



Australian Government

Department of Education, Employment and Workplace Relations

AURC456661A Recover claim losses

Release: 1

AURC456661A Recover claim losses

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence required to determine the viability of damaged vehicle loss recovery by evaluating various salvage and disposal methods and disposing of the damaged vehicle using the most appropriate method.
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Application of the Unit

Application of the unit	This unit of competency applies to the following and should be contextualised to the qualification to which it is being applied: • retail, service and repair.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		
	AURC456633A	Investigate and assess automotive insurance claims

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish viability of recovery	1.1.Sources of recovery are identified 1.2.An accurate estimate of achievable levels is made 1.3.Likelihood of recovery success is evaluated
2. Evaluate recovery methods	2.1.A cost benefit analysis is undertaken for each available recovery method 2.2.Methods are assessed for compliance with legislative and enterprise policy requirements 2.3.Recovery action determined is appropriate to circumstances of loss
3. Implement recovery	3.1.Recovery occurs within appropriate timeframes 3.2.Recovery level is the maximum achievable in the circumstances
4. Document and report on outcome	4.1.All registers and files are promptly updated 4.2.Reports provide a comprehensive documentation of the recovery circumstances and outcomes

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related to recovering claim losses
- communicate ideas and information to customers and supervisors related to recovering claim losses
- plan and organise activities related to recovering claim losses
- work with others and in a team by seeing and conveying information related to the planning, sequencing and completion of the task
- use mathematical ideas and techniques to count and measure
- establish diagnostic processes that identify methods related to recovering claim losses
- use workplace technology related to recovering claim losses

Required knowledge

Knowledge of:

REQUIRED SKILLS AND KNOWLEDGE

- industry documents and how to maintain them
- various vehicle loss recovery methods and costs
- oral communication and the English language
- written communication skills
- researching and comparison skills
- vehicle repair procedures, costs, benefits and limitations

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- the recovery of claim losses
- communicating effectively with others involved in or affected by the work.

Context of and specific resources for assessment

- Assessment may occur on the job or in a workplace simulated facility with process, equipment, materials, work instructions and deadlines.
- The following should be made available:
 - computer hardware/software, calculators, general office equipment
 - a range of damaged vehicles requiring repair
 - industry-accepted repair timelines
 - replacement parts pricing guides
 - vehicle safety requirements
 - approved repair/replacement methods
 - workshop manuals.

Method of assessment

Assessment methods must confirm consistency of performance over time in a range of workplace contexts
Assessment should be by