



Australian Government

AURVNA002 Provide vehicle total loss assessments

Release: 1

AURVNA002 Provide vehicle total loss assessments

Modification History

Release	Comment
Release 1	New unit of competency

Application

This unit describes the performance outcomes required to provide a vehicle total loss assessment. It involves determining vehicle damage and repair action and cost, calculating prior accident and salvage values, and completing post-assessment documentation.

The unit applies to those undertaking a total loss assessment of a damaged vehicle in the loss assessment environment. Loss assessment 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
2. Inspect vehicle	2.1 Vehicle assessment process is determined and followed 2.2 Vehicle to be inspected is located

ELEMENTS	PERFORMANCE CRITERIA
	2.3 Workplace policies and procedures, safety requirements and workplace environmental practices and policies are read and complied with 2.4 Vehicle is inspected to ensure compliance with insurance claim requirements in line with compliance requirements 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 communicated to repair estimator 2.7 Damage and faults to vehicle system and components 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 vehicle 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 with repairer and/or specialist services 3.5 Estimated cost of repairs is calculated 3.6 Settlement action is decided
4. Calculate total loss value	4.1 Valuation supporting documentation is compiled 4.2 Salvage value is determined 4.3 Total loss calculation is performed 4.4 Research and validation of vehicle prior accident values and salvage value are conducted
5. Complete post-assessment documentation	5.1 Written-Off Vehicles Register (WOVR) information is completed according to relevant state or territory regulations, and workplace policies and procedures 5.2 Vehicle assessment report is completed, including recommended settlement 5.3 WOVR entry information and vehicle assessment report are submitted according to workplace policies and 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 assessment information - interpret technical information and specifications - interpret information relating to insurance claims and inspection requirements - understand safety procedures.
Writing skills to:	- accurately record WOVN information - use common industry terminology when completing vehicle assessment reports.
Oral communication skills to:	- engage with repairers and specialist providers - obtain vehicle assessment information from others - report work outcomes and problems - use common industry terminology.
Numeracy skills to:	- calculate cost estimates - calculate total loss - interpret technical measurements.
Digital literacy skills to:	- use communication devices and computerised equipment to: - determine current values and costs - prepare WOVN information and vehicle assessment report - 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 - 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>	assessment notification detailing:
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must include:	• 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.
Materials, resources and safety equipment must include:	• digital camera • electronic or paper-based information and reports • internet connection • personal computer, laptop or tablet • maps • personal protective equipment (PPE) kit.
Safety requirements must include:	• ensuring safe location of vehicle to be inspected • following workplace safety procedures • identifying potential safety hazards.
Valuation supporting documentation must include one or more of the following:	• web-based references, such as: • dealer guides • vehicle seller guides • published references • local sales documents.
Total loss calculation must include one or more of the following formulas:	• cost of repairs exceeds sum insured or market value • cost of repairs plus salvage value is greater than or equal to sum insured or market value.
Research and validation must include one or more of the following:	• subject matter experts, such as: • auction yards • salvage yards • web-based references, such as: • dealer guides • vehicle seller guides.

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 AURVNA002 Provide vehicle total loss assessments

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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 a vehicle total loss assessment on a minimum of two occasions, on different damaged vehicles
- complete and submit Written-Off Vehicles Register (WOVR) information and vehicle assessment report.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- motor vehicle mechanical, electrical, paint, panel and structural:
 - minor and extensive damage and faults
 - dismantling and repair methods
 - transferred damage and individual vehicle design
- 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, including total loss calculation
- 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:
 - Insurance Contracts Act
 - state or territory Fair Trading Act
 - Motor Vehicle Insurance and Repair Industry Code of Conduct
 - contract and insurance law
- 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 inspecting vehicles and determining vehicle damage, including:
 - commercial-in-confidence practices
 - Competition and Consumer Act
 - copyright law
 - intellectual property
 - personal legal liability
 - WOVR legislation
 - Workplace Health and Safety Act or Occupational Health and Safety Act
 - environmental regulations
- workplace policies and procedures relating to vehicle inspection 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:
 - original equipment manufacturer (OEM)
 - recognised agency information
 - design specification
 - repair procedures
 - body repair manuals
- 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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