



Australian Government

AURANN011 Estimate and quote automotive body repairs

Release: 1

AURANN011 Estimate and quote automotive body repairs

Modification History

| Release | Comment |
|-----------|------------------------|
| Release 1 | New unit of competency |

Application

This unit describes the performance outcomes required to prepare vehicle or equipment repair quotations for customer and insurance purposes, including associated materials and labour costs. It involves preparing for the task, estimating repair costs, producing written quotations, and completing workplace documentation.

It applies to those working in the automotive body repair industry. The quotes are for light vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles or motorcycles. It does not apply to estimating and quoting on vehicle mechanical and electrical repairs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Unit Sector

Loss Assessment or Repair Quoting - Body

Elements and Performance Criteria

| Elements | Performance Criteria |
|---|--|
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section. |
| 1. Prepare to quote | 1.1 Repair requirements are clarified 1.2 Workplace quotation information and recommended labour time guides are sourced and interpreted 1.3 Job cost estimation and calculation details are sourced and interpreted |

| Elements | Performance Criteria |
|---|--|
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section. |
| 2. Estimate and cost repairs | 2.1 Required replacement parts and materials are estimated and costed according to workplace procedures 2.2 Direct labour and subcontractor services are estimated and costed according to workplace procedures 2.3 Overheads and mark-up percentages are estimated and costed according to workplace procedures 2.4 Potential quotation variations relating to unsighted damage are noted on the quotation 2.5 Quotation is prepared according to workplace procedures and relevant legislation 2.6 Proposed repair timeframe is assessed and takes into consideration the workplace repair schedule 2.7 Final costs, calculations and other details are verified with workplace supervisor |
| 3. Present quotation to customer | 3.1 Quotation is presented to customer or insurer for approval 3.2 Approval is obtained from customer or insurer to commence repairs 3.3 Documentation is completed and quotation filed according to workplace procedures |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

| Skills | Description |
|-------------------------------|---|
| Reading skills to: | <ul style="list-style-type: none"> interpret vehicle specifications and job requirements interpret original equipment manufacturer (OEM) repair procedures and recognised body repair industry time guides. |
| Writing skills to: | <ul style="list-style-type: none"> legibly and accurately complete: <ul style="list-style-type: none"> vehicle damage inspection reports repair quotations. |
| Oral communication skills to: | <ul style="list-style-type: none"> participate in verbal exchanges using active listening and questioning techniques to gather, clarify and confirm customer information and feedback. |

| Skills | Description |
|-----------------------|---|
| Numeracy skills to: | <ul style="list-style-type: none">use mathematical operations, including addition, subtraction, multiplication, division and percentages, to perform calculations and check accuracy of costs of options and solutions. |
| Technology skills to: | <ul style="list-style-type: none">use workplace technology when preparing a vehicle body repair quotation. |

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|---|---|--|--------------------|
| AURANN011 Estimate and quote automotive body repairs | AURANN001 Estimate and quote automotive body repairs | Include additional knowledge evidence requirements, foundation skills and performance criteria | Equivalent |

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>