Australian Government

MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing

Release: 6

MSM41115 Certificate IV in Recreational Vehicle and Accessories Retailing

Modification History

Release 6. Imported units updated to current versions. Equivalent.

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:

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- **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
AURACA002	Manage complex customer requirements in an automotive workplace	
AURATA005	Estimate and quote automotive mechanical and electrical repairs	
AURANN011	Estimate and quote automotive body repairs	

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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	

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.

Group B Elective units

Unit code	**Unit title**	**Prerequisites**
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	

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AURSAA001	Process customer complaints in an automotive workplace	
BSBCUS501	Manage quality customer service	
SIRXSLS002	Follow point-of-sale procedures	
SIRXRSK002	Maintain store security	
SIRXPDK001	Advise on products and services	

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.

Group C Elective units

Unit code	**Unit title**	**Prerequisites**
AURAAA002	Determine retail rates for automotive products and services	
AURAFA004	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	

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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	

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.

Group D Elective units

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	

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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	
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

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

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