

Automotive Industry



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Department of
Education
and Training

INDUSTRY AREA COVERAGE

GROUP	CLASS	DESCRIPTION
281	-	Motor Vehicle and Part Manufacturing
	2811	Motor Vehicle Manufacturing
	2812	Motor Vehicle Body Manufacturing (excluding fabrication related components).
	2819	Automotive Component Manufacturing (Coverage of factory reconditioning of changeover motors).
282		Other Transport Equipment Manufacturing
	2822	Boatbuilding (Coverage of Sales, Service and Repair of Recreational boats).
462	-	Motor Vehicle Wholesaling
	4621	Car Wholesaling
	4622	Commercial Vehicle Wholesaling
	4623	Motor Vehicle New Part Dealing
	4624	Motor Vehicle Dismantling & Used Part Dealing
531	-	Motor Vehicle Retailing
	5311	Motor Vehicle Retailing
	5312	Motor Cycle Dealing
	5313	Trailer and Caravan Dealing
532	-	Motor Vehicle Services
	5321	Automotive Fuel Retailing
	5322	Automotive Electrical Services
	5323	Smash Repairing
	5324	Tyre Retailing
	5329	Automotive Repair and Services



OVERVIEW

The automotive Industry is a major contributor to the Australian economy. The industry itself, is made up of two distinct sectors, the Retail, Service and Repair sector and the Manufacturing sector, with a joint annual Australian turnover exceeding \$80 billion. In Western Australia the major focus of the industry is on the Retail, Service and Repair sector.

TRAINING PACKAGES

The Automotive industry in Western Australia has coverage for the following Training Packages:

1. Automotive Industry Retail, Service and Repair (AUR05); and
2. Automotive Industry Manufacturing (AUM00).

Automotive Industry Retail, Service And Repair (AUR05)

Status - Endorsed

This Training Package is aimed at satisfying the training needs of the Retail, Service and Repair (RS&R) sector of the automotive industry, including occupational areas covering outdoor power equipment, recreational boating, bicycles, farm machinery and mobile plant and equipment.

The RS&R sector of the automotive industry specifically covers aftermarket activities, i.e. sales of new and used vehicles, sale of parts and accessories, repair and maintenance of vehicles, performance enhancement and rectifying and disposal of components at the end of vehicle life.


In Western Australia, this industry employs 3.7% of the total workforce estimated to be 37,400 people (Australian Bureau of Statistics May 2005) who are involved in the wholesale, retail, repair and service of commercial, industrial and recreational vehicles.

There are thirty two (32) qualifications within this training package, that range from Certificate I to Diploma level and they address the training requirements of the following ten Automotive industry sectors under which occupational outcomes have been grouped:

1. Automotive Administration
2. Automotive Electrical
3. Automotive Mechanical Technology
4. Automotive Sales
5. Automotive Vehicle Body
6. Bicycles
7. Marine
8. Outdoor Power Equipment
9. Automotive Aftermarket
10. Automotive Motorsport.

Qualifications: Automotive Industry Retail, Service and Repair (AUR05)

