



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **MSARVS401A Assess and quote to service a recreational vehicle**

**Revision Number: 1**

## MSARVS401A Assess and quote to service a recreational vehicle

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	This unit of competency covers the skills and knowledge required to assess and quote a job to repair and/or service a recreational vehicle. It applies to those working in a servicing enterprise where assessing and quoting jobs is required.
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### Application of the Unit

<b>Application of the unit</b>	This unit of competency applies to those involved in enterprises conducting recreational vehicle servicing and repairs where assessing and quoting the job is required. It may be applied in different workplaces, sectors and circumstances.
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### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

<b>Prerequisite units</b>		

## 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. Assess job requirements	1.1. Assess any damage and/or identify service requirements 1.2. Select and review relevant plans, drawings or manuals according to type and model of recreational vehicle 1.3. Determine accurately the service and/or repair requirements of the job 1.4. Provide advice or make recommendations on repair and/or service, on request 1.5. Identify any options to meet customer preferences and specific job requirements 1.6. Consider and recommend any additional services which may be required
2. Quote the job	2.1. Select repair or service options and agree on scope in consultation with customer 2.2. Identify and calculate materials, parts and equipment required to meet the job requirements and appropriate sources 2.3. Calculate the costs of the job 2.4. Prepare quotation and present to customer in a professional manner 2.5. Obtain customer's agreement to quotation, details of work to be completed and timeframes 2.6. Order parts, materials and equipment, where required, according to enterprise procedures 2.7. Liaise with colleagues and others, where required, to organise the job 2.8. Complete any documentation and file appropriately according to enterprise procedures 2.9. Schedule the job, as appropriate, in agreement with customer and follow booking procedures according to enterprise practices

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

Required skills include:

- planning and organising work activities
- applying customer service, negotiation and communication skills
- estimating and calculating materials, parts, time and labour costs
- reading and interpreting typical floor plans, drawings and manuals of recreational vehicles

#### Required knowledge

Required knowledge includes:

- relevant industry codes of practice, such as those issued by the Recreational Vehicle Manufacturer's Association of Australia (RVMAA)
- features of different recreational vehicle types and makes, and their design and structural features
- recommended service and maintenance requirements and schedules for recreational vehicles
- details, features and current costs of components, materials and parts
- required equipment for the job and any associated costs and transport requirements

## 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>	
<p><b>Critical aspects of assessment</b></p>	<p>Evidence of the following is critical:</p> <ul style="list-style-type: none"> <li>• accurately assessing job requirements and costs</li> <li>• identifying and assessing problems and selecting appropriate remedies</li> <li>• negotiating and applying customer service skills.</li> </ul>
<p><b>Context of assessment and resource implications</b></p>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• work activities that allow the candidate to prepare a quotation for a range of typical service and repair situations and problems, including repair/service of chassis, walls, roof, furnishing and piping/wiring for services, accessories, appliances and running gear.</li> </ul>
<p><b>Guidance information for assessment</b></p>	<p>Assessment processes and techniques must be culturally appropriate and appropriate to the language and literacy capacity of the candidate and the work being performed.</p>

## 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 regional contexts) may also be included.

<b>Recreational vehicles</b>	Recreational vehicles may include: <ul style="list-style-type: none"> <li>• caravan</li> <li>• pop-top caravan</li> <li>• camper trailer</li> <li>• tent trailer</li> <li>• 5th wheeler</li> <li>• slide-on camper</li> <li>• campervan</li> <li>• motor home</li> </ul>
<b>Customers</b>	Customers may include: <ul style="list-style-type: none"> <li>• recreational vehicle owners/users</li> <li>• recreational vehicle retailers</li> <li>• recreational vehicle service contractors</li> <li>• insurance companies</li> </ul>
<b>Materials, parts and equipment</b>	Materials, parts and equipment may include: <ul style="list-style-type: none"> <li>• hand and power tools</li> <li>• small plant</li> <li>• replacement materials, floor coverings, panelling and furnishings</li> <li>• components and running gear</li> <li>• parts and accessories</li> </ul>
<b>Repair or service costs</b>	Repair or service costs may include: <ul style="list-style-type: none"> <li>• labour</li> <li>• materials</li> <li>• parts</li> <li>• fixtures and fittings</li> <li>• appliances</li> <li>• equipment (use or hire)</li> </ul>

**Unit Sector(s)**

<b>Unit sector</b>	
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**Competency field**

<b>Competency field</b>	
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**Co-requisite units**

<b>Co-requisite units</b>		