



**Australian Government**

**Assessment Requirements for AURVNA004  
Apply insurance industry knowledge to  
vehicle loss assessments**

**Release: 1**

# Assessment Requirements for AURVNA004 Apply insurance industry knowledge to vehicle loss assessments

## Modification History

Release	Comment
Release 1	New unit of competency

## Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- apply insurance industry knowledge to vehicle loss assessment on a minimum of two occasions.

## Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- current assessing and quoting methodologies
- relevant automotive websites to locate current best practice and future trends information
- general insurance industry knowledge, including relevant sections of:
  - Commercial-In-Confidence practices
  - contract and insurance law
  - Insurance Contracts Act
  - intellectual property
  - Motor Vehicle Insurance and Repair Industry Code of Conduct
  - personal legal liability
  - State or Territory Fair Trading Act
- applicable commonwealth, state or territory laws, regulations and standards relating to vehicle loss assessment, including:
  - environmental regulations
  - intellectual property
  - legislation
  - applicable Workplace Health and Safety Act or Occupational Health and Safety Act
- workplace processes, policies and procedures relating to vehicle loss assessment and reporting requirements.

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## Assessment Conditions

Assessors must satisfy SNR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Where assessment of competency includes third party evidence, individuals must provide evidence that links them to the vehicles that they have assessed, e.g. assessment reports.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- relevant documentation, including incident description, applicable codes, acts, legislation, regulations and insurance industry policies
- relevant materials, resources and safety equipment, including digital camera, paperwork and personal protective equipment (PPE) kit.

## Links

Companion Volume implementation guides are found in VETNet -

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

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