



Australian Government

MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing

Release 1

MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing

Modification History

Release 1. Supersedes and is equivalent to MSA30710 Certificate III in Recreational Vehicle and Accessories Retailing.

Qualification Description

The MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing has been developed as a trade-level qualification. 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.

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 that could be made to the recreational vehicle.

There are no specific licences that relate to this qualification. However, some units in this qualification may have licensing or regulatory requirements depending on the work context. Local regulations should be checked for details.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

To be awarded the MSM31215 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 achievement of the qualification.

<p>Core units</p> <p>Complete all three (3) units from the following list.</p>		
Unit code	Unit title	
MSMENV272	Participate in environmentally sustainable work practices	
MSMSUP102	Communicate in the workplace	
MSMWHS200	Work safely	
<p>Elective units</p> <p>Group A Elective units</p> <p>Select a minimum of thirteen (13) units from the following list.</p>		
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	
BSBCUS501	Manage quality customer service	
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 Group A 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 qualification.

Group B Elective units

Select a maximum of **six (6)** units from the following list.

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	
HLTAID003	Provide first aid	
MSMOPS212	Use organisation computers or data systems	
MSMRVG201	Tow a recreational vehicle safely	
MSMRVT201	Apply technical knowledge of recreational vehicles manufacturing to work activities	
MSMSUP100	Apply workplace context to own job	
MSMSUP106	Work in a team	
MSMSUP280	Manage conflict at work	
MSMSUP291	Participate in continuous improvement	
SITXMPR401	Coordinate production of brochures and marketing materials	
SITXMPR402	Create a promotional display or stand	
UEGNSG615A	Fill LPG cylinders	
<p>Up to two (2) relevant Group B 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 II or III qualification.</p>		

Qualification Mapping Information

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Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>