



Australian Government

MSA30710 Certificate III in Recreational Vehicle and Accessories Retailing

Release 5

MSA30710 Certificate III in Recreational Vehicle and Accessories Retailing

Modification History

Release 5 - Imported units updated to current releases.

Release 4 - Imported elective units replaced by current versions. Equivalent.

Release 3 - Minor formatting. Imported unit version code updated.

Release 2 - Imported unit code updated.

Description

This qualification covers the skills and knowledge designed to reflect the role of a sales consultant in the retail sales of recreational vehicles and accessories.

Job roles/employment outcomes

The Certificate III in Recreational Vehicle and Accessories Retailing has been developed as a trade level qualification for use in MSA07 Manufacturing Training Package. This qualification has been developed in response to an industry request. People with this qualification would be expected to work under supervision in the sale of recreational vehicles and accessories, including:

- motor homes
- caravans
- camper trailers
- slide-ons
- fifth wheelers

to meet Australian requirements, such as road worthiness and the Australian Design Rule (ADR). They will analyse the customer's requirements and then carry them out.

They may work in a service and repair facility or a manufacturer's factory undertaking sales work. Sales may be for a new recreational vehicle, a second-hand/refurbished recreational vehicle or spare parts and accessories. In some cases selling of the recreational vehicle may also include possible modifications which could be made to the recreational vehicle.

Application

The sector typically manufactures, services and repairs any recreational vehicle as required. Recreational vehicle sales requires specialised knowledge not only of the available range of recreational vehicle models and accessories but of the legal requirements associated with weight, towing and vehicle capacity.

Recreational vehicles may be made from a frame (timber, aluminium or steel) and skin (aluminium or fibre composite) or a manufactured wall panel or some other technology. They are typically mounted on a steel chassis. Fittings are typically timber/particle board but may be any other suitable material.

People with this qualification may be expected to:

- sell a new or second-hand recreational vehicle
- suggest modifications/refits to a recreational vehicle
- prepare a recreational vehicle for sale/resale
- sell spare parts and accessories.

This work will generally be undertaken in a workshop or showroom environment.

Training programs for this qualification are suitable to be undertaken as part of a formal training contract with an employer under an Australian Traineeship or Apprenticeship arrangement.

Pathways into the qualification

This qualification may be accessed by direct entry.

The units of competency contained within this qualification are common with other qualifications and credit should be granted towards this qualification where competency has already been achieved.

Credit should also be granted towards this qualification where competency has been achieved in units of competency contained within relevant skill sets.

The units of competency in this qualification reflect competencies which are practiced within the industry and recognition of prior learning (RPL) should be granted where there is sufficient evidence of competency from work-based experience.

Pathways from the qualification

Further qualification pathways from this qualification include MSA40710 Certificate IV in Recreational Vehicle and Accessories Retailing.

Additional qualification advice

MSA41108 Certificate IV in Competitive Manufacturing is available for team leaders or others who need a more generalist qualification covering the application of good manufacturing practice and lean principles.

Licensing considerations

Units of competency in this qualification provide the underpinning knowledge and skills for various required licenses. Local regulations should be checked for details.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> Using questioning and active listening to ascertain and respond to customer needs to ensure customers enjoy a positive experience that reflects business values Regularly carrying out verbal instructions from other team members and supervisors Reading and interpreting simple workplace documents, completing simple written workplace forms and sharing work-related information with other team members
Teamwork	<ul style="list-style-type: none"> Effectively participating in retail store teams working independently to complete own tasks and supporting other team members where appropriate Leading small retail teams, where required, in the context of the job role Mentoring and supporting other team members
Problem solving	<ul style="list-style-type: none"> Demonstrating sensitivity to customer needs and concerns Anticipating problems and acting to avoid them where possible Solving a range of operational retail store problems individually or in the context of a team structure where, after clarification, existing policies and infrastructure may be applied to source information and resources and develop practical and sustainable solutions
Initiative and enterprise	<ul style="list-style-type: none"> Looking for opportunities to do things better and suggesting ideas to other team members and supervisors in the context of the job role Translating ideas into action by positively accepting and adapting to changes in procedures or arrangements at the store level
Planning and organising	<ul style="list-style-type: none"> Establishing and communicating clear goals and deliverables for self and team members within the context of organisation objectives and the current store situation Coordinating resources to ensure that work is carried out according to timelines and priorities Coordinating and/or implementing changes arising from continuous improvement processes
Self-management	<ul style="list-style-type: none"> Understanding how a personal job role fits into the context of the wider business values and directions Working within the store culture by practising inclusive