National Code	Qualification Name
<u>AUR10105</u>	<u>Certificate I in Automotive</u>
<u>AUR20105</u>	<u>Certificate II in Automotive Administration</u>
<u>AUR20205</u>	<u>Certificate II in Automotive Aftermarket Manufacturing</u>
<u>AUR20305</u>	<u>Certificate II in Bicycles</u>
<u>AUR20405</u>	<u>Certificate II in Automotive Electrical Technology</u>
<u>AUR20505</u>	<u>Certificate II in Automotive Vehicle Servicing</u>
<u>AUR20605</u>	<u>Certificate II in Marine</u>
<u>AUR20705</u>	<u>Certificate II in Automotive Mechanical</u>
<u>AUR20805</u>	<u>Certificate II in Outdoor Power Equipment</u>
<u>AUR20905</u>	<u>Certificate II in Automotive Vehicle Body</u>
<u>AUR21005</u>	<u>Certificate II in Motorsport</u>
<u>AUR21105</u>	<u>Certificate II in Automotive Sales</u>
<u>AUR21205</u>	<u>Certificate II in Automotive Warehousing/Distribution Operations</u>
<u>AUR30105</u>	<u>Certificate III in Automotive Administration</u>
<u>AUR30205</u>	<u>Certificate III in Bicycles</u>
<u>AUR30305</u>	<u>Certificate III in Automotive Electrical Technology</u>
<u>AUR30405</u>	<u>Certificate III in Automotive Mechanical Technology</u>
<u>AUR30505</u>	<u>Certificate III in Marine</u>
<u>AUR30605</u>	<u>Certificate III in Automotive Specialist</u>
<u>AUR30705</u>	<u>Certificate III in Outdoor Power Equipment</u>
<u>AUR30805</u>	<u>Certificate III in Automotive Vehicle Body</u>
<u>AUR30905</u>	<u>Certificate III in Motorsport</u>
<u>AUR31005</u>	<u>Certificate III in Automotive Sales</u>
<u>AUR31105</u>	<u>Certificate III in Automotive Warehousing/Distribution Operations</u>
<u>AUR31205</u>	<u>Certificate III in Automotive Retail, Service and Repair</u>
<u>AUR40105</u>	<u>Certificate IV in Automotive Management</u>
<u>AUR40205</u>	<u>Certificate IV in Automotive Technology</u>
<u>AUR40305</u>	<u>Certificate IV in Motorsport</u>
<u>AUR40405</u>	<u>Certificate IV in Automotive Performance Enhancement</u>
<u>AUR50105</u>	<u>Diploma of Automotive Management</u>
<u>AUR50205</u>	<u>Diploma of Automotive Technology</u>
<u>AUR50305</u>	<u>Diploma of Motorsport</u>



More information on the 6 volumes that make up the Automotive Industry Retail, Service and Repair Training Package along with the qualifications and units of competency can be found on the following website:

http://ntis.gov.au/Default.aspx?/TrainingPackage/AUR05/volume/AUR05_1

http://ntis.gov.au/Default.aspx?/TrainingPackage/AUR05/volume/AUR05_2

http://ntis.gov.au/Default.aspx?/TrainingPackage/AUR05/volume/AUR05_3

http://ntis.gov.au/Default.aspx?/TrainingPackage/AUR05/volume/AUR05_4

http://ntis.gov.au/Default.aspx?/TrainingPackage/AUR05/volume/AUR05_5

http://ntis.gov.au/Default.aspx?/TrainingPackage/AUR05/volume/AUR05_6

An implementation guide is available from the following website:

http://www.vetinfonet.det.wa.edu.au/tp_upload/AUR05.PDF

Assessment:

Assessments against the units of competence in the AUR05 Training Package must be carried out in accordance with the Assessment Guidelines outlined in the AUR05 – Assessment Guidelines, Volume 1, Part 5. Refer to this section of the AUR05 training package for detailed information concerning the endorsed framework for assessment of the units of competence.

The AUR05 has been designed to ensure that assessment is consistent with the Australian Quality Training Framework (AQTF) *Standards for Registered Training Organisations*.

AUTOMOTIVE INDUSTRY MANUFACTURING (AUM00)

Status - Endorsed

This Training Package is aimed at satisfying the training needs of the automotive manufacturing sector.

Qualifications within this training package range from Certificate II to Advanced Diploma level. The manufacturing sector represents a complex and diverse range of enterprises involved in the manufacture of vehicles and components.

Over 43,000 people are employed across Australia in the manufacturing sector of the automotive industry, with approximately 23,000 involved in the manufacture of passenger cars and light commercial vehicles, and 20,000 in automotive component manufacture.

It is a sector where the majority of vocational training has traditionally been focussed in the four vehicle manufacturing plants and a number of key automotive component manufacturers.

Qualifications: Automotive Industry Manufacturing (Aum00):

National Code	Qualification Name
AUM25100	Certificate II in Automotive Manufacturing (Bus/Truck/Trailer)
AUM35101	Certificate III in Automotive Manufacturing (Bus/Truck/Trailer)

More information on the 2 volumes that make up the Automotive Manufacturing Training Package along with the qualifications and units of competency can be found on the following website:

http://www.ntis.gov.au/Default.aspx?/trainingpackage/AUM00/volume/AUM00_1

http://www.ntis.gov.au/Default.aspx?/trainingpackage/AUM00/volume/AUM00_2

An implementation guide for this training package has not been developed at this stage, as no registered training organisations have applied for delivery of the package.

