



Australian Government

Assessment Requirements for AURANN011 Estimate and quote automotive body repairs

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency

Performance Evidence

Before competency can be determined, individuals must demonstrate they can perform the following according to the standard defined in the unit's elements and performance criteria and foundation skills:

- inspect three different vehicles or equipment with body damage, and for each vehicle or equipment:
 - estimate the cost of replacement parts and labour
 - prepare a written repair quotation for insurance claim purposes and present to customer

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- workplace procedures and work health and safety (WHS) and occupational health and safety (OHS) requirements relating to estimating and quoting automotive body repairs, including procedures for:
 - selecting and using personal protective equipment (PPE)
 - using hand tools and equipment
- relevant legislation relating to trade practices and consumer rights, as well as industry codes of conduct
- location and content of specifications relating to the damaged vehicle or equipment being inspected
- body repair quality standards
- procedures for identifying and determining location and extent of vehicle damage, including understanding recalibration procedures and scanning tools
- procedures for estimating and job costing, including calculating:
 - labour costs, including calculating time to perform work, from:
 - inspecting vehicle damage
 - analysing original equipment manufacturer (OEM) or authorised agency repair procedures

- analysing workplace procedures
- parts costs, including those of:
 - new parts
 - second-hand parts
 - repaired parts
- costs relating to external products or services
- procedures for gaining evidence to support repair quotation, including:
 - part dismantling of damaged area for repair plan
 - estimating and documenting indirect or unforeseen damage
 - taking and storing photographs.
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Assessment Conditions

Assessors must satisfy NVR/AQTF assessor requirements.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessment must include direct observation of tasks.

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to having prepared an automotive body repair quotation, e.g. workplace-specific quotations.

Assessors must verify performance evidence through questioning on skills and knowledge to ensure correct interpretation and application.

The following resources must be made available:

- automotive body repair workplace or simulated workplace
- three different vehicles or equipment requiring body repairs
- customer or individual in the role of a customer
- manufacturer and component repair and replacement costing guides
- OEM repair procedures, repair time manuals and labour rates
- office equipment, including calculators, computer, internet and software
- workplace procedures relating to vehicle or machinery body repairs.
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Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>