



Australian Government

MSMRVS401 Assess and quote to service a recreational vehicle

Release: 1

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

Application

This unit of competency covers the skills and knowledge required to assess and quote a job to repair and/or service a recreational vehicle.

This unit of competency applies to an individual who will identify the customer's requirements, determine other specifications for the job, calculate costs, prepare a quote and, once approved, arrange for the job to proceed.

This unit of competency applies in enterprises conducting recreational vehicle servicing and repairs and may be applied in different workplaces, sectors and circumstances.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Operations

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Assess job requirements	1.1	Assess any damage and/or identify service requirements
		1.2	Select and review relevant plans, drawings or manuals according to type and model of recreational vehicle
		1.3	Determine accurately the service and/or repair requirements of the job
		1.4	Provide advice or make recommendations on repair

- and/or service on request
- 1.5 Identify any options to meet customer preferences and specific job requirements
 - 1.6 Consider and recommend any additional services which may be required
- 2 **Quote the job**
- 2.1 Select repair or service options and agree on scope in consultation with customer
 - 2.2 Identify and calculate materials, parts and equipment required to meet the job requirements and appropriate sources
 - 2.3 Calculate the costs of the job
 - 2.4 Prepare quotation and present to customer in a professional manner
 - 2.5 Obtain customer's agreement to quotation, details of work to be completed and timeframes
 - 2.6 Order parts, materials and equipment, where required, according to enterprise procedures
 - 2.7 Liaise with colleagues and others, where required, to organise the job
 - 2.8 Complete any documentation and file appropriately according to enterprise procedures
 - 2.9 Schedule the job, as appropriate, in agreement with customer and follow booking procedures according to enterprise practices

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- codes of practice of the Recreational Vehicle Manufacturers' Association of Australia (RVMAA)
- licensing requirements related to installation, servicing and repair of gas, electrical, plumbing, air conditioning fittings and wiring
- welding, joining and adhesives
- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work plans, specifications and drawings
- safe work method statements (SWMS)
- safe worksite work practices
- manufacturer manuals
- material safety data sheets (MSDS)
- requirements for personal protective equipment (PPE)
- work instructions
- standard operating procedures (SOPs)
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Recreational vehicles

Recreational vehicles includes one or more of the following:

- caravan
- pop-top caravan

- camper trailer
- tent trailer
- 5th wheeler
- slide-on camper
- campervan
- motor home

Service requirements

Service requirements are determined from customer preferences and manufacturer repair/service specifications for recreational vehicle components, and include one or more of the following:

- chassis
- walls
- roof
- furnishing
- piping/wiring for services
- accessories
- appliances
- running gear

Customers

Customers include one or more of the following:

- recreational vehicle owners/users
- recreational vehicle retailers
- recreational vehicle service contractors
- insurance companies

Materials, parts and equipment

Materials, parts and equipment include one or more of the following:

- hand and power tools
- small plant
- replacement materials, floor coverings, panelling and furnishings
- components and running gear
- parts and accessories

Repair or service costs

Repair or service costs include one or more of the following:

- labour
- materials
- parts
- fixtures and fittings
- appliances

- equipment (use or hire)

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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