



Australian Government

AURANN011 Estimate and quote automotive body repairs

Release: 1

AURANN011 Estimate and quote automotive body repairs

Modification History

Release	Comment
Release 1	New unit of competency

Application

This unit describes the performance outcomes required to prepare vehicle or equipment repair quotations for customer and insurance purposes, including associated materials and labour costs. It involves preparing for the task, estimating repair costs, producing written quotations, and completing workplace documentation.

It applies to those working in the automotive body repair industry. The quotes are for light vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles or motorcycles. It does not apply to estimating and quoting on vehicle mechanical and electrical repairs.

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

Unit Sector

Loss Assessment or Repair Quoting - Body

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
1. Prepare to quote	1.1 Repair requirements are clarified 1.2 Workplace quotation information and recommended labour time guides are sourced and interpreted 1.3 Job cost estimation and calculation details are sourced and interpreted

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold and italicised text is used, further information is detailed in the range of conditions section.
2. Estimate and cost repairs	2.1 Required replacement parts and materials are estimated and costed according to workplace procedures 2.2 Direct labour and subcontractor services are estimated and costed according to workplace procedures 2.3 Overheads and mark-up percentages are estimated and costed according to workplace procedures 2.4 Potential quotation variations relating to unsighted damage are noted on the quotation 2.5 Quotation is prepared according to workplace procedures and relevant legislation 2.6 Proposed repair timeframe is assessed and takes into consideration the workplace repair schedule 2.7 Final costs, calculations and other details are verified with workplace supervisor
3. Present quotation to customer	3.1 Quotation is presented to customer or insurer for approval 3.2 Approval is obtained from customer or insurer to commence repairs 3.3 Documentation is completed and quotation filed according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance and are not explicit in the performance criteria.

Skills	Description
Reading skills to:	- interpret vehicle specifications and job requirements - interpret original equipment manufacturer (OEM) repair procedures and recognised body repair industry time guides.
Writing skills to:	- legibly and accurately complete: - vehicle damage inspection reports - repair quotations.
Oral communication skills to:	participate in verbal exchanges using active listening and questioning techniques to gather, clarify and confirm customer information and feedback.

Skills	Description
Numeracy skills to:	use mathematical operations, including addition, subtraction, multiplication, division and percentages, to perform calculations and check accuracy of costs of options and solutions.
Technology skills to:	use workplace technology when preparing a vehicle body repair quotation.

Range of Conditions

This section specifies 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. Bold italicised wording, if used in the performance criteria, is detailed below.

There is no Range of Conditions for this unit.

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AURANN011 Estimate and quote automotive body repairs	AURANN001 Estimate and quote automotive body repairs	Include additional knowledge evidence requirements, foundation skills and performance criteria	Equivalent

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b4278d82-d487-4070-a8c4-78045ec695b1>

Assessment Requirements for AURANN011 Estimate and quote automotive body repairs

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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

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