



Australian Government

MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing

Release 5

MSM31215 Certificate III in Recreational Vehicle and Accessories Retailing

Modification History

Release 5. Update to first aid elective. Equivalent.
Release 4. Minor adjustment to elective units. Equivalent.
Release 3. Imported units updated to current versions. Equivalent.
Release 2. Imported units updated to current version. Equivalent.

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.

Core units

Complete all **three (3)** units from the following list.

Unit code	Unit title	
MSMENV272	Participate in environmentally sustainable work practices	
MSMSUP102	Communicate in the workplace	
MSMWHS200	Work safely	
Elective units		
Group A Elective units		
Select a minimum of thirteen (13) units from the following list.		
Unit code	Unit title	Prerequisites
AUMANA001	Prepare and document quotations	
AURACA001	Respond to customer needs and enquiries in an automotive workplace	
AURACA002	Establish customer requirements of a complex nature	
AURACA003	Build customer relations in an automotive workplace	

AURAMA004	Maintain business image in an automotive workplace	
AURAMA005	Manage complex customer issues in an automotive workplace	
AURSCA002	Present automotive products and services for sale	
AURSCA003	Apply sales procedures in an automotive workplace	
AURSCA004	Carry out cash and non-cash payment operations	
AURSCA005	Sell automotive products and services	
AURSCA006	Promote automotive products and services	
AURSAA001	Process customer complaints in an automotive workplace	
BSBCUS501	Manage quality customer service	
SIRXSL002	Follow point-of-sale procedures	
SIRXRSK002	Maintain store security	
SIRXPDK001	Advise on products and services	
<p>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.</p> <p>Group B Elective units</p> <p>Select a maximum of six (6) units from the following list.</p>		
Unit code	Unit title	Prerequisites
AURSCA001	Select and supply automotive parts and products	
AURSLA001	Comply with legal requirements when selling	

	automotive products and services	
AURSBA002	Identify and match uncommon automotive parts	
AURTTA017	Carry out vehicle safety inspections	
HLTAID011	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	
SITXMPR001	Coordinate production of brochures and marketing materials	
SITXMPR002	Create a promotional display or stand	
UEGNSG615	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

Companion Volume Implementation Guides are available at VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>