breakdown of delivery				
	hours.				

# 8. Delivery Details/Strategies

Delivery methods	The range of delivery methods may include, but not limited to the following:  lectures / Instructions  pre-reading  demonstrations and modelling  practice opportunities  brainstorming activities  group discussions  guided facilitation of individual or group learning activities, group work or project-based case studies	
Delivery Structure	<ul> <li>Delivery structure is comprised of classroom training sessions, structured learning such as training support, learning activities, self-paced (to allow the learners to absorb and reflect on their learning).</li> <li>The unit of competency will be delivered and assessed as stand-alone units.</li> </ul>	
Units of Competency	All units to be delivered and assessed based on the individual timetable.	

# 9. Assessment Details and Arrangements

The assessment details and arrangements explain the assessment strategies to be employed. For more information, refer to the Training and Assessment Policy and Procedures.

#### **Assessments**

 Theory Assessments will be conducted outside the Menzies Spencer Street Campus, and all the simulated practical assessment will be conducted at Menzies Mark Street Automotive workshop.

Note: Please refer the individual Assessment task for the further information.

- Assessments will address:
  - Application of the Unit statement
  - Elements
  - Performance Criteria
  - Performance Evidence
  - Assessment Conditions
  - Knowledge Evidence
  - Foundation Skills
  - Dimensions of competency
- Where a learner's work is assessed to be 'not satisfactory', the learner will be provided with additional support, coaching or tutoring and the opportunity to re-submit the work.
- Specific assessment conditions relevant to each unit are detailed in the assessment tools for a unit of competency.
- Learners are provided with assessment materials and instructions as to how the assessment will be conducted and by whom.
- Assessors have flexibility (according to the requirements of the Training Package, including the Performance Evidence and Assessment Conditions for each unit of competency) to accept other forms of evidence from individual learners.
- All assessment will be conducted in accordance with the Training Package requirements,
   Principles of Assessment and Rules of Evidence (<a href="https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-one/clauses-1.8-1.12">https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-one/clauses-1.8-1.12</a>)
- Assessment methods to be used for each unit of competency are outlined in the Training and Assessment Delivery Matrix below.

# Establish the Assessment Context

The assessor establishes the context and purpose of the assessment by identifying the relevant competency standards, assessment guidelines and identifies the training and assessment materials that have been developed to facilitate the learning and assessment process. It is, therefore, important to establish some of the most common assessment contexts, such as:

- The environment in which the assessment will be carried out, including real or simulated work and Work Health and Safety (WHS) issues
- Opportunities for gathering evidence in several situations
- The purpose of assessment
- Who carries out the assessment
- The period during which the assessment takes place
- Apportioned costs or fees (if applicable)

# Submission of Assessments and Feedback

- Schedule of submission of assessments are usually indicated on the timetables. Adjustments can be made on discretion of the trainer/assessor.
- Learner may submit their assessments by hand and print out to the trainer/assessor.
- Completed and submitted work will be assessed within fifteen (15) working days from the date of submission.
- Written feedback is provided to the learner as soon as practicable.

# Marking and Recording of Assessments

- 1. The Trainer/Assessor must:
  - Record the assessment outcomes for each completed assessment task and mark either 'Satisfactory' or 'Not Satisfactory'.
  - On completion of all assessment tasks, the overall assessment decision is to be recorded as either 'Competent' or 'Not Yet Competent'.
  - Submit evidence of student's assessments and outcome records on a Unit Competency File.
- 2. The Student Administration Department must:
  - Record the results into the Studnet Management System (Axcelerate).
  - File the original assessments into the Individual Student Unit File.

#### 10. Assessment Requirements

# Requirements for assessments

- The assessment pack for each unit of competency specifies the method of assessment to be undertaken by the learner.
- Assessment Instructions for each assessment task and activities are clear such as what to expect, when, how, where, etc.
- Templates are provided, if required, with each skill test/ assessment task.
- Performance criteria is provided to each skill test/ assessment task but not directly copied from TGA.
- Benchmarks are set, detailed and clearly set out on the assessor resources (marking guide consist of all expected accurate or variable response that is 'nearly', ' closely' or 'exactly' expected for the task)
- Evidence requirements in the marking guide are measurable.
- The instructions provided to the learner ensure that the learner cannot misinterpret the requirements and provide alternative evidence.
- The assessments are mapped against the unit requirements for the units in the qualification and are indicated in the mapping document of each unit.
- Assessment Conditions are specified in the assessment tasks.
- Foundation skills are addressed and mapped adequately in the mapping document.
- Trainer/Assessor's feedback are recorded to inform learners on the outcomes of each assessment they undertake.
- Cumulative assessment records are kept to monitor learner progression.

