



Australian Government

AURVNA001 Provide vehicle loss assessments and identify repair requirements

Release: 1

AURVNA001 Provide vehicle loss assessments and identify repair requirements

Modification History

Release	Comment
Release 1	New unit of competency

Application

This unit describes the performance outcomes required to provide a vehicle loss assessment and identify repair requirements. It involves determining vehicle damage and repair action and cost, preparing an assessment report, and completing post-assessment documentation.

The unit applies to those undertaking a vehicle loss assessment and identifying repair requirements of a damaged vehicle in the loss assessment environment. Loss assessments may relate to light vehicles, commercial vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles and motorcycles.

Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with the relevant regulatory authority.

Competency Field

Vehicle Body

Unit Sector

Loss Assessment and Repair Quoting

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 italicised text is used, further information is detailed in the range of conditions section
1. Prepare for vehicle assessment	1.1 <i>Assessment information</i> is gathered 1.2 Assessment information is reviewed and interpreted 1.3 <i>Materials, resources and safety equipment</i> are located and checked for safe use

ELEMENTS	PERFORMANCE CRITERIA
2. Inspect vehicle	2.1 Vehicle assessment process is determined and followed 2.2 Vehicle to be inspected is located 2.3 Safety requirements are read and complied with 2.4 Vehicle is inspected in line with insurance claim requirements and workplace policies and procedures 2.5 Preferred dismantling and inspection methods are determined that conform to workplace policies and procedures and vehicle manufacturer, component supplier, and legal requirements 2.6 Dismantling and inspection methods are negotiated and agreed with the repair estimator in a fair and transparent manner 2.7 Damage and faults to vehicle system and component are determined 2.8 Required outsourcing to specialist services is determined
3. Determine vehicle repair action	3.1 Preferred repair method for vehicle system and components is selected that conforms to workplace policies and procedures and vehicle manufacturer, component supplier, and legal requirements 3.2 Preferred repair methods for paint, trim and accessories are selected that conform to workplace policies and procedures and vehicle manufacturer, component supplier, and legal requirements 3.3 Job procedures are determined that use exchanged or recycled parts as appropriate 3.4 Repair methods are communicated and agreed to with repairer and/or specialist services 3.5 Estimated cost of repairs is calculated 3.6 Settlement action is decided and agreed to with repairer and/or specialist services
4. Prepare assessment report	4.1 Repairs are authorised where assess and authorise instructions are included in assessment information 4.2 Where assess without prejudice is included in assessment information a settlement amount is determined and documented 4.3 Recommendations are documented as required by industry and organisation 4.4 Assessment report is completed, including either authorised estimated cost of repairs or settlement amount
5. Complete post-assessment administration	5.1 Assessment report is submitted according to workplace policies and procedures 5.2 Repairer invoice is compared against authorised cost estimate 5.3 Discrepancies between invoice and authorised costs are investigated where applicable following industry codes and

ELEMENTS	PERFORMANCE CRITERIA
	legislative requirements 5.4 Payment of invoice is validated where the invoice and authorised costs are confirmed

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 assessment information - interpret technical information and specifications - analyse information relating to insurance claims and inspection requirements - understand safety procedures.
Writing skills to:	use common industry terminology when completing vehicle assessment reports.
Oral communication skills to:	- engage with repairers and specialist providers - negotiate settlement action - obtain vehicle assessment information from others - report work outcomes and problems.
Numeracy skills to:	- calculate cost estimates - interpret technical measurements.
Digital literacy skills to:	- use communication devices and computerised equipment to: - determine current values and costs - prepare vehicle assessment reports - search and gather supporting material, including digital images.
Planning and organising skills to:	identify and avoid planning and scheduling problems.
Problem-solving skills to:	- identify technical and procedural problems and resolve within scope of own role - prevent time and material wastage.
Technology skills to:	take digital images.

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.

<i>Assessment information</i> must include:	- assessment notification detailing: - claims handler - driver details - incident details - insurance policy details where applicable - report items - vehicle details - vehicle inspection details, including assess without prejudice or assess and authorise - vehicle location - vehicle owner details - digital images - quote for repairs.
<i>Materials, resources and safety equipment</i> must include:	- digital camera - electronic or paper-based information and reports - internet connection - personal computer, laptop or tablet - maps - personal protective equipment (PPE) kit.
<i>Safety requirements</i> must include:	- ensuring safe location of vehicle to be inspected - following workplace safety procedures - identifying potential safety hazards.
<i>Settlement action</i> must include one or more of the following:	- cash settlement - repair - total loss.
<i>Recommendations</i> must include one or more of the following:	- additional labour - additional parts - approved or denied report items - in-house specialist repair services - sublet specialist repair services.

Unit Mapping Information

No equivalent unit.

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 AURVNA001 Provide vehicle loss assessments and identify repair requirements

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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:

- provide vehicle loss assessment and identify repair requirements on a minimum of two occasions, which involve:
 - one vehicle with paint damage
 - a further vehicle with mechanical damage
- prepare and submit vehicle assessment report relating to the above assessments.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- motor vehicle mechanical, electrical, paint, panel and structural:
 - extensive damage, which is damage that affects the safety and roadworthiness of a vehicle and includes:
 - body panel damage
 - bolt-on vehicle component damage
 - mechanical component damage
 - structural component damage
 - structural damage
 - welded or bonded key structural components, such as chassis rails damage
 - faults
 - dismantling and repair methods
- minor damage, which is damage that does not affect the safety and roadworthiness of a vehicle and includes:
 - bumper bar graze
 - hail damage
 - panel damage

- types of specialist services, including:
 - air conditioning
 - automotive glaziers
 - battery electric vehicle (BEV)
 - brake systems
 - cooling systems
 - electrical and electronic systems
 - hybrids
 - liquid petroleum gas (LPG)
 - suspension and wheel alignments
 - transmission
 - trimming
- methods for sourcing current retail costs of vehicles and vehicle components and materials
- vehicle inspection and damage assessment procedures and methodologies, including repair set-up and dismantling procedures
- current assessing and quoting methodologies
- relevant automotive websites to locate information on current best practice and future trends in vehicle loss assessment
- 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 original equipment manufacturer (OEM) or authorised agencies' repair procedures and component supplier specifications, workshop manuals and repair guides
- applicable commonwealth, state or territory laws, regulations and standards relating to inspecting vehicles and determining vehicle damage, including:
 - commercial-in-confidence practices
 - environmental regulations
 - intellectual property
 - personal legal liability
 - applicable Workplace Health and Safety Act or Occupational Health and Safety Act
- workplace policies and procedures relating to inspecting vehicles and determining vehicle damage, 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 operational vehicles with both minor and extensive vehicle damage
- relevant information, including OEM or authorised agencies' repair specifications, workshop manuals and repair guides
- relevant materials, resources and safety equipment, including digital camera, paperwork and personal protective equipment kit
- relevant safety materials, including workplace safety procedures
- vehicle assessment information, including assessment notification, digital images and quote.

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