



**Australian Government**

# **AURVNA005 Inspect quality of vehicle repair work**

**Release: 1**

## AURVNA005 Inspect quality of vehicle repair work

### Modification History

Release	Comment
Release 1	New unit of competency

### Application

This unit describes the performance outcomes required to inspect vehicle repair work to ensure that it is being undertaken as agreed by the insurer and repairer.

The unit applies to those involved in inspecting the technical quality of repair work in the vehicle loss assessment environment, at the request of either the customer or the repairer.

Repair work may be to light vehicles, commercial vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles and motorcycles.

Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.

### 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 vehicle inspection	1.1 Vehicle information is accessed and reviewed 1.2 Vehicle to be inspected is identified and checked against vehicle information 1.3 Appropriate <i>vehicle inspection method</i> is determined 1.4 Materials and equipment required to conduct vehicle inspection are identified and prepared

ELEMENTS	PERFORMANCE CRITERIA
2. Inspect vehicle	2.1 Original equipment manufacturer (OEM) or authorised agencies and <i>component specifications</i> are interpreted and applied 2.2 Vehicle is inspected to determine that repair has been undertaken to an acceptable industry standard in line with compliance requirements 2.3 Safety and workplace procedures are interpreted and complied with 2.4 Vehicle inspection personal protective equipment (PPE) is used 2.5 Repair faults are identified 2.6 Faults requiring <i>rectification action</i> are decided and repair work plan is prepared
3. Authorise further action	3.1 Repair faults and recommended repair methods are discussed with current or new repairer 3.2 Cost and quotation variations are agreed with current or new repairer 3.3 Corrective work process is authorised with current or new repairer
4. Complete work processes	4.1 Actions undertaken are documented as required under the relevant code of practice 4.2 Vehicle inspection report is completed and provided to appropriate person 4.3 Reports are processed as required by 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
Learning skills to:	<ul style="list-style-type: none"> <li>• identify workplace procedures relating to inspecting repair quality.</li> </ul>
Reading skills to:	<ul style="list-style-type: none"> <li>• interpret OEM or authorised agencies' repair procedures</li> <li>• interpret vehicle technical information and specifications, including vehicle inspection reports.</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• communicate with customers, repairers and insurance organisations</li> <li>• confirm inspection requirements</li> <li>• question and listen to others regarding repair work</li> <li>• reach agreement on cost and quotation variations.</li> </ul>

Numeracy skills to:	<ul style="list-style-type: none"> <li>interpret vehicle specifications</li> <li>interpret pre- and post-repair measurements</li> <li>identify OEM or authorised agencies' recommended repair measurements</li> <li>identify cost variations.</li> </ul>
Digital literacy skills to:	<ul style="list-style-type: none"> <li>interpret vehicle repair and diagnostic data</li> <li>use communication devices and computerised equipment to document and report results.</li> </ul>
Planning and organising skills to:	<ul style="list-style-type: none"> <li>coordinate communication between customer, repairers and insurance organisation.</li> </ul>
Technology skills to:	<ul style="list-style-type: none"> <li>use electronic devices to inspect the quality of mechanical, body and paint repair work</li> <li>use electronic vehicle repair measuring systems.</li> </ul>

## 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.

<b><i>Vehicle inspection method</i></b> must include at least one of the following:	<ul style="list-style-type: none"> <li>physically checking and inspecting damage to vehicle and components</li> <li>referring to reports, publications and OEM or authorised agencies' specifications</li> <li>using digital images of damage to vehicle and components.</li> </ul>
<b><i>Component specifications</i></b> must include at least one of the following:	<ul style="list-style-type: none"> <li>vehicle design specifications and drawings</li> <li>repair instructions and procedures</li> <li>component replacement instructions and procedures.</li> </ul>
<b><i>Rectification action</i></b> must include one or more of the following:	<ul style="list-style-type: none"> <li>repairing the vehicle at the original repairer</li> <li>repairing the vehicle at a new repairer and seeking recovery from the original repairer</li> <li>declaring the vehicle a total loss and disposing of the vehicle at auction</li> <li>declaring the vehicle a total loss and selling vehicle in its present condition back to the original repairer.</li> </ul>

## 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>