Assessment:

A stand-alone booklet containing the complete Assessments Guidelines for this training package has been developed and is a compulsory reference for all training providers and businesses wishing to use this package.

Further information on the Assessment Guidelines for both training packages can be obtained from ATA Ltd: www.automotivetraining.org.au

WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES

Skill Shortages

- A shortage of skilled workers available for employment in the automotive industry has become a major problem that is adversely affecting the industries capacity to operate efficiently and is inhibiting potential growth.
- Skills shortages are predicted to remain for Western Australia (WA) in the next few years while initiatives to overcome these shortages are implemented. However, the issue of attracting appropriate young people into the industry remains the greatest challenge.
- Ongoing demand for skills continues in the vehicle service and repair sectors in particular, heavy vehicle, road transport and mobile equipment (i.e. plant and agriculture mechanics) and the motorcycle sectors.
- Some smaller businesses in the retail service and repair area are coping with the shortage by downsizing their work wherever possible to reflect employee numbers.
- Larger employers however are typically proactively coping by increasing apprentice numbers when possible to counter balance attrition.
- The introduction of licensing of repairers will see a greater emphasis on training and skills assessment of the current workforce.



Design / New Technology

- Technology in the automotive industry is advancing and changing rapidly in the design and manufacture of motor vehicles such as multiple computerised components, hybrid engines, hydrogen fuel cells, micro-electromechanical system and telematics communications. The new technology has led to increased specialisation with the vehicle repair and service, heavy mechanical (particularly farm equipment) and marine sectors.
- The growing trend towards increased specialisation, with higher level skills is required across all sectors and a need for on-going technician training, especially in electronics.
- There is a focus on continuous improvement of new products and systems technologies as a result of international competitiveness relative to vehicle repair and industries local export markets.
- Innovative bicycle design and technology improvements now require qualified service and repair technicians.

Increased Consumer Demand

- Record car sales, a buoyant economy, a mining boom and the deregulation of trading hours have increased the need for training personnel (i.e. vehicle sales).

Attracting and Retaining Skilled Labour

- A poor public perception of the automotive industry continues to have an adverse effect on attracting people to the industry for training and employment, particularly in the traditional mechanical workshops, autobody repair, body building and motorcycle sectors.
- The WA motor vehicle industry has a high rate of attrition and is also suffering from poaching from other industry sectors of automotive apprentices and tradespeople (i.e. Resources).
- The motorcycle sector is having difficulty retaining employees due to lure of the increased wages available in other areas (ie. resources, building and construction sectors).
- The high attrition rate of newly qualified trades people (particularly in the autobody trades) and a skills migration from automotive mechanic (light) to automotive mechanic (heavy) is compounding the skills shortage.

Issues

- Growing confusion amongst industry is emerging with the increased number of school/work training programs currently available and being promoted by schools and State/Federal agencies (i.e. Structured Workplace Learning, School Apprenticeship Link, Instep, ACES, and School Based Traineeships).



Findings and recommendations by the Automotive Industry Working Group of the Skills Formation Taskforce

The 12 recommendations listed below, submitted by the Automotive Industry Working Group to the Skills Formation Taskforce, have been accepted by the Minister:

