



Australian Government

Department of Education, Employment and Workplace Relations

AURC465349B Prepare a vehicle repair quotation

Release: 1

AURC465349B Prepare a vehicle repair quotation

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit of competency describes the skills and knowledge required to prepare a written vehicle repair quotation.</p> <p>It requires the ability to use numeracy and literacy skills to identify and document the costs.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to individuals who are required to prepare vehicle repair quotations in the vehicle repair and vehicle loss assessing industries. Vehicles may include light vehicles, heavy vehicles, agricultural and plant equipment, recreational boats, recreational vehicles and motorcycles.</p>
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Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather information	1.1. Clarify the particular service required 1.2. Locate information sources 1.3. Gather any job cost estimation and calculation details 1.4. Obtain labour unit cost projections 1.5. Identify enterprise quotation elements and procedures
2. Estimate, cost and prepare vehicle repair quotation	2.1. Estimate and cost required parts and materials 2.2. Estimate and cost direct labour and subcontractor services 2.3. Estimate and cost overheads and mark-up percentages in accordance with enterprise procedures 2.4. Note potential quotation variations 2.5. Prepare a legible and accurate quotation using the enterprise approved format 2.6. Verify final costs, calculations and other details with relevant enterprise person
3. Present quotation to customer	3.1. Present verbal and written report to customer 3.2. Gain approval to complete repairs from customer 3.3. Complete documentation and file quotation as required by enterprise

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
Required skills include: <ul style="list-style-type: none"> • technical skills to the level required to use the internet and other workplace technology related to preparing a vehicle repair quotation • communication skills to the level required to verify costs with others, to report work outcomes and problems, and to relate to people from a range of social, cultural and ethnic backgrounds, and of varying physical and mental abilities • literacy skills to the level required to undertake costing research and to document

REQUIRED SKILLS AND KNOWLEDGE
<p>and report findings</p> <ul style="list-style-type: none"> • numeracy skills to the level required to estimate and calculate labour, materials and on-costs and to validate work costs • problem-solving skills to the level required to anticipate costing problems and to avoid reworking, wastage, and planning and scheduling problems • team skills to the level required to work effectively and cooperatively with others to optimise workflow and productivity
Required knowledge
<p>Required knowledge includes:</p> <ul style="list-style-type: none"> • methods and processes for identifying, apportioning, summarising and validating total costs for work • components of labour costs • current assessing and quoting methodologies • commercial approaches to warehousing and physical distribution and costing • manufacturer and component supplier specifications and manuals, including costing catalogues • applicable commonwealth, state or territory legislation, regulations, standards and codes of practice, including occupational health and safety (OHS), personal safety and environment, relevant to calculating vehicle repairs • organisational policies and procedures, including quality requirements, reporting and recording procedures, related to calculating vehicle repair costs

Evidence Guide

EVIDENCE GUIDE	
<p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Assessors must be satisfied that the candidate can competently and consistently:</p> <ul style="list-style-type: none"> • observe safety procedures and requirements • communicating effectively with others involved in or affected by the work • select appropriate methods and techniques • interpret proposals, specifications and instructions for

EVIDENCE GUIDE	
	<p>the work</p> <ul style="list-style-type: none"> • obtain information relevant to the determination of costs • calculate and cost accurately the quantities of parts and materials, the amount of labour and time required to complete the work and overheads for a range of vehicle repair quotes • document the process and outcomes in accordance with enterprise practice.
Context of and specific resources for assessment	<ul style="list-style-type: none"> • The application of competency is to be assessed in the workplace or a simulated environment that reflects as far as possible the actual working environment. • Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints. • Assessment is to comply with relevant regulatory requirements, including specified Australian standards. • Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate ethnicity, age, gender, demographics and disability. • The following resources should be made available: <ul style="list-style-type: none"> • vehicles requiring repair that can be used for quotations • appropriate worksite and costing details • manufacturer and component costs, labour rates, commercial and industry information • Repair Times manuals • equipment, including calculators, computer, internet and software • enterprise procedures.
Method of assessment	<ul style="list-style-type: none"> • Assessment must satisfy the endorsed Assessment Guidelines of this Training Package. • Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of Required Skills and Knowledge. • Assessment methods must be by direct observation of tasks and include questioning on Required Skills and Knowledge to ensure its correct interpretation and application.

EVIDENCE GUIDE	
	<ul style="list-style-type: none"> • Assessment may be applied under project-related conditions (real or simulated) and require evidence of process. • Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances. • Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role.
Guidance information for assessment	Assessment processes and techniques must be culturally sensitive and appropriate to the language and literacy capacity of the candidate and the work being performed.

Range Statement

RANGE STATEMENT	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
Quotation	<p>Quotation may include:</p> <ul style="list-style-type: none"> • customer details • vehicle details • work to be performed • details of costs, including labour • legible and accurate documentation using the enterprise-approved format
Overhead costs	<p>Overhead costs may include:</p> <ul style="list-style-type: none"> • rental and leasing costs • utilities • non-production resources • depreciation of plant and equipment • warehousing margins • warehousing costs

RANGE STATEMENT	
	<ul style="list-style-type: none"> • insurance and other costs incurred by doing business • material/supply costs, including catalogues, contracts, standing agreements, market rates and warehousing margins
Information/documents	<p>Information/documents may include:</p> <ul style="list-style-type: none"> • Motor Vehicle Insurance and Repair Industry Code of Conduct • verbal, written and graphical instructions • parts listing prices and catalogues • inventory systems • material safety data sheets (MSDS) • diagrams or sketches • safe work procedures for inspection of vehicles for saleable components • engineer's design specifications and instructions • workplace specifications and requirements • instructions issued by authorised enterprise or external persons • Australian standards • current driver's licence
Legislative requirements	<p>Legislative requirements are to be in accordance with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice, and may include:</p> <ul style="list-style-type: none"> • award and enterprise agreements • industrial relations • Australian standards • Australian Design Rules • confidentiality and privacy • OHS • the environment • equal opportunity • anti-discrimination • duty of care
OHS requirements	<p>OHS requirements are to be in accordance with applicable commonwealth, state or territory legislation and regulations, and organisational safety policies and procedures, and may include:</p>

RANGE STATEMENT	
	<ul style="list-style-type: none"> • personal protective equipment and clothing • safety equipment • first aid equipment • hazard and risk control • elimination of hazardous materials and substances • manual handling, including shifting, lifting and carrying • emergency procedures • road rules • safe driving policy
Environmental requirements	<p>Environmental requirements may include:</p> <ul style="list-style-type: none"> • waste management • noise • dust • clean-up management
Organisational policies and procedures	<p>Organisational policies and procedures may include:</p> <ul style="list-style-type: none"> • financial management policies and procedures • cost and apportioning overheads policies and procedures • labour employment costs, including awards and contracts • quality policies and procedures, including Australian standards • OHS, sustainability, environment, equal opportunity and anti-discrimination • manufacturer specifications and industry codes of practice • safe work procedures • reporting and recording procedures

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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