



Australian Government

AURVNA005 Inspect quality of vehicle repair work

Release: 1

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Modification History

Release	Comment
Release 1	New unit of competency

Application

This unit describes the performance outcomes required to inspect vehicle repair work to ensure that it is being undertaken as agreed by the insurer and repairer.

The unit applies to those involved in inspecting the technical quality of repair work in the vehicle loss assessment environment, at the request of either the customer or the repairer.

Repair work may be 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 inspection	1.1 Vehicle information is accessed and reviewed 1.2 Vehicle to be inspected is identified and checked against vehicle information 1.3 Appropriate <i>vehicle inspection method</i> is determined 1.4 Materials and equipment required to conduct vehicle inspection are identified and prepared

ELEMENTS	PERFORMANCE CRITERIA
2. Inspect vehicle	2.1 Original equipment manufacturer (OEM) or authorised agencies and component specifications are interpreted and applied 2.2 Vehicle is inspected to determine that repair has been undertaken to an acceptable industry standard in line with compliance requirements 2.3 Safety and workplace procedures are interpreted and complied with 2.4 Vehicle inspection personal protective equipment (PPE) is used 2.5 Repair faults are identified 2.6 Faults requiring rectification action are decided and repair work plan is prepared
3. Authorise further action	3.1 Repair faults and recommended repair methods are discussed with current or new repairer 3.2 Cost and quotation variations are agreed with current or new repairer 3.3 Corrective work process is authorised with current or new repairer
4. Complete work processes	4.1 Actions undertaken are documented as required under the relevant code of practice 4.2 Vehicle inspection report is completed and provided to appropriate person 4.3 Reports are processed as required by workplace 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
Learning skills to:	identify workplace procedures relating to inspecting repair quality.
Reading skills to:	- interpret OEM or authorised agencies' repair procedures - interpret vehicle technical information and specifications, including vehicle inspection reports.
Oral communication skills to:	- communicate with customers, repairers and insurance organisations - confirm inspection requirements - question and listen to others regarding repair work - reach agreement on cost and quotation variations.

Numeracy skills to:	- interpret vehicle specifications - interpret pre- and post-repair measurements - identify OEM or authorised agencies' recommended repair measurements - identify cost variations.
Digital literacy skills to:	- interpret vehicle repair and diagnostic data - use communication devices and computerised equipment to document and report results.
Planning and organising skills to:	coordinate communication between customer, repairers and insurance organisation.
Technology skills to:	- use electronic devices to inspect the quality of mechanical, body and paint repair work - use electronic vehicle repair measuring systems.

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>Vehicle inspection method</i> must include at least one of the following:	- physically checking and inspecting damage to vehicle and components - referring to reports, publications and OEM or authorised agencies' specifications - using digital images of damage to vehicle and components.
<i>Component specifications</i> must include at least one of the following:	- vehicle design specifications and drawings - repair instructions and procedures - component replacement instructions and procedures.
<i>Rectification action</i> must include one or more of the following:	- repairing the vehicle at the original repairer - repairing the vehicle at a new repairer and seeking recovery from the original repairer - declaring the vehicle a total loss and disposing of the vehicle at auction - declaring the vehicle a total loss and selling vehicle in its present condition back to the original repairer.

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 AURVNA005 Inspect quality of vehicle repair work

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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:

- inspect vehicle repair work on a minimum of two occasions, where:
 - one repair involves rectification action undertaken at the original repairer
 - the other repair involves rectification action undertaken at a new repairer.

Knowledge Evidence

Individuals must be able to demonstrate knowledge of:

- type and use of personal protection equipment (PPE) required when inspecting repair work
- types of rectification action and process, including:
 - repairing the vehicle at original repairer
 - repairing the vehicle at a new repairer and seeking recovery from the original repairer
 - declaring the vehicle a total loss and disposing of the vehicle at auction
 - declaring the vehicle a total loss and selling the vehicle in its present condition back to the original repairer
- motor vehicle mechanical, electrical, paint, panel and structural repairs, including:
 - damage and faults
 - dismantling and repair methods
- current assessing and quoting methodologies
- vehicle inspection and damage assessment procedures and methodologies, including repair set-up and dismantling procedures
- 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 quality of vehicle repair work, 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 procedures relating to inspecting the quality of vehicle repair work, 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 inspected, e.g. 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:

- automotive repair workplace location or simulated workplace
- a range of vehicles with both satisfactory and unsatisfactory repair work
- relevant materials, resources and safety equipment, including digital camera, paperwork and PPE kit
- relevant information, including OEM or authorised agencies' repair specifications, workshop manuals and repair guides
- vehicle details.

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