1. A new model for automotive training must be developed and implemented to provide seamless education and training through clearly defined career pathways.
2. Trade titling and indenture duration to reflect the nomenclature used in the Automotive Training Package (AUR05) and at the same time address the need to attract young people into the industry.
3. Trade titles will be changed from:
 - Autobody Refinisher to Vehicle Painter;
 - Autobody Repairer to Panel Beater;
 - Automotive Electrical Fitter to Automotive Electrician;
 - Engineering Tradesperson (Fabrication – Vehicle Body Building) to Vehicle Body Builder;
 - Engineering Tradesperson (Automotive) to Automotive Technician;
 - All trades to have an expected 3.5 year competency based duration; and
 - The trade title of Trimming will be changed to Vehicle Trimmer which will have an expected 3 year competency based duration.
4. There is a need to improve the methods used to attract young people into the automotive trades through a coordinated and comprehensive approach including the introduction of the proposed new training model.
5. The trade of Fuel Injection Fitting will be removed from the current WA Department of Education and Training Apprenticeship list.
6. Industrial Relations – wages and industrial consultation issues associated with the recommendations to change the expected term of indenture must commence immediately to achieve the desired implementation as soon as possible.
7. The trade of Automotive Technician [previously Engineering Tradesperson (Automotive)] will be available only under an automotive training package delivery pathway.
8. Adopt a competency-based approach, rather than time served, through the implementation of a system incorporating expected duration only.
9. Change the formal off the job training delivery from 6 semesters to 5 semesters.
10. Formal credits should be provided based on recognition of an individual's skills and current competencies endorsed by industry.
11. A twelve month review period from the date of implementation of proposed changes must be undertaken. Reviews should then occur on an on-going annual basis via a panel of members similar to the current Automotive Industry Working Group.
12. The Minister to give consideration to forming a strategic group, being a partnership with industry stakeholders and Government, to provide guidance and advice with respect to the Automotive Industry skill formation requirements.



INDUSTRY ORGANISATIONS / ASSOCIATIONS

To be used as a guide only

- Australian Manufacturing Workers Union (AMWU) (General Division and Vehicle Division)
- Automotive Curriculum Support Services Network (CSSN)
- Australian Refrigeration Council (ARC)
- Automotive Training Australia (WA) Inc (ATA (WA) Inc)
- Chamber of Automotive Industry (CAI)
- Communications Engineering & Postal Union (CEPU) (Engineering and Electrical Division)
- Confederation of Australian Motor Sport
- Construction & Mining Equipment Industry Group (CMEIG) WA
- Heavy Vehicle Operations (Main Roads WA)
- Institute of Automotive Mechanical Engineers (IAME)
- Institute of the Motor Industry (IMI)
- Motor Industry Training Association WA Inc (MITA)
- Motor Vehicle Industry Board (Department of Consumer & Employment Protection)
- Motor Trade Association (MTA) of WA
- Refrigeration and Airconditioning Industry Registration Board
- Royal Automobile Club (RAC) of WA
- Society of Automotive Engineers (SAE)

LICENSING OR REGULATORY REQUIREMENTS

Certification of Motor Vehicle Repairers:

- The Motor Vehicle Industry Board has been operating since 2005 to raise the standards of repairs and servicing within the motor industry.
- An issues paper was released for public comment in May 2005 and the Department of Consumer and Employment Protection (DOCEP) is now awaiting the release of draft regulations. Legislation will be enacted once the new regulations are passed. It is anticipated this will occur in August 2006.
- The new licensing regulations (Certification of motor vehicle repairers) will require the large numbers of unqualified workers in the automotive repair sector to be up-skilled. This will occur through two stages:
 - Stage 1: Individuals will have 12 months to comply;
 - Stage 2: Businesses will have 12 months to comply.

Further information is available on the Department of Consumer and Employment Protection (DOCEP) website: <http://www.docep.wa.gov.au/default.asp?id>

The full paper and report by DOCEP (May 2005) on the Certification of motor vehicle repairers, is available from: <http://www.docep.wa.gov.au/cp/about/downloads/mvr.pdf>



Motor Vehicle Dealers Licensing Board Operations:

From 1 September 2002, the range and scope of powers that the Motor Vehicle Dealers Licensing Board have when dealing with license applications and disciplinary matters have been enhanced. Click on the following link for further information.

http://www.docep.wa.gov.au/motorvehicles/supportfiles/licensing_board.html

Salesperson and Yard Manager Licensing:

All new applicants for Salesperson or Yard Manager licenses are required to establish:

- Their identity and that they are over 18 years of age (documents should be originals or certified copies);
- > That they are fit and proper and of good character and repute; and
- > They have sufficient knowledge of the Act.