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

	behaviour, effective management of personal presentation, hygiene and time <ul style="list-style-type: none"> • Efficiently prioritising and completing delegated tasks • Maintaining own knowledge of the job role, reviewing own performance and actively seeking and acting upon advice and guidance
Learning	<ul style="list-style-type: none"> • Identifying personal strengths and weaknesses in the context of the job role and recognising how to personally learn best at work • Seeking opportunities for formal education in the context of a current role or future retail job opportunities • Accepting opportunities to learn new ways of doing things and sharing knowledge and skills with other store team members
Technology	<ul style="list-style-type: none"> • Using of point-of-sale systems and/or selecting and using a range of other retail technology in the context of available equipment and store procedures • Recognising and reporting faulty equipment and following store occupational health and safety (OHS) procedures

Packaging Rules

Packaging Rules

To be awarded the Certificate III in Recreational Vehicle and Accessories Retailing competency must be achieved in **twenty two (22)** units of competency:

- **three (3)** core units of competency
- **nineteen (19)** elective units of competency, as specified below:
 - a minimum of **thirteen (13)** units of competency must be selected from Group A
 - the balance of units, to a maximum of **six (6)** may be selected from:
 - units not previously selected from Group A
 - Group B units listed below.

Note: Up to **four (4)** elective units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, as specified in Groups A and B.

Note: Where prerequisite units are identified, they must be counted in the total number of units required for completion of the qualification.

Core units of competency

Unit code	Unit title	Prerequisites
MSAENV272B	Participate in environmentally sustainable work practices	
MSAPMOHS200A	Work safely	
MSAPMSUP102A	Communicate in the workplace	

Elective units of competency**Group A**

Unit code	Unit title	Prerequisites
AUMANA001	Prepare and document quotations	
AURACA2001	Establish relations with customers	
AURC341903A	Apply relevant finance, leasing and insurance contracts/policies	
AURACA3002	Establish customer requirements of a complex nature	
AURACA3003	Build customer relations	
AURAMA3004	Maintain business image	
AURAMA4005	Manage complex customer issues	
AURSCA2002	Present stock and sales area	
AURSCA2003	Apply sales procedures	
AURSCA2004	Carry out cash, credit and funds transfers	
AURSCA2005	Sell products	
AURSCA2006	Promote products and services	
AURSAA2001	Process customer complaints	
BSBCUS501C	Manage quality customer service	

Unit code	Unit title	Prerequisites
SIRXCCS201	Apply point-of-sale handling procedures	
SIRXINV004A	Buy merchandise	
SIRXRSK001A	Minimise theft	
SIRXRSK002A	Maintain store security	
SIRXSLS002A	Advise on products and services	
Up to two (2) relevant elective units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where they are available for inclusion at Certificate III.		

Group B

Unit code	Unit title	Prerequisites
AURSCA2001	Select automotive parts and products	
AURSLA2001	Apply legal requirements relating to product sales	
AURSBA3002	Apply automotive parts interpretation process	
AURTTA3017	Carry out vehicle safety and roadworthy inspection	
MSAPMOHS220A	Provide initial first aid response	
MSAPMOPS212A	Use enterprise computers or data systems	
MSAPMSUP100A	Apply workplace procedures	
MSAPMSUP106A	Work in a team	
MSAPMSUP280A	Manage conflict at work	
MSAPMSUP291A	Participate in continuous improvement	
MSARVS301A	Develop and update caravan industry knowledge	
MSARVG201A	Tow a recreational vehicle safely	

Unit code	Unit title	Prerequisites
SITXMPR401	Coordinate production of brochures and marketing materials	
SITXMPR402	Create a promotional display or stand	
UEGNSG604B	Fill gas cylinders	
Up to two (2) relevant elective units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where they are available for inclusion at Certificate III.		