



Australian Government

AURVNA003 Review vehicle repair quotations

Release: 1

AURVNA003 Review vehicle repair quotations

Modification History

Release	Comment
Release 1	New unit of competency

Application

This unit describes the performance outcomes required to review a vehicle repair quotation. It involves reviewing cost and time requirements in the repairer's quote to ensure that they accurately represent the repair method to reinstate the vehicle to pre-damage condition, and to determine that the repair cost is fair and reasonable. It also involves ensuring that quotation figures are accurate and completing the required documentation.

The unit applies to those reviewing a body repair shop quotation to repair a damaged vehicle in the loss assessment environment. Vehicles to be repaired may include light vehicles, commercial vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles and motorcycles.

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

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 work	1.1 <i>Quotation</i> and workplace policies and procedures are located 1.2 Quotation information and supporting documents are collected
2. Review time requirements	2.1 Viable repair time requirements are estimated 2.2 Turn-around time for subcontracted specialist services is

ELEMENTS	PERFORMANCE CRITERIA
	estimated 2.3 Total time for repair work is estimated 2.4 Time requirement estimations are documented
3. Review part requirements	3.1 Viability of replacement parts compared to repair is determined while meeting quality standards, legal requirements, safety requirements, and workplace practices 3.2 Relevance of identified parts for the repair is checked 3.3 Potential variations to the original parts costing is determined 3.4 Cost of parts and consumables is estimated using industry and workplace pricing standards 3.5 Findings relating to parts are documented
4. Review subcontract specialist services work	4.1 Nature and scope of subcontract testing, service and repair work are determined 4.2 Completed subcontracted repair work is checked 4.3 Potential variations to subcontract work costing are identified 4.4 Cost of subcontract testing, service and repair work is estimated using industry and workplace pricing standards 4.5 Subcontract testing, parts, service and repair work requirements are documented
5. Agree on quotation with repairer	5.1 Time requirements and costs are negotiated and agreed with repairer in a fair and transparent manner 5.2 Quotation adjustments are made if required 5.3 Quotation is agreed and finalised 5.4 Authorisation to proceed with the repair is provided as required to reinstate the vehicle to pre-damage condition following workplace policies and procedures
6. Finalise quotation review	6.1 Findings are documented using workplace-approved quotation format 6.2 Findings and repair authorisation documentation are reported to appropriate persons as required by 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:	- review a vehicle repair quotation to: - interpret technical information - research information - understand common industry terminology - understand manufacturer and component specifications.
Oral communication skills to:	- discuss and finalise quotation with repairer - discuss quotation with supervisor, subcontractors and customers - report work outcomes and problems.
Numeracy skills to:	estimate costs, time requirements and subcontract work.
Digital literacy skills to:	- access repair and time data - document and review quotation results.
Problem-solving skills to:	- identify technical and procedural problems - prevent time and material wastage problems.
Teamwork skills to:	work effectively and cooperatively with others to optimise workflow and productivity.

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>Quotations</i> must include:	- customer details - labour cost estimates - replacement parts required and their cost - subcontracted or specialist work - vehicle details - work to be performed.
<i>Repair work</i> must include:	all vehicle damage, including minor and extensive damage.
<i>Legal requirements</i> are to be in accordance with applicable commonwealth, state, or territory legislation, regulations, certification requirements and codes of practice, and must include:	- environmental regulations - intellectual property.
<i>Safety requirements</i> are to	ensuring safe location of vehicle to be inspected

be in accordance with applicable commonwealth, state or territory Workplace Health and Safety Act or Occupational Health and Safety Act and must include:	• following workplace safety procedures • identifying potential safety hazards.
---	---

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 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>

Companion Volume implementation guides are found in VETNet -

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