Click on the following link for further information:

<http://www.docep.wa.gov.au/motorvehicles/supportfiles/salesperson.html>

Dealer Operations

Statutory Warranty: In addition to obligations placed upon retailers of motor vehicles under the *Fair Trading Act* and the *Trade Practices Act*, used motor vehicles are also provided with a statutory warranty.

A statutory warranty is a legal obligation that requires licensed motor vehicle dealers to fix certain defects or problems that occur in a vehicle for up to 3 months after the sale of the vehicle. Click on the following link for further information:

http://www.docep.wa.gov.au/motorvehicles/supportfiles/dealerops_statutory.html

Additional publications concerning licensing and regulatory issues for the automotive industry can be located on the DOCEP website:

<http://www.docep.wa.gov.au/motorvehicles/supportfiles/publications.html>

New Licensing System for the Refrigeration and Air Conditioning Industry – Dept of Environment & Heritage & the Australian Refrigeration Council (the ARC)

The new national refrigerant handling license that affects the automotive industry is the *Automotive Air Conditioning License*.

Under Australian laws to protect the environment, the use of ozone depleting substances and synthetic greenhouse gases is regulated. The new national licensing system will enable businesses and technicians to operate throughout Australia using a single license or authorisation with one set of consistent standards.

The new national licensing system came into effect on 1 July 2005. Any person who handles refrigerant gases where there is a risk of emission (either ozone depleting substances or synthetic greenhouse gases) will require a national Refrigerant Handling License.




Any person or company who buys or sells gas will be required to hold a national Authorisation. For most people this will be a Refrigerant Trading Authorisation.

For further information on the new licensing system refer to the following website:

<http://www.arctick.org/index.php>

TRAINING ENVIRONMENT/ISSUES

- There is an increasing emphasis on the need to up-skill the existing workforce through the introduction of managed partnerships between on and off the job training providers.
- There is a need to introduce an ongoing progressive system that enables new and existing employers to increase skill levels (ie. Certificate I to Diploma level).
- The Retail and Repair sector of the industry has increasing demands for technical and business management skills.
- Growing demand for training in Heavy Tyre Fitting industry related to technology and safety within the mining and heavy road transport sectors also exists.
- There is an industry focus on solar, electrical and alternative fuel powered vehicles with an emphasis on the relevant training needs.
- Ever increasing need to establish links with secondary schools to promote automotive industry career options.
- Recruitment and retention of apprentices in the regional locations is also a growing issue.
- A greater emphasis on regional/remote training needs using a range of flexible delivery arrangements needs to be addressed.
- Encouragement and facilitation of partnerships between industry and VET providers, industry sectors and industrial parties.
- There is a need to develop a structured training framework for the bicycle industry.
- The trend towards more part-time and casual employment in areas such as Service Station Operators may require more flexible delivery options.
- Small business requires flexibility, responsiveness and integrated on and off-the-job training delivery and a partnership assessment arrangement.
- There continues to be projected skill shortages in mechanics (light vehicle, heavy vehicle and motorcycles), auto electricians, spray painters, panel beaters, vehicle accessory fitters, technicians, vehicle repairers including body builders.
- There is a demand for skills in electrical, electronics and the installation of alternative fuel systems (ie. NGV/LPG).
- Licensing of repairers has generated a need to promote skills recognition and skills gap training to assist employers meet the new licensing registration requirements for vehicle repairers.
- There is an urgent need to improve the image and perceptions of the industry to attract better suited applicants.
- There is a need to develop more relevant flexible delivery arrangements.
- An increasing demand has emerged to develop a National Training Record Book for the AUR05 Training Package.

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- The growing number of school/work placement training programs currently being promoted to industry needs to be monitored closely. Industry is being bombarded by different agencies and it is creating significant confusion.
 - Lack of understanding by New Apprenticeship Centres (NAC's) regarding the automotive industry.
 - There has been an increased number of government agencies (both State and Federal) addressing the skill shortage issue in the automotive sectors (ie. Industry Training Brokers, Regional Industry Career Advisers). A coordinated and collaborative approach needs to be considered, working closely with the State Automotive ITAB to ensure that the interests of industry are being considered and industry is not swamped by the various agencies seeking the same intelligence.
 - There is a need to raise employers awareness and confidence regarding the roles and responsibilities of training (ie. on the job) and about the AUR05 training package in a user friendly format for the industry.
 - Typically the smaller operations in the automotive industry have a lack of understanding of how training packages are developed and reviewed and the important role industry play.

