



Australian Government

MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing

Release 1

MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing

Modification History

Release 1. Supersedes and is equivalent to MSA40710 Certificate IV in Recreational Vehicle and Accessories Retailing.

Qualification Description

The MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing has been developed as a post-trade level qualification. People with this qualification would be expected to lead sales teams and provide supervision of people in the sale of recreational vehicles and accessories, including:

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

They will provide technical leadership as well as undertake some tasks themselves.

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 MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing competency must be achieved in **thirty-two (32)** units of competency:

- **three (3)** core units of competency
- **twenty-nine (29)** elective units of competency, as specified below:
 - a minimum of **two (2)** units of competency must be selected from Group A
 - a maximum of **fourteen (14)** units of competency may be selected from Groups C and D, with a maximum of **six (6)** from Group D
 - the balance of units, must be selected from Groups A and B to bring the total to **twenty-nine (29)**.

Note: Up to **seven (7)** relevant units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, as specified in Groups A, B, C and D.

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	
Group A Elective units Select a minimum of two (2) units from the following list.		
Unit code	Unit title	Prerequisites
AURACA3002	Establish customer requirements of a complex nature	

AURATA3005	Estimate complex jobs	
AURANN4001	Prepare a vehicle repair quotation	
AURV365356A	Read and interpret vehicle body repair estimation/quotation	
AURVTN4032	Determine vehicle body damage and recommend repair procedures	
MEM16003B	Provide advanced customer service	
MEM16012A	Interpret technical specifications and manuals	
SIRXMER303	Coordinate merchandise presentation	
SIRXMER004A	Manage merchandise and store presentation	
SITXMPR404	Coordinate marketing activities	
<p>Up to one (1) relevant Group A elective unit of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where it is available for inclusion at Certificate IV qualification.</p>		
<p>Group B Elective units</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	
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	
<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 III qualification.</p>		
<p>Group C Elective units</p>		
Unit code	Unit title	Prerequisites
AURAAA4002	Determine retail rates for work	
AURFAA2004	Solve routine problems in an automotive workplace	
AURAKA3002	Adapt work processes to new technologies	
AURAMA5006	Contribute to business improvement	
MEM13002B	Undertake occupational health and safety activities in the workplace	
MEM13010A	Supervise occupational health and safety in an	MEM13002B

	industrial work environment	
MEM15002A	Apply quality systems	
MEM15004B	Perform inspection	
MEM16002C	Conduct formal interviews and negotiations	
MEM16006A	Organise and communicate information	
MEM22015A	Source and estimate engineering materials requirement's	
MSMENV472	Implement and monitor environmentally sustainable work practices	
MSMRVS401	Assess and quote to service a recreational vehicle	
MSS403040A	Facilitate and improve implementation of 5S	
MSMSUP200	Achieve work outcomes	
MSMSUP383	Facilitate a team	
MSMSUP390	Use structured problem-solving tools	
PSPGOV408A	Value diversity	
SITXMGT501	Establish and conduct business relationships	
TAEASS401B	Plan assessment activities and processes	
TAEASS402B	Assess competence	
TAEASS403B	Participate in assessment validation	
TAEDEL301A	Provide work skill instruction	
<p>Up to two (2) relevant Group C 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 or IV qualification.</p>		
<p>Group D Elective units</p>		

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 enterprise 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	

Up to **two (2)** relevant Group D 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, III or IV qualification.

Qualification Mapping Information

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Links

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