



**Australian Government**

# **MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing**

**Release 5**

# MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing

## Modification History

Release 5. Minor adjustment to elective units. Equivalent.

Release 4. Imported units updated to current versions. 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 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   |               |
| <p><b>Group A Elective units</b></p> <p>Select a minimum of <b>two (2)</b> units from the following list.</p> |   |               |
| Unit code   | Unit title  | Prerequisites |
| AURACA002   | Manage complex customer requirements in an automotive workplace |               |

|   |  |                      |
|---|--|----------------------|
| AURATA005   | Estimate and quote automotive mechanical and electrical repairs    |                      |
| AURANN001   | Estimate and quote automotive body repairs                         |                      |
| AURVTN032   | Inspect vehicle damage and determine repair procedures             |                      |
| MEM16003B   | Provide advanced customer service                                  |                      |
| MEM16012A   | Interpret technical specifications and manuals                     |                      |
| SIRRMER003  | Coordinate visual merchandising activities                         |                      |
| SITXMPR004  | Coordinate marketing activities                                    |                      |
| <p>Up to <b>one (1)</b> 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><b>Group B Elective units</b></p> |  |                      |
| <b>Unit code</b>  | <b>Unit title</b>  | <b>Prerequisites</b> |
| AUMANA001   | Prepare and document quotations                                    |                      |
| AURACA001   | Respond to customer needs and enquiries in an automotive workplace |                      |
| 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 <b>two (2)</b> 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><b>Group C Elective units</b></p> |   |                      |
| <b>Unit code</b>   | <b>Unit title</b>   | <b>Prerequisites</b> |
| AURAAA002  | Determine retail rates for automotive products and services                             |                      |
| AURAF004   | Resolve routine problems in an automotive workplace                                     |                      |
| AURAKA002  | Adapt work processes to new technologies in an automotive workplace                     |                      |
| AURAMA006  | Contribute to planning and implementing business improvement in an automotive workplace |                      |
| MEM13002B  | Undertake occupational health and safety activities in the workplace                    |                      |
| MEM13010A  | Supervise occupational health and safety in an industrial work environment              | MEM13002B            |
| 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               |                      |
| MSS403040  | Facilitate and improve implementation of 5S                      |                      |
| MSMSUP200  | Achieve work outcomes  |                      |
| MSMSUP383  | Facilitate a team  |                      |
| MSMSUP390  | Use structured problem-solving tools                             |                      |
| PSPGEN029  | Value diversity  |                      |
| SITXMGT002   | Establish and conduct business relationships                     |                      |
| TAEASS401  | Plan assessment activities and processes                         |                      |
| TAEASS402  | Assess competence  |                      |
| TAEASS403  | Participate in assessment validation                             |                      |
| TAEDEL301  | Provide work skill instruction                                   |                      |
| <p>Up to <b>two (2)</b> 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><b>Group D Elective units</b></p> |  |                      |
| <b>Unit code</b>   | <b>Unit title</b>  | <b>Prerequisites</b> |
| 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  |  |
| 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   |  |
| SITXMPR001  | Coordinate production of brochures and marketing materials                          |  |
| SITXMPR002  | Create a promotional display or stand   |  |
| UEGNSG615   | Fill LPG cylinders  |  |
| <p>Up to <b>two (2)</b> 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.</p> |   |  |

## Qualification Mapping Information

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## **Links**

Companion Volume Implementation Guides are available at VETNet -  
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>