



Australian Government

Assessment Requirements for AURVNA003 Review vehicle repair quotations

Release: 1

Assessment Requirements for AURVNA003 Review vehicle repair quotations

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:

- review a minimum of two vehicle repair quotations for vehicle repair jobs, one relating to minor damage, the other to extensive damage.
- for each quotation:
 - agreeing on a final quotation with repairer
 - completing a vehicle assessment report.

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
- basic principles of estimating and costing
- methods for sourcing current retail costs of vehicles and vehicle components and materials
- current assessing and quoting methodologies
- relevant automotive websites to locate information on current best practice and future trends in the vehicle loss assessment environment
- 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
- applicable commonwealth, state or territory laws, regulations and standards relating to reviewing a vehicle repair quotation, 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 reviewing a vehicle repair quotation, 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 vehicle repair quotes that they have reviewed, 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 motor vehicles with both minor and extensive 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 quotes
- Repair Times manuals.

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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