# Assessment Tools

RTO has assessment tools developed for each unit of competency. An assessment tool includes the following components:

- Assessment type and assessment task description
- The context and conditions for the assessment
- Resubmissions and reattempts
- Location (where assessment is conducted)
- The tasks to be administered to the candidate
- Information regarding how trainers/assessors will assess the work
- An outline of the evidence to be gathered from the candidate and the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).
- The relevant administration, recording and reporting requirements.

Refer to the Assessment Methods Matrix below that indicates the available assessment tools for this qualification.

## 11. Assessment Methods Matrix

Unit Code	Unit of Competency	Knowledge / Written Questions	Practical Demonstration
AURAEA003	Monitor environmental and sustainability best practice in an automotive workplace	٧	٧
AURATA005	Estimate and quote automotive mechanical and electrical repairs	٧	٧
AURLTE104	Diagnose complex faults in light vehicle petrol engines	٧	٧
AURTTR101	Diagnose complex faults in engine management systems	٧	٧
AURLTB104	Diagnose complex faults in light vehicle braking systems	٧	٧
AURETR037	Diagnose complex faults in light vehicle safety systems	٧	٧
AURTTA021	Diagnose complex system faults	٧	٧
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	٧	٧
AURLTE105	Diagnose complex faults in light vehicle diesel engines	٧	٧
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	٧	٧

#### 12. Assessment Feedback

Assessmen	t
Feedback	

Feedback and input from learners and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and during the validation processes.

Feedback will be sought through the following process:

#### Feedback from learners:

- To assist with continuous improvement processes, learners are given opportunities to provide feedback during the course of their study and at the end of the course.
- They are also given a satisfaction survey at the completion of the course

#### **Trainer feedback and comments:**

Feedback from trainers/assessor are formally sought during the scheduled validation activities.

#### 13. Complaints and Appeals

# **Complaints and Complaints Appeals** Learners are informed of RTO's Complaints and Appeals Policies via the RTO's website. If a learner has a complaint, they are encouraged to speak immediately with the trainer to resolve the issue. If the learner is not satisfied and the issue has not been resolved, the learner will be asked to complete a Complaint/Appeal Form available from either the trainer or administration staff for referral to the compliance manager who will then investigate the complaint and advise the complainant of the outcome, in writing. Refer to the following documents for further details of Complaints: Complaint and Appeals policy and procedure

- Complaint form

#### Assessment decision appeal

- If a Learner was assessed as 'Not Yet Competent' in any performance criteria, they are to be provided the opportunity for reassessment. A time for re-assessment is to be set at a mutually agreeable time.
- The learner is granted two attempts to complete each task satisfactorily without any cost to the learner. If deemed 'Not Yet Competent' after the second attempt, the learner will be required to do further training before reattempting the unit.
- Fees may apply if learner is to repeat the unit.
- In the event that a learner is again assessed 'Not Yet Competent' and if a learner believes that they have not received a fair and accurate assessment of the unit requirements then they should follow the appeals procedure.

For more information, please refer to Complaints and Appeal Policy and Procedure.

## 14. Monitoring Attendance and Course Progress

# Course Completion and

course

progress

monitoring

Course attendance and progress is monitored in order to assist learners to achieve successful completion and course outcomes by:

- early detection of learners whose course progress is less than satisfactory and who may need appropriate learning support, resource and assistance; and
- identifying and excluding learners who continue to make unsatisfactory progress including the strategy for early exit from a qualification.
- Contacting (by phone or email) those learners with poor attendance and have not contacted their trainer to discuss any difficulties which may be impacting their ability to participate in the course and on how the RTO can provide reasonable support that may be relevant to their situation.

For more information, refer to the MITP01 and MITP02 policy for further information.

#### 15. Performance and knowledge evidence

# **Performance** and knowledge evidence

During the course, trainers and assessors will use a variety of methods to gather evidence of performance and knowledge including:

#### Direct

This involves the assessor directly observing the learner performing the tasks which facilitate a decision of 'satisfactory' and 'not yet satisfactory' until all assessments for the unit have been completed and then it becomes 'Competent' or 'Not Yet Competent'.

