



RTO 50638



STUDENT HANDBOOK

AUR20520 Certificate II in Automotive Servicing Technology

Welcome to the **AUR20520 Certificate II in Automotive Servicing Technology**
at Morley Senior High School – a Registered Training Organisation

Hello and welcome!

This handbook is your essential guide to the course. Please take time to read it carefully; it contains important information about:

- Course structure and requirements
- Assessment methods and expectations
- Workshop and classroom conduct
- Support services and resources available to you

Our focus is on your success.

We want you to enjoy your journey in Automotive at Morley SHS while feeling supported every step of the way.

Need help?

If you ever need guidance, advice, or support, please reach out to your teachers— we're here to help!

We wish you all the best.

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Welcome

Welcome to Morley Senior High School. Our school is made up of approximately 1100 students and our teaching staff are highly driven to encourage students to realise their full potential in academic and vocational pursuits. As a Registered Training Organisation (RTO), our role is to:

- Assess your Trainer's ability to deliver and assess each unit of competency you are enrolled in
- Provide all learning and assessment material to your Trainer, who then plans teaching, learning and assessment
- Manage your assessment results, including awarding your certificate or statement of attainment upon course completion

Your trainer is responsible for assessing your competency in each of the required components of a unit of competency.

Contribution to the WACE

The Western Australian School Curriculum and Standards Authority (SCSA) recognises VETDSS programs offered by MSHS and provides 'credits' towards the Western Australian Certificate of Education (WACE).

For further information on how VET works in schools, visit <https://senior-secondary.scsa.wa.edu.au/vet>



Morley Senior High School (RTO) staff

Your Trainer/s are qualified and experienced VET practitioners who understand the needs of students and the importance of delivering training that is engaging, realistic and relevant to your and your future pathway. Staff who deliver Certificate Courses at Morley Senior High School are all:

1. **Qualified!** They have the required skills, experience and qualifications as an assessor, and in their industry of expertise.
2. **Current!** They are up-to-date with latest developments in assessment practices and in their industry of expertise.
3. **Professional!** Perform their duties as an assessor in a way that ensures compliance with the Principles of Assessment and the Code of Practice for assessors.

We understand the demands that many students experience, and our Trainer/s and staff are available to assist you. For any queries, questions, or assistance that you may have our staff are always accessible by contacting the School.

Staff Contact

AUR20520 Certificate II in Automotive Servicing Technology (Trainer)

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This handbook contains valuable information about your Course and includes related learning and assessment information.

Over the term of your two-year program *AUR20520 Certificate II in Automotive Servicing Technology*, your Trainer will aim to develop your competence in the following twenty (20) units of competency:

UNITS OF COMPETENCY

Unit code	Core Units
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURASA102	Follow safe working practices in an automotive workplace
AURATA001	Identify basic automotive faults using troubleshooting processes
AURETR103	Identify automotive electrical systems and components
AURETR115	Inspect, test and service batteries
AURTTA104	Carry out servicing operations
AURTTB101	Inspect and service braking systems
AURTTC001	Inspect and service cooling systems
AURTTD002	Inspect and service steering systems
AURTTD004	Inspect and service suspension systems
AURTTE104	Inspect and service engines
AURTTK102	Use and maintain tools and equipment in an automotive workplace
AURTTQ001	Inspect and service final drive assemblies
AURTTQ103	Inspect and service drive shafts
Elective Units	
AURAF103	Communicate effectively in an automotive workplace
AURETR125	Test, charge and replace batteries and jump-start vehicles
AURLTJ102	Remove, inspect, repair and refit light vehicle tyres and tubes
AURTTF101	Inspect and service petrol fuel systems
AURTTJ011	Balance wheels and tyres
AURTTX102	Inspect and service manual transmissions

More information about this qualification is available via <https://training.gov.au/Training/Details/AUR20520>

Competency Standards

Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy, and occupational health and safety requirements.

Language, Literacy and Numeracy (LLN)

To ensure we are catering for your individual learning needs, students are pre-assessed through a number of data and literacy-sample evaluations as part of the enrolment process. Delivery and assessment methods may be adjusted to accommodate your LLN needs where reasonable and practical.

You will be provided with advice and support for any identified additional language, literacy and numeracy needs through utilisation of the school's support systems which are designed to assist students in this area.



Pre-Training Review

Prior to commencement, you will have completed a questionnaire and undertaken a Pre-Training interview as part of an individualised review of all students, to determine if this course is the most suitable one for you.

Through analyses of your responses to these and other targeted questioning, staff were able to gather a better understanding of your learning needs, preferences, or possible challenges you may face when undertaking this course.

