



Australian Government

Assessment Requirements for AURVLA001 Identify and report vehicle claim fraud indicators

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 standards defined in this unit's elements, performance criteria, range of conditions and foundation skills:

- assess vehicles to identify and report indicators of vehicle claim fraud, including a minimum of two of the following:
 - staged vehicle accidents
 - manufactured damage
 - damage inconsistent to claim report
- complete an assessment report relating to each claim.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- principles of fraud investigation
- procedures for identifying and reporting fraud indicators
- types of fraud indicators, including:
 - accidents in an industrial area late at night
 - claim report inconsistent with vehicle damage
 - consistent colour transfer
 - consistent striation or scratching of a car
 - damage consistent with weather conditions, such as rain, snow and sleet
 - damage to trim
 - forced entry
 - locks tampered with
 - manufactured damage
 - no independent witnesses
 - no police report

- no signs of towing or tow truck driver
- staged accidents
- vehicle has a low value
- technical knowledge of motor vehicle mechanical, electrical, surface and structural damage and faults
- general insurance industry knowledge, including relevant sections of:
 - contract and insurance law
 - Insurance Contracts Act
 - Motor Vehicle Insurance and Repair Industry Code of Conduct
 - state or territory Fair Trading Act
- methods for sourcing manufacturer and component supplier specifications, including workshop manuals and repair guides
- applicable commonwealth, state or territory laws, regulations and standards relating to identifying and reporting vehicle claim fraud indicators, including:
 - commercial-in-confidence practices
 - Competition and Consumer Act
 - copyright law
 - environmental regulations
 - intellectual property
 - personal legal liability
 - Privacy Act
 - Workplace Health and Safety Act or Occupational Health and Safety Act
- workplace policies and procedures relating to identifying and reporting vehicle claim fraud indicators, including:
 - recording and reporting procedures
 - use of digital images.

Assessment Conditions

Assessors must satisfy SNR/AQTF assessor requirements.

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

Where assessment of competency includes third-party evidence, individuals must provide evidence that links them to the vehicles that they have assessed, e.g. assessment reports.

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

The following resources must be made available:

- a range of damaged vehicles, including damage consistent with fraudulent activity
- computer hardware and software, calculators and general office equipment
- fraudulent vehicle claim details and documentation
- industry codes of practice and other relevant documents

- internet access
- workplace procedures.

Links

Companion Volume implementation guides are found in VETNet -

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

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