#### Indirect

This involves evidence which supports the learner being able to complete a task. For example:

- a written assessment piece responding to specific knowledge questions
- any documentation prepared as part of this training program

# 16. Training and Delivery Structure

**Total Volume of Learning Hours** = Supervised Training and Assessments Hours + Unsupervised Hours

**Supervised Training and Assessment Hours explanation** 

Title	Explanation
Supervised Classroom Learning and Training Hours	The number of hours with Trainer supervision and
	delivery of learning content (i.e. lectures, discussions,
	reflection). Please refer to Session Plan of each unit of
	competency for breakdown of the sessions.
Supervised Simulation Practical Demonstration and	The number of hours with Trainer/Facilitator supervision
Simulation Practical Assessment Hours on Campus	for simulation practical demonstrations and assessments.
	Please refer to Session Plan of each unit of competency
	for breakdown of the sessions.

**Unsupervised Hours explanation** 

Title	Explanation
outside of Classroom/Campus	Students to complete additional learning activities and quizzes outside of the formal training hours to build on their learning and knowledge.
· · · · · · · · · · · · · · · · · · ·	Students to complete all theoretical assessments outside of classroom hours and on their own time

#### \*Note:

- 1. If any class days fall on a public holiday then the session with be allocated to another day in that week so that the amount of training supervised hours are consistent regardless of public holiday
- 2. Students undertake the self-directed learning to be able to complete the assessment tasks.

			SUPERVISED HC	SUPERVISED HOURS (AMOUNT OF TRAINING) UNSUPERVISED HOURS						
Unit Code	Unit Title	Core (C) Elective (E)	Supervised Classroom Learning and Training Hours	Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours on campus	TOTAL SUPERVISED HOURS	Individual Learning & Reflection / Self-paced Hours outside of Classroom/C ampus	Theory Assessments hours completed outside of classroom and on student's own time	TOTAL UNSUPER VISED HOURS	TOTAL VOLUME OF LEARNING HOURS = SUPERVISED HOURS + WORK PLACEMENT HOURS + UNSUPERVISED HOURS	NCVER hours
AURAEA003	Monitor environmental and sustainability best practice in an automotive workplace	Е	10	10	20	3	5	8	28	25
AURATA005	Estimate and quote automotive mechanical and electrical repairs	E	20	20	40	6	10	16	56	30
AURTTA021	Diagnose complex system faults	С	30	30	60	9	15	24	84	80
AURETR037	Diagnose complex faults in light vehicle safety systems	E	20	20	40	6	10	16	56	50
AURTTR101	Diagnose complex faults in engine management systems	E	30	30	60	9	15	24	84	50
AURLTB104	Diagnose complex faults in light vehicle braking systems	E	20	20	40	6	10	16	56	50

			SUPERVISED HO	ISED HOURS (AMOUNT OF TRAINING) UNSUPERV		UNSUPERVISE	PERVISED HOURS			
Unit Code	Unit Title	Core (C) Elective (E)	Supervised Classroom Learning and Training Hours	Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours on campus	TOTAL SUPERVISED HOURS	Individual Learning & Reflection / Self-paced Hours outside of Classroom/C ampus	Theory Assessments hours completed outside of classroom and on student's own time	TOTAL UNSUPER VISED HOURS	TOTAL VOLUME OF LEARNING HOURS = SUPERVISED HOURS + WORK PLACEMENT HOURS + UNSUPERVISED HOURS	NCVER hours
AURLTE104	Diagnose complex faults in light vehicle petrol engines	Е	30	30	60	9	15	24	84	50
AURLTE105	Diagnose complex faults in light vehicle diesel engines	Е	20	20	40	6	10	16	56	50
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems	E	20	20	40	6	10	16	56	50
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems	E	20	20	40	6	10	16	56	50
	Total		220	220	440	66	110	176	616	485

#### 17. Facilities and Resources

# Training Resources

### **Learning & Assessment Resources provided by the Institute to Students**

### **☑** Textbook

For each student as part of student material fees: Automotive Mechanics Volume 10<sup>th</sup> Edition, May and Simpson.

### **☑** Powerpoints and other handouts

For each unit of competency, there are additional handouts and supplementary resources available. Refer to the *Student Unit Guide* and *Session & Assessment plan* of each unit of competency for information.

### ☑ Automotive Uniform and Personal Protective Equipment

Each student will be provided with:

- Workshop overalls
- o Workshop safety steel toe boots
- Workshop safety glasses

#### Learning & Physical Resources that the students must provide

The following is a list of learning and physical resources for students to have access to undertake the training and assessment of this training product.

- General stationery for study (e.g. pens, notebooks)
- Computer or tablets with internet access
- Appropriate clothing (e.g. uniform), presentation and footwear for practical sessions. The guidelines are as follows:
  - Automotive overalls provided must be worn in workshop area. Tie up hair if the length is beyond your shoulder
  - Wear the provided automotive steel toe cap boots at all times in the automotive workshop
  - Remove all rings and wrist jewellery including watches during practical sessions in the workshop. The only jewellery permitted is ear studs/nose studs.