Competency-based Assessment

AUR20520 Certificate II in Automotive Servicing Technology, is based on Competency Based Assessment (CBA). CBA is the form of assessment used in Australia's Vocational Education and Training (VET) sector. This means that the focus of assessment is on whether you, (the learner), can perform a task to the standard expected in the workplace.

This means you do not achieve a grade, but instead **can you perform the task or not?**

In VET, you are assessed as 'competent' or 'not yet competent' – rather than graded A, B, C etc.

Each unit uses various assessment methods, allowing you to demonstrate your competence.

Assessments will take place in a simulated work environment i.e., the MSHS Trade Training Centre.

Assessments

Some examples of assessment methods that will be used include:

- **Direct observation**, for example:
 - observation of actual workplace activities
 - observation of a simulated workplace scenario
- **Third party reports**, for example:
 - testimonials from employers, supervisors or peers
 - performance review report
- **Questioning**, for example:
 - written test
 - verbal questions
- **Projects and other types of organised activities**, for example:

- presentations
- videos
- **Portfolios**, for example:
 - collection of work samples by the candidate
 - product with supporting documentation
 - historical evidence
 - journal or log book
 - information about life experience
- **Examples of work**
- **Relevant records**, for example:
 - evidence of training
 - authenticated prior achievements (e.g. a qualification)



Candidate/Student Responsibilities - assessment

You also have responsibilities in assessment. For example, you have a responsibility to:

- **Complete assessment tasks** as required, and advise your assessor (teacher) of any needs you have, as relevant to the assessment
- **Submit authentic evidence**
 - (i.e.: - submit your own work, without plagiarising
 - demonstrate your ability in required aspects)

MSHS (RTO) undertakes reviews of student's assessment through a sampling process to validate their submissions.

If a student submits plagiarised work, or work produced through collusion during assessments, it will result in the student's assessment submission being invalidated and action will be taken.

Students may need to resubmit their work. Repeated offences may result in the student receiving a Not Yet Competent (NYC) result or their enrolment in the course being cancelled. *Collusion is the presentation by a student of an assignment as his/her own work which is in fact the result in whole or in part of an unauthorised collaboration with another person or persons.

Special consideration

A 'reasonable adjustment' can be made to assessment materials or assessment processes to accommodate the unique needs of a particular candidate/student.

This may include:

- Providing personal support services, such as arranging for an interpreter, or a scribe
- Using special equipment
- Considering cultural beliefs, traditional practices and religious observances

It is your responsibility to communicate any special considerations that you may require, to your Trainer prior to the commencement of an assessment.

You must be deemed competent by your Trainer in every assessment to receive a 'competent' result for a unit of competency. Likewise, you cannot achieve a certificate until you have demonstrated competence in each required unit. However, once you do – you are awarded a nationally recognised qualification!

Recognition of Prior Learning (RPL)

You may speak to your Trainer or VET Coordinator if you believe you have prior learning, knowledge and skills that should be recognised. They will guide you on the process to apply for recognition of prior learning and have your knowledge and skills assessed. In order for RPL to be recognised, the student must provide evidence that proves competency in the unit (or units) being assessed. Speak to your Trainer if you would like to know anything more about applying for RPL.

Credit Transfer

If you have successfully completed identical units of competency which are contained within this qualification elsewhere, you can apply for credit transfer. You will be required to submit original certificates/Statements of Attainment to the VET Coordinator at your school.

Speak to your Trainer if you would like to know anything more about applying for Credit Transfers.

Complaints and Appeals

By undertaking this course, you can exercise the following rights:

- **the right to appeal the assessment decision:** You have a right to appeal the assessment decision if you disagree with the decision reached by the assessor. All Registered Training Organisations (RTOs) must have a documented appeals process. Candidates should be informed of their right to appeal before they are assessed.

- **the right to confidentiality:** RTOs and assessors are responsible for respecting the confidentiality of students. This means:
 - sharing information about candidates or assessments only with authorised people
 - documenting assessment results promptly and ensuring that assessment records remain secure and confidential.

- **the right to access your own assessment records:** All students have a right to access your own assessment records. RTOs should ensure the availability of such records while simultaneously preventing those without authorisation from accessing them.



Other Student Support

Academic Support

If you are experiencing difficulties with any aspect of your course, MSHS (RTO) encourages you to consult your Trainer. MSHS (RTO) works with schools (where applicable e.g., NNEI) to communicate information regarding student progress and can provide additional resources for academic support to help facilitate the successful completion of your course.

Welfare Support

We understand that sometimes students require extra support. There may be personal issues that impact upon successful course completion. If you are experiencing issues that are impacting your studies, we encourage you to discuss these issues with your Trainer or contact school support services.

