



Australian Government

AURVNA003 Review vehicle repair quotations

Release: 1

AURVNA003 Review vehicle repair quotations

Modification History

Release	Comment
Release 1	New unit of competency

Application

This unit describes the performance outcomes required to review a vehicle repair quotation. It involves reviewing cost and time requirements in the repairer's quote to ensure that they accurately represent the repair method to reinstate the vehicle to pre-damage condition, and to determine that the repair cost is fair and reasonable. It also involves ensuring that quotation figures are accurate and completing the required documentation.

The unit applies to those reviewing a body repair shop quotation to repair a damaged vehicle in the loss assessment environment. Vehicles to be repaired may include light vehicles, commercial vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles and motorcycles.

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

Competency Field

Vehicle Body

Unit Sector

Loss Assessment and Repair Quoting

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 italicised text is used, further information is detailed in the range of conditions section
1. Prepare for work	1.1 Quotation and workplace policies and procedures are located 1.2 Quotation information and supporting documents are collected
2. Review time requirements	2.1 Viable repair time requirements are estimated 2.2 Turn-around time for subcontracted specialist services is

ELEMENTS	PERFORMANCE CRITERIA
	estimated 2.3 Total time for repair work is estimated 2.4 Time requirement estimations are documented
3. Review part requirements	3.1 Viability of replacement parts compared to repair is determined while meeting quality standards, legal requirements, safety requirements, and workplace practices 3.2 Relevance of identified parts for the repair is checked 3.3 Potential variations to the original parts costing is determined 3.4 Cost of parts and consumables is estimated using industry and workplace pricing standards 3.5 Findings relating to parts are documented
4. Review subcontract specialist services work	4.1 Nature and scope of subcontract testing, service and repair work are determined 4.2 Completed subcontracted repair work is checked 4.3 Potential variations to subcontract work costing are identified 4.4 Cost of subcontract testing, service and repair work is estimated using industry and workplace pricing standards 4.5 Subcontract testing, parts, service and repair work requirements are documented
5. Agree on quotation with repairer	5.1 Time requirements and costs are negotiated and agreed with repairer in a fair and transparent manner 5.2 Quotation adjustments are made if required 5.3 Quotation is agreed and finalised 5.4 Authorisation to proceed with the repair is provided as required to reinstate the vehicle to pre-damage condition following workplace policies and procedures
6. Finalise quotation review	6.1 Findings are documented using workplace-approved quotation format 6.2 Findings and repair authorisation documentation are reported to appropriate persons as required by workplace policies and 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:	- review a vehicle repair quotation to: - interpret technical information - research information - understand common industry terminology - understand manufacturer and component specifications.
Oral communication skills to:	- discuss and finalise quotation with repairer - discuss quotation with supervisor, subcontractors and customers - report work outcomes and problems.
Numeracy skills to:	estimate costs, time requirements and subcontract work.
Digital literacy skills to:	- access repair and time data - document and review quotation results.
Problem-solving skills to:	- identify technical and procedural problems - prevent time and material wastage problems.
Teamwork skills to:	work effectively and cooperatively with others to optimise workflow and productivity.

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.

<i>Quotations</i> must include:	- customer details - labour cost estimates - replacement parts required and their cost - subcontracted or specialist work - vehicle details - work to be performed.
<i>Repair work</i> must include:	all vehicle damage, including minor and extensive damage.
<i>Legal requirements</i> are to be in accordance with applicable commonwealth, state, or territory legislation, regulations, certification requirements and codes of practice, and must include:	- environmental regulations - intellectual property.
<i>Safety requirements</i> are to	ensuring safe location of vehicle to be inspected

be in accordance with applicable commonwealth, state or territory Workplace Health and Safety Act or Occupational Health and Safety Act and must include:	• following workplace safety procedures • identifying potential safety hazards.
---	---

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>