Students and Trainers will get Canvas LMS platform login to access range of resources including but not limited to videos, link, reading material, digital and audio books and quizzes.

## Physical Resources & Equipment for each unit of competency

The following physical resources will be provided:

- Theory classrooms
- AV Equipment
- Whiteboard
- Internet access
- Simulation Automotive Workshop at 87 Mark Street Campus
- Printer at 355 Spencer Street Campus and 87 Mark Street Campus
- Student common areas (lunch, study, recreation)

#### Consumable Resources and Equipment required for each unit of competency

The consumable resources and equipment required for each Unit of Competency is outlined in the Session Plan for the unit of competency.

#### 18. Access and Equity

# Access and Equity

Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the training and assessment strategy. Where practical, student special needs will be identified prior to students' commencing programs. Customized delivery and assessment strategies, including reasonable adjustments, will be designed to meet client needs.

The RTO has a range of student support services that students are able to access. Support services include student administration services, academic support services to assist students who may require further assistance.

### 19. Reasonable Adjustments and Learner Support

# Reasonable Adjustments

#### and

# Learner Support

- The RTO identifies any reasonable adjustments required by candidates during the Pre-Training Review that includes LLND test prior to commencement of training.
- During the course of a learner's study, any additional needs of learners are identified and addressed, where possible.
- In responding to the learner's needs, the RTO provides reasonable adjustment and support to learners in a number of ways as follows, but not limited to:
  - Taking into account language, literacy and numeracy requirements.
  - Making adjustments to the physical environment or venue.
  - o Considering age, gender; cultural beliefs and background, traditional practices, religious observances.
  - o Considering learners with disability(ies).
  - Deferment of study.
  - o Help with a Special Consideration application.
  - Assistance with study skills through practical advice.
  - Monitoring course progress

In addition, support on assessment arrangements are provided as follows, but not limited to:

- Scheduling flexible assessment sessions.
- o Providing assessment materials in a variety of formats (large fonts, electronic, symbols).
- o Providing LLND support.
- o Arranging for or allowing a member of their community to be present at the assessment, if required.
- Revising planned assessment methods and tools including assessment process or context that meet the individual needs of the person with a disability, but do not change or compromise competency outcomes.
- Provision of additional support, coaching or tutoring and the opportunity to re-submit
  the work where a learner's work is assessed to be 'not satisfactory' on a given
  assessment task or may have been deemed 'Not Yet Competent' on a unit of
  competency.
- o Learners are given adequate time to work on assessments and projects.
- When conducting assessments with individuals with disabilities, assessors are encouraged to apply good with sensitivity and flexibility.
- o Additional training and tutorials, if required.
- o Referral to further learner support service or external counsellors.
- Trainer/Assessors are mindful of any ongoing requirements to make reasonable

adjustments based on individual learner circumstances as they arise.

- Reasonable Adjustment requirements will be recorded on the assessments and/or learner's file
- The reasonable adjustments provided must not compromise the quality of training and the requirements of the unit of competency or the qualification.
- Staff available to learners to provide support services are trainers/assessors, RTO administration staff and management.
- Assistance is available to learners via telephone, email and/or face-to-face.
- The RTO reserves the right to not provide reasonable adjustments if the costs to be incurred will cause financial hardship to the RTO.

# 20. Recognition of Prior Learning (RPL) and Credit Transfers

# Demonstration of Competence through

Recognition of Prior Learning (RPL) Applicant's existing skills, knowledge and experience can help to attain a recognised qualification, through an assessment process called Recognition of Prior Learning (RPL).

The process could suit the applicant if they have:

- paid or unpaid work experience
- prior formal training
- skills and knowledge gained on the job
- community work experience
- short course and work-based learning
- trade skills
- other life experience.

### Evidence you might need to supply

The RPL assessor will discuss with the applicant the most appropriate evidence the applicant can provide to support the application, this may include:

- work appraisals
- job descriptions
- photos or actual work samples
- relevant formal qualifications
- resume and references
- in-house training certificates
- eye witness testimonies
- observation at the applicant's workplace or a simulated workplace
- informal RPL interviews.

Please refer to MITP15 RPL and Credit Transfer Policy and Procedure for further details.

# Credit Transfers (CT)

Credit Transfer is a process of recognising the applicant's previous formal studies that are equivalent to one or more units that form part of the qualification. The applicant will need to provide verified copies of Statements of Attainments or formal academic transcripts that list the units for which the applicant is seeking Credit Transfer.