Unique Student Identifier (USI)

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. If you're considering applying for university, TAFE or doing other nationally recognised training, you need a USI.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have valid USI for any Student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals, please visit [Exemptions from the USI | Unique Student Identifier](#)

To create your own USI, visit [For students | Unique Student Identifier \(usi.gov.au\)](#)

We are unable to issue a qualification or a Statement of Attainment to to unless we have a valid USI or a notice of exemption from the Registrar.

Attendance

VET is practical-based learning, and each course provides a hands-on learning experience – with the opportunity to master new skills that can be applied in industry.

Therefore, you will need to attend sufficient class time to complete work and demonstrate consistent application of skills and knowledge to the standard required in the workplace.

Where absences occur, students may need to attend catch up classes. Attendance in a school setting is determined by school regulations, which means MSHS (RTO), sets minimum class time and attendance rules for this course.

Course progress

MSHS monitors student attendance and reports your course progress to your parents/caregivers & school (if applicable). Alerts will be sent out where appropriate, to advise relevant parties in instances where you are not progressing through your course as per the course schedule, and also provides you with opportunities for gaining assistance.

Your Trainer will provide feedback on work progress for all Assessment Tasks and allow you a maximum of three (3) attempts to demonstrate competency.

MSHS(RTO) will take all reasonable and practical steps to work with you and assist you so that you can successfully complete your course within the course schedule.

Training & Learning and Assessment Resources

At the beginning of each new unit of competency, your Trainer will go through the resources available to assist you in your learning and assessment of the unit. All these resources are available to you on CONNECT or via hardcopy in your learning area (classroom).

Training & Learning Resources

Textbook: May&Simpson. *Automotive Mechanics 1*. Ninth Ed.,2015. McGraw Hill Education. Aust.

This resource includes all the information required for you to develop your theoretical skills and knowledge and prepare you for your assessment. It has learning activities for you to complete in class or as homework, as directed by your Trainer.

Presentation material: In-class digital presentations provide summaries of content covered in your course. They are designed to compliment your textbook and assist in facilitating discussions around topics you will cover.

Supporting documents: Depending on the unit, training and learning requirements – job cards and other resources may be provided to supplement and support your learning.

Assessment Resources

Student File: Your file holds all your assessments and all the information you require to complete each assessment task, summarised within your Assessment Tool document and Delivery and Assessment Plan/Schedule. For each unit of competency, your Assessment Instrument explains the criteria you will be assessed on, the assessment arrangements, how you will be assessed by your Trainer and the evidence you need to produce and supply to prove your competency in the unit.

YOU are responsible for keeping your Student File SAFE, organised and in neat, clean condition.

Certificates/Statements of Attainment

Upon successful completion of all the units of competency in your course, you will be issued a Certificate and Record of Results. A student who successfully completed some but not all the units of competency in their course will be issued a Statement of Attainment indicating the units successfully completed.

MSSH(RTO) will issue successful students a Certificate and Record of Results or a Statement of Attainment within two (2) weeks of receiving results from their Trainer, in accordance with SCSA Reporting deadlines, and where a valid USI has been provided. All Certificates, Records of Results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF).



Student Responsibilities – adhering to code of conduct

All students have the right to:

Be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin

Learn in an environment free from intimidation and interference

Access all services and facilities as identified in pre-enrolment information

Suitably qualified and experienced Trainer/s

Seek academic advice and support from their Trainer/s and MSHS staff

Learn in a safe and clean environment that facilitates achievement

Access the Complaints and Appeals policy to resolve disputes/complaints.

All students are expected to:

Approach learning and assessment activities in an ethical manner

Not engage in cheating or plagiarism

Submit work when required

Meet the terms of enrolment/positive participation

Attend all classes, and if you miss a class talk to your Trainer about how to catchup on learning or assessment/s.

Participate in all learning and assessment activities

Follow instruction during learning and assessment activities

Treat other students, staff, and Trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.

Occupational Health and Safety (OH&S)

MSHS (RTO) undertakes a review of the school facilities and equipment to ensure they meet the training package requirements and are safe to use during training and assessment. MSHS (RTO) are required to meet relevant Work of Occupational Health and Safety legislation and provide a safe environment for learning.

Students are also required to contribute to safe learning environments. You should:

- Report to the Trainer if any injury occurs during a training/assessment session and report to the first aid office and fill out an incident form.
- Wear appropriate clothing (uniform), footwear and personal protective equipment whilst in the Trade Training Centre as advised by your Trainer.
- Be aware of fire exits and evacuation procedures. Details will be provided by your Trainer as part of your Induction session.

