



Australian Government

Department of Education, Employment and Workplace Relations

AURC456633A Investigate and assess automotive insurance claims

Release: 1

AURC456633A Investigate and assess automotive insurance claims

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence required to inspect, compare and determine action to be taken with respect to damaged vehicles.
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Application of the Unit

Application of the unit	This unit of competency applies to the following and should be contextualised to the qualification to which it is being applied: <ul style="list-style-type: none"> • retail, service and repair.
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Licensing/Regulatory Information

Not Applicable

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. Investigate circumstances of claim	1.1. Facts and information are collected 1.2. Validity of the claim against reported circumstances is assessed 1.3. Fraud indicators are identified 1.4. Policy conditions are reviewed to ensure loss falls within policy coverage 1.5. Data and information collated is recorded progressively 1.6. Investigation procedures are carried out according to industry regulations/guidelines, occupational health and safety (OHS) legislation, statutory legislation and enterprise procedures/policies
2. Assess extent of loss	2.1. The extent of loss is determined without delay in a fair and equitable manner 2.2. Settlement options are examined that fill contractual obligations, enterprise policy and maintain customer satisfaction 2.3. Options are costed
3. Determine suitable action	3.1. A cost benefit analysis is carried out on each identified option 3.2. Action is consistent with nature of claim and assessment made 3.3. Action falls within enterprise legislative restraints
4. Prepare report on investigation and assessment	4.1. Comprehensive reports are prepared that specify full results of investigation and assessment 4.2. Recommendations for action are documented with justifications 4.3. Reports are submitted and filed in accordance with enterprise procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

<p>REQUIRED SKILLS AND KNOWLEDGE</p> <ul style="list-style-type: none"> • collect, organise and understand information related to investigating and assessing automotive insurance claims • communicate ideas and information to customers and supervisors related to investigating and assessing automotive insurance claims • plan and organise activities related to investigating and assessing automotive insurance claims • work with others and in a team by seeing and conveying information related to the planning, sequencing and completion of the task • use mathematical ideas and techniques to count and measure • establish diagnostic processes that identify methods related to investigating and assessing automotive insurance claims • use workplace technology related to investigating and assessing automotive insurance claims
<p>Required knowledge</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • industry records and how to maintain them • vehicle damage inspection methods • workshop manuals and repair guides • interview methods • oral communication and the English language • written communication skills • researching and comparison skills

Evidence Guide

<p>EVIDENCE GUIDE</p>	
<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>	
<p>Overview of assessment</p>	
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:</p> <ul style="list-style-type: none"> • inspecting vehicle damage • inspecting and interpreting estimates for repairs

EVIDENCE GUIDE	
	<ul style="list-style-type: none"> • comparing vehicle damage with repair estimates.
Context of and specific resources for assessment	<ul style="list-style-type: none"> • Underpinning knowledge and skills may be assessed on or off the job. • Assessment of practical skills must only take place after a period of supervised practice and repetitive experience. If workplace conditions are not available assessment in simulated workplace conditions is acceptable. • The prescribed outcome must be able to be achieved without direct supervision. • The following should be made available: <ul style="list-style-type: none"> • computer hardware/software, calculators and general office equipment • industry-accepted repair timeframes • replacement parts pricing guides • vehicle safety requirements • repair/replacement methods • workshop manuals and/or body repair manuals.
Method of assessment	<p>Practical assessments:</p> <ul style="list-style-type: none"> • maintain workplace records • convey information both orally and in writing • prepare accident and/or vehicle damage reports • research records/people to assist with preparation of accident and/or vehicle damage reports • interview people to determine details • inspect vehicles to verify damage.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

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

RANGE STATEMENT	
regional contexts) may also be included.	
Methods	<p>Methods include:</p> <ul style="list-style-type: none"> • physically checking/inspecting damage to vehicles and comparing with repairer's estimate for repairs • discussing repairer's estimate for repairs • altering repairer's estimate • reviewing reports and publications • interviewing clients and accident witnesses • responding to agency enquiries <p>Methods should be applied under normal operating conditions</p>
Specific requirements	<p>Specific requirements include:</p> <ul style="list-style-type: none"> • producing manual and/or computer documents • knowledge of operating principles of vehicle systems and/or components • knowledge of repair methods for various components and/or vehicle systems
Information/documents	<p>Information/documents may include:</p> <ul style="list-style-type: none"> • manufacturer/component supplier specifications • enterprise operating procedures • customer requirements • industry/workplace codes of practice
OHS requirements	<p>OHS requirements may include:</p> <ul style="list-style-type: none"> • state/territory OHS legislation • award provisions

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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