Please refer to MITP15 RPL and Credit Transfer Policy and Procedure for further details.

#### 21. Certification Issuance and Statement of Attainments

# **Professional** Recognition

- At the successful completion of the program, the learner will be awarded with the AUR40216 Certificate IV in Automotive Mechanical Diagnosis qualification along with a transcript of units showing the assessment results.
- At any point before the completion of the program, a learner may request a Statement of Attainment for each unit of competency where he/she has been assessed as competent.

# **Appendix 1 Delivery Schedule (sample)**

Menzies Institute provides rolling intake so students can enrol after the unit completion. We follow intake dates and students will be enrolled according to the intake dates. Intake dates can be found on Menzies website.

	assessment schedul				
Qualification		<b>Example:</b> Certificate IV in Automotive Mecl	nanical Diagnosis		
commencem					
Week (indica		Subject/unit/module	Assessment schedule		
Example Week 1  *** Beginning 4 Jan  2010		SITXOHS001A Follow health, safety and security procedures SITXOHS002A Follow workplace hygiene procedures	Learning activity only in week one. Assessments will beg in week 2.		
	Week 2 Beginning 11 Jan 2010	SITXOHS001A Follow health, safety and security procedures SITXOHS002A Follow workplace hygiene procedures SITHCCC003A Receive and store kitchen supplies	Assessment Task 1 – Written and oral Q and A: Legislative OH&S requirements.  Assessment Task 2 – Practical activity/observation: Student demonstrates skills in lifting, handling, stacking and storing goods.		
Week 1		AURAEA003	Learning activity and discussion regarding		
		Monitor environmental and sustainability best practice in an	theory assessment.		
		automotive workplace	Practical demonstration & assessment		
Week 2		AURATA005 Estimate and quote automotive mechanical and electrical repairs	Learning activity and discussion regarding theory assessment.		
Week 3		AURATA005 Estimate and quote automotive mechanical and electrical repairs	Practical demonstration & assessment		
Week 4		AURTTA021 Diagnose complex system faults	Learning activity		
Week 5		AURTTA021 Diagnose complex system faults	Learning activity and discussion regarding theory assessment.		
Week 6		AURTTA021 Diagnose complex system faults	Practical demonstration & assessment		
Week 7		AURETR037 Diagnose complex faults in light vehicle safety systems	Learning activity and discussion regarding theory assessment.		
Week 8		AURETR037 Diagnose complex faults in light vehicle safety systems	Practical demonstration & assessment		
Week 9		AURTTR101 Diagnose complex faults in engine management systems	Learning activity		
Week 10		AURTTR101 Diagnose complex faults in engine management systems	Learning activity and discussion regarding theory assessment.		
Week 11		AURTTR101 Diagnose complex faults in engine management systems	Practical demonstration & assessment		

Week 12	AURLTB104	Learning activity and discussion regarding
	Diagnose complex faults in light vehicle braking systems	theory assessment.
Week 13	AURLTB104	Practical demonstration & assessment
	Diagnose complex faults in light	
	vehicle braking systems	
Week 14	TERM BREAK	
Week 15	TERM BREAK	
Week 16	AURLTE104	Learning activity
	Diagnose complex faults in light	
	vehicle petrol engines	
Week 17	AURLTE104	Learning activity and discussion regarding
	Diagnose complex faults in light	theory assessment.
	vehicle petrol engines	
Week 18	AURLTE104	Practical demonstration & assessment
	Diagnose complex faults in light	
	vehicle petrol engines	
Week 19	AURLTE105	Learning activity and discussion regarding
	Diagnose complex faults in light vehicle diesel engines	theory assessment.
Week 20	AURLTE105	Practical demonstration & assessment
	Diagnose complex faults in light	
	vehicle diesel engines	
Week 21	AURLTD109	Learning activity and discussion regarding
	Diagnose complex faults in light	theory assessment.
	vehicle steering and suspension	
	systems	
Week 22	AURLTD109	Practical demonstration & assessment
	Diagnose complex faults in light	
	vehicle steering and suspension	
\\\ \. 22	systems	Lagration askinik, and discussion recording
Week 23	AURLTX104	Learning activity and discussion regarding
	Diagnose complex faults in light vehicle automatic transmission and	theory assessment.
Week 24	driveline systems  AURLTX104	Practical demonstration & assessment
VVCCN 44	Diagnose complex faults in light	i ractical definition and if & assessifient
	vehicle automatic transmission and	
	driveline systems	