



Australian Government

**Assessment Requirements for MSMRVS401
Assess and quote to service a recreational
vehicle**

Release: 1

Assessment Requirements for MSMRVS401 Assess and quote to service a recreational vehicle

Modification History

Release 1 - Supersedes and is equivalent to MSARVS401A Assess and quote to service a recreational vehicle

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:

- plan, organise and schedule work activities
- determine job requirements
- apply customer service, negotiation and communication skills
- estimate and calculate all aspects of repair/service costs to meet job requirements
- read and interpret typical floor plans, drawings and manuals of recreational vehicles
- identify and assess problems and recommend appropriate remedies
- communicate effectively with colleagues and customers on job requirements.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- regulatory framework
- features of different recreational vehicle types and makes, and their design and structural features
- recommended service and maintenance requirements, and schedules for recreational vehicles
- details, features and current costs of components, materials and parts
- required equipment for the job and any associated costs and transport requirements.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operations
 - will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency

- must include the use of appropriate tools, equipment, data and documentation
- may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - demonstration of skills
 - industry based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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