Complaints and Appeals Process

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved by simply bringing it to the attention of your Trainer or the school VET Coordinator.

A complaint may be received in any form and may not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by Students, staff, or employers.

They can be escalated from an informal complaint to a formal and documented complaint if the initial resolutions are not satisfactory to the complainant.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days from the date your results are published.

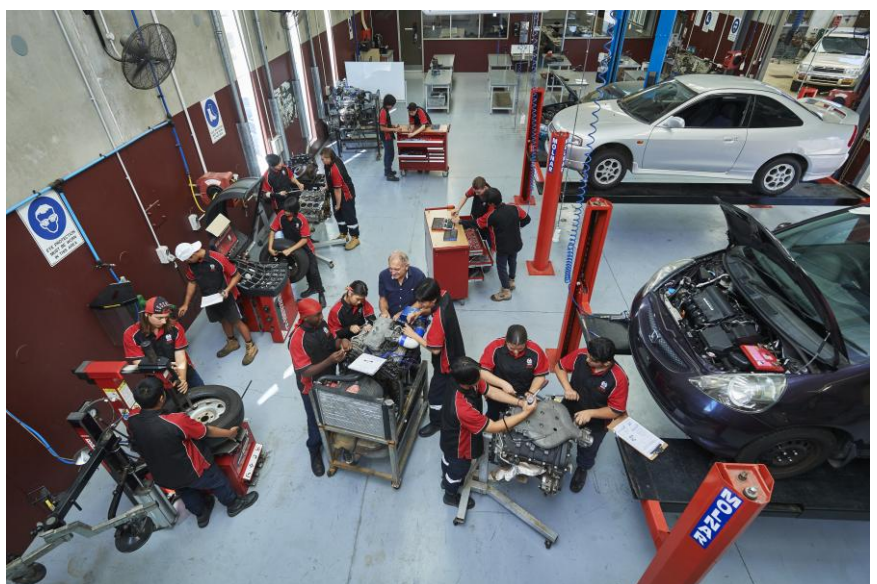
Appeals against assessment outcome

You have the right to appeal the outcome of a complaint or the outcome of assessment decisions if you are dissatisfied and feel you have been dealt with unfairly.

This can be done by writing an email to your school's VET Coordinator. The appeal will be dealt with in accordance with the Complaints and Appeals Policy located within the MSHS (RTO) Operating Procedures, 2016. When submitting a formal complaint or appeal form, you must provide reasons and supporting evidence justifying your grounds for the complaint or appeal.

Student Induction Sign-off

Now that you have completed the MSHS (RTO) Induction Program, your teacher will provide you with a document called '*Student Induction Sign-off*'. Please read the declaration on the form and if you agree with the declaration, print your name and then sign next to your name that you understand. This form will be kept by your Trainer.



Glossary of commonly used terms

AQF qualification	An AQF qualification is any nationally recognised award that is covered under the Australian Qualifications framework.
Assessment	Assessment is a process to determine a student’s achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration
Certification documentation	Certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual.
Competent	Refers to consistent application of knowledge and skill to the standard of performance required and the ability to transfer and apply skills and knowledge to new situations and environments. In order to successfully achieve a certification in an AQF VET qualification, a student must achieve a “competent” result in all course components (units).
Components of a qualification	Components of a qualification include modules, subjects and units of competency, the completion of which leads to an AQF qualification.
Credit transfer	Credit transfer is a process that provides Students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
Learning	Learning is a process by which a person assimilates information, ideas, actions and values and thus acquires knowledge, skills and/or the application of the knowledge and skills
Learning outcomes	Learning outcomes are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning.
Recognition of prior learning (RPL)	Recognition of Prior Learning (RPL) is a process that formally assesses one’s existing competency - acquired through both formal and informal learning - to determine if they already meet the requirements for a unit of competency, effectively bypassing the training.
Record	A written, printed, or electronic document providing evidence that activities have been performed.
Registered training organisation (RTO)	A Registered Training Organisation is a VET (vocational education and training) provider, registered and regulated in accordance with the VET Quality Framework.
Trainer	Persons who provide training in vocational education and training. In VETDSS, Trainers may also be teachers.
Unit of Competency	The specification of the standards of performance required in the workplace as defined in a training package.
VET	Vocational Education and Training.
VETDSS	Vocational Education and Training Delivered in Secondary Schools.
Statement of attainment	A statement of attainment recognises that one or more accredited units has been achieved.
Student	A Student is a person enrolled in a formal program of learning in an educational institution and/or a workplace setting.