HIGH RISK TRAINING CONCERNS

- There is an urgent need to raise employers awareness and confidence regarding their roles and responsibilities towards on the job training, the role they play in the development and review of nationally recognised training packages and about the AUR05 training package in general.

Ageing Workforce in VET

- An emerging issue is the problem of staffing TAFE and other RTOs with suitably qualified and skilled trainers. Improved wages and conditions in the industry are keeping people in their trade. The changes in teaching and learning practices and the AQTF Standards for RTO staff has inhibited many trade qualified people from seeking work as trainers. This problem will compound skills shortages issues in the Automotive trades where increasing apprenticeship and traineeship training is a major strategy to increase the skilled workforce.

New Technology

- The Automotive industry is undergoing rapid change that requires trainers to keep abreast of industry trends and work closely with industry.
- The rapidly changing and advancing technology in design and manufacture of motor vehicles has led to increased specialisation within the vehicle repair and service, heavy mechanical (particularly farm equipment) and marine sectors.
- RTO staff need to be aware of all new developments in the area of technology and equipment, ensuring that students are receiving the most appropriate training for the industry.
- Further partnering with industry should be investigated to allow RTOs access to the latest technology and equipment ensuring students are receiving training relevant to the current and future industry needs.



NATIONAL ASSOCIATIONS

- Automobile Association of Australia (AAA)
- Australian Automotive Aftermarket Association
- Automotive Training Australia Limited (ATA Ltd)
- Commercial Vehicle Industry Association (CVIA)
- Construction & Mining Equipment Industry Association (CMEIG)
- Federal Chamber of Automotive Industries (FCAI)
- Federation of Automotive Parts Manufacturers (FAPM)
- Institute of Automotive Mechanical Engineers (IAME)
- Institute of Road Transport Engineers (IRTE)
- Motor Trade Association of Australia (MTAA)
- Society of Automotive Engineers (SAE)

WORKSAFE

For the Automotive sector the following issues are to be addressed in all staff induction and occupational health and safety related training:

- Working under a raised load;
- Noise;
- Protective clothing and equipment;
- Working with chemicals and harmful substances;
- Working with electricity;
- Working with tyres;
- Manual handling – sprains and strains;
- Slips and falls;
- Forklifts;
- New and young workers;
- Emergency evacuation procedures;
- Working in confined spaces;
- Responsibilities of employees and employers.

Links to other relevant documents:

Code of Practice: Spray Painting (2000) (WorkSafe Western Australia)

http://www.worksafe.wa.gov.au/newsite/worksafe/media/codes/Code_spray_painting.pdf

Guidance Note: Asbestos Materials in the automotive repair and maintenance industry (WorkSafe Western Australia)

http://www.worksafe.wa.gov.au/newsite/worksafe/media/Guide_asbestos.pdf

Guidance Note: Controlling isocyanates hazards at work

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/guidhazs0002.html>

Guidance Note: Soldering in the workplace – rosin fluxes

http://www.worksafe.wa.gov.au/newsite/worksafe/media/Guide_soldering.pdf



Safety Alert: Spontaneous Combustion

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/alrt19990001.html>

Safety Alert: Working under a raised load

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/alrt19970007.html>

Safety Alert: Exploding Tyre and Rim

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/alrt19990019.html>

Code of Practice: Managing Noise at Workplaces

http://www.worksafe.wa.gov.au/newsite/worksafe/media/codes/code_noise_workplace.pdf

Code of Practice: Manual Handling (WorkSafe Western Australia)

http://www.worksafe.wa.gov.au/newsite/worksafe/media/codes/Code_manual_handling.pdf

Codes of Practice: First Aid Facilities & Services, Workplace Amenities & Facilities & Personal Protective Clothing & Equipment (WorkSafe WA Commission – 2002)

http://www.worksafe.wa.gov.au/newsite/worksafe/media/codes/Code_first_aid.pdf