



Australian Government

AURVNA4005 Inspect quality of vehicle repair work

Release 2

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Modification History

Release	Comment
Release 2	Replaces AURVNA4005 Inspect quality of vehicle repair work (Release 1) Reference to OHS legislation replaced with new WHS legislation

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes required to inspect vehicle repair work to ensure that it is on track and being repaired as agreed by the insurer and the repairer, and then documenting the work quality and action required.</p> <p>Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.</p>
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Application of the Unit

Application of the unit	<p>Work involves inspecting the technical quality of vehicle repair work mid-repair 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.</p>
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Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

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. 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
2. Inspect vehicle	2.1. <i>Manufacturer and component supplier specifications, legal requirements, workplace health and safety (WHS) requirements, workplace environmental requirements and workplace policies and procedures</i> are read and complied with 2.2. Vehicle is inspected to determine that corrective action has been undertaken to an acceptable standard in line with compliance requirements 2.3. Repair faults are determined 2.4. <i>Rectification action</i> is decided
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. Finalise process	4.1. Actions undertaken are documented as required under the relevant code of practice 4.2. Vehicle inspection report is provided to appropriate person 4.3. Report is filed as required by workplace policies and procedures

Required Skills and Knowledge

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

Required skills

- technical skills to inspect the quality of mechanical, body and paint repair work undertaken on vehicle
- analytical skills to identify and analyse vehicle repair work
- communication skills to:
 - confirm inspection requirements
 - question and listen to others regarding repair work
 - reach agreement on cost and quotation variations
- literacy skills to:
 - interpret manufacturer procedures
 - interpret technical information and specifications
 - use common industry terminology
 - analyse information relating to inspection requirements
 - understand safety procedures
 - write vehicle inspection reports
- numeracy skills to:
 - interpret technical measurements
 - determine cost variations
- problem-solving skills to:
 - achieve quality and avoid scheduling problems
 - identify technical and repair problems
 - prevent time and material wastage
- team skills to:
 - optimise workflow and quality
 - work effectively and cooperatively with others
- technology skills to use communication devices and computerised equipment to document and report results

Required knowledge

- technical knowledge of motor vehicle mechanical, electrical, surface and structural:
 - damage and faults
 - dismantling and repair methods
- current assessing and quoting methodologies
- vehicle inspection and damage assessment procedures and methodologies, including repair set-ups and dismantling procedures
- relevant automotive websites to locate current best practice and future trends

information

- general insurance industry knowledge, including relevant sections of:
 - Competition and Consumer Act
 - copyright law
 - 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
- methods of sourcing manufacturer and component supplier specifications, including workshop manuals and repair guides
- applicable commonwealth, state or territory laws, regulations and standards relating to inspecting quality of vehicle repair work, including:
 - environmental regulations
 - legislation
 - Workplace Health and Safety Act
- workplace policies and procedures relating to inspecting the quality of vehicle repair work, including:
 - quality requirements
 - recording and reporting procedures

Evidence Guide

Evidence Guide	
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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria and required skills and knowledge.</p> <p>A person who demonstrates competency in this unit must be able to:</p> <ul style="list-style-type: none"> • observe safety procedures and requirements when inspecting vehicle repair work • communicate effectively with others involved in or affected by the work • source relevant vehicle repair information • inspect the quality of work undertaken for a range of vehicles • identify repair faults and decided rectification action • work within relevant codes of conduct • write a vehicle inspection report.
Context of, and specific resources for assessment	<p>Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects performance in a real workplace setting.</p> <p>Assessment is to occur:</p> <ul style="list-style-type: none"> • using standard workplace practices and procedures • following safety requirements • applying environmental constraints. <p>Assessment is to comply with relevant:</p> <ul style="list-style-type: none"> • regulatory requirements • Australian standards • industry codes of practice. <p>The following resources must be made available for the assessment of this unit:</p> <ul style="list-style-type: none"> • a range of vehicles with both satisfactory and unsatisfactory repair work • computer hardware and software, calculators and

Evidence Guide	
	<p>general office equipment</p> <ul style="list-style-type: none"> • digital camera • workplace quality requirements • relevant tools and equipment • relevant information, including manufacturer specifications and costs • vehicle inspection details.
Method of assessment	<p>Assessment must satisfy the endorsed Assessment Guidelines of this Training Package.</p> <p>Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with the application of required skills and knowledge.</p> <p>Assessment methods must be by direct observation of tasks and include questioning on required skills and knowledge to ensure correct interpretation and application.</p> <p>Competence in this unit may be assessed in conjunction with other units which together form part of an holistic work role.</p> <p>Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate the needs of diverse clients.</p> <p>Assessment processes and techniques must be culturally sensitive and appropriate to the language, literacy and numeracy capacity of the candidate and the work being performed.</p>

Range Statement

Range Statement	
<p>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, 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 regional contexts) may also be included.</p>	
<p><i>Vehicle inspection method</i> may include:</p>	<ul style="list-style-type: none"> • interviewing clients and accident witnesses • physically checking and inspecting damage to vehicle and components • referring to reports, publications and manufacturer specifications • responding to agency enquiries • visual inspection, including using digital images of damage to vehicle and components.
<p><i>Manufacturer and component supplier specifications</i> may include:</p>	<ul style="list-style-type: none"> • Australian standards • diagrams and sketches • instructions issued by authorised organisation or external persons • inventory systems • material safety data sheets (MSDS) • original equipment manufacturer (OEM) design specifications and repair requirements • parts catalogues • safe work procedures for inspecting vehicles for saleable components • verbal, written and graphical instructions • workplace specifications and requirements.
<p><i>Legal requirements</i> are to be in accordance with applicable commonwealth, state or territory legislation, regulations, certification requirements and codes of practice, and may include:</p>	<ul style="list-style-type: none"> • Australian standards • award and enterprise agreements • confidentiality and privacy • Competition and Consumer Act • copyright law • duty of care • Motor Vehicle Insurance and Repair Industry Code of Conduct • WHS • relevant industry codes of practice • the environment.
<p><i>WHS requirements</i> may</p>	<ul style="list-style-type: none"> • correct disposal of hazardous materials and

Range Statement	
include:	<ul style="list-style-type: none"> substances • first aid equipment • following emergency procedures • hazard and risk control • personal protective equipment and clothing • safety equipment • techniques for manual handling, including shifting, lifting and carrying.
<i>Workplace environmental requirements</i> may include:	<ul style="list-style-type: none"> • clean-up management • dust and noise minimisation • waste management.
<i>Workplace policies and procedures</i> may include:	<ul style="list-style-type: none"> • environment and sustainability • job specifications • manufacturer specifications and industry codes of practice • WHS • quality policies and procedures, including Australian standards • recording and reporting procedures • safe work procedures.
<i>Rectification action</i> may include:	<ul style="list-style-type: none"> • declaring the vehicle a total loss and disposing of the vehicle at auction • declaring the vehicle a total loss and selling vehicle in its present condition back to the original repairer • declaring the vehicle a total loss as the rectification repair costs and salvage value meets or exceeds vehicle current market value • repairing the vehicle at a new repairer and seeking recovery from the original repairer • repairing the vehicle at the original repairer.

Unit Sector(s)

Competency field	Vehicle Body
Sector	Loss Assessment or Repair Quoting

Custom Content Section

Not applicable.