



**Australian Government**

# **AURVTN4032 Determine vehicle damage and recommended repair procedures**

**Release 1**

## AURVTN4032 Determine vehicle damage and recommended repair procedures

### Modification History

Release	Comment
Release 1	Replaces AURV465116A Determine vehicle damage and recommended repair procedures Unit code updated to meet policy requirements Reference to OHS legislation replaced with new WHS legislation Licensing statement added to unit descriptor

### Unit Descriptor

<b>Unit descriptor</b>	This unit identifies the competence required to inspect a vehicle for damage and recommend repair action.  Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.
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### Application of the Unit

<b>Application of the unit</b>	The unit includes identification and confirmation of work requirement, preparation for work, inspection, determination of repair requirements, preparation of a written report, including repair recommendations and completion of work finalisation processes, including clean-up and documentation.  Work requires individuals to demonstrate judgement and problem-solving skills in managing own work activities and contributing to a productive team environment.
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## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

Not applicable.

## Employability Skills Information

<b>Employability skills</b>	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 work	1.1. Work instructions are used to determine the job requirements, including job sheets and inspection procedures. 1.2. Job specifications are read and interpreted. 1.3. WHS requirements, including personal protection needs, are observed throughout the work. 1.4. Vehicle to be inspected is identified. 1.5. Procedures are determined to minimise inspection time.
2. Inspect vehicle to determine cause and extent of damage	2.1. Inspection is carried out according to industry regulations/ guidelines, WHS legislation, and enterprise procedures/ policies. 2.2. Repair methods that conform to vehicle manufacturer/ component supplier, insurance company, enterprise and statutory guidelines are identified and recommended. 2.3. Inspection is completed without causing damage to workplace, property or vehicle.
3. Prepare a written damage repair report	3.1. Written damage inspection report is prepared with sufficient information to enable preparation of repair quotation, including repair options. 3.2. Damage inspection report is appropriate to type of damage sustained. 3.3. Damage report refers to repair requirements identified, including in-house and sublet requirements. 3.4. Damage report is prepared and presented according to industry and enterprise guidelines/requirements.
4. Clean up work area and maintain equipment	4.1. Equipment and work area are cleaned and inspected for serviceable condition in accordance with workplace procedures. 4.2. Unserviceable equipment is tagged and faults identified in accordance with workplace procedures. 4.3. Operator maintenance is completed in accordance with manufacturer/component supplier specifications and worksite procedures. 4.4. Tooling is maintained in accordance with workplace procedures.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- collect, organise and understand information related to work orders, plans and safety procedures for determining vehicle damage and recommending repair procedures
- communicate ideas and information to enable confirmation of work requirements and specifications, coordination of work with worksite supervisor, other workers and customers, and the reporting of work outcomes and problems
- plan and organise activities, including preparation and layout of worksite and obtaining of equipment and materials to avoid backtracking, workflow interruptions or wastage
- work with others and in a team by recognising dependencies and using cooperative approaches to optimise workflow and productivity
- use mathematical ideas and techniques to complete tests, measurements and assessment of unit/component serviceability required for the work
- use pre-checking and inspection techniques to anticipate planning and scheduling problems, avoid wastage of time and components)
- use workplace technology related to recommending repair procedures, including the use of measuring equipment, computerised technology and communication devices and the reporting/recording of results

#### Required knowledge

A working knowledge of:

- WHS regulations/requirements, equipment, material and personal safety requirements
- industry records and how to maintain them
- written communications and report writing
- vehicle inspection, damage assessment and test procedures
- vehicle inspection procedures
- industry standards
- work organisation and planning processes
- enterprise quality processes.

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<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>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<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"> <li>• observing safety procedures and requirements</li> <li>• communicating effectively with others involved in or affected by the work</li> <li>• selecting methods and techniques appropriate to the circumstances</li> <li>• completing preparatory activity in a systematic manner</li> <li>• for a range of vehicles:</li> <li>• assessing damage accurately without damage or injury to tooling, equipment and persons</li> <li>• recommending repair action</li> <li>• preparing a written repair report.</li> </ul>
<b>Context of, and specific resources for assessment</b>	<p>Application of competence is to be assessed in the workplace or simulated worksite,</p> <p>Assessment is to occur using standard and authorised work practices, safety requirements and environmental constraints,</p> <p>Assessment is to comply with regulatory requirements, including Australian Standards.</p> <p>The following resources should be made available:</p> <ul style="list-style-type: none"> <li>• workplace location or simulated workplace</li> <li>• materials relevant to vehicle inspection procedures</li> <li>• equipment, hand and power tooling appropriate to vehicle inspection procedures</li> <li>• activities covering mandatory task requirements</li> <li>• specifications and work instructions.</li> </ul>
<b>Method of assessment</b>	<p>Assessment must satisfy the endorsed assessment guidelines of the automotive industry's RS&amp;R Training Package,</p> <p>Assessment methods must confirm consistency and accuracy of performance together with application of underpinning knowledge,</p>

<b>EVIDENCE GUIDE</b>	
	<p>Assessment must be by direct observation of tasks, with questioning on underpinning knowledge and it must also reinforce the integration of key competencies,</p> <p>Assessment may be applied under project related conditions and require evidence of process,</p> <p>Assessment must confirm a reasonable inference that competence is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances,</p> <p>It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements,</p> <p>Competence in this unit may be assessed in conjunction with other functional units which together form part of the holistic work role,</p>
<b>Guidance information for assessment</b>	

## Range Statement

<b>RANGE STATEMENT</b>	
<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, 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 regional contexts) may also be included.</p>	
<b>Methods</b>	<p>Methods are to include:</p> <ul style="list-style-type: none"> <li>• inspection</li> <li>• measurement</li> <li>• partial dismantling</li> <li>• completion of written report.</li> </ul>
<b>WHS</b>	<p>WHS requirements are to be in accordance with legislation/regulations/codes of practice and enterprise safety policies and procedures. This</p>

<b>RANGE STATEMENT</b>	
	may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of materials, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances.
<b>Personal protective equipment</b>	Personal protective equipment is to include that prescribed under legislation/regulation/codes of practice and workplace policies and practices.
<b>Safe operating procedures</b>	Safe operating procedures are to include, but are not limited to operational risk assessment and treatments associated with vehicular movement, toxic substances, electrical safety, machinery movement and operation, manual and mechanical lifting and shifting, working in proximity to others and worksite visitors.
<b>Emergency procedures</b>	Emergency procedures related to this unit are to include, but are not limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and worksite evacuation.
<b>Environmental requirements</b>	Environmental requirements are to include but are not limited to waste management, noise, dust and clean-up management.
<b>Quality requirements</b>	Quality requirements are to include, but are not limited to regulations, including Australian Standards, internal company quality policy and standards and enterprise operations and procedures.
<b>Statutory/regulatory authorities</b>	Statutory/regulatory authorities may include Federal, State/Territory and local authorities administering acts, regulations and codes of practice.
<b>Communications</b>	Communications are to include, but are not limited to verbal and visual instructions and fault reporting and may include worksite specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers.



**RANGE STATEMENT**

<b>Information/documents</b>	<p>Sources of information/documents may include:</p> <ul style="list-style-type: none"> <li>• vehicle manufacturer/component supplier specifications, written enterprise procedures, insurance company reports, product manufacturer/component supplier specifications and customer report.</li> <li>• safe work procedures related to vehicle inspection procedures.</li> <li>• regulatory/legislative requirements pertaining to automotive industry, including Australian Design Rules.</li> <li>• engineer's design specifications and instructions.</li> <li>• organisation work specifications and requirements.</li> <li>• instructions issued by authorised enterprise or external persons.</li> <li>• Australian Standards.</li> </ul>
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**Unit Sector(s)**

<b>Unit sector</b>	Vehicle Body
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**Co-requisite units**

Not applicable.

**Competency field**

<b>Competency field</b>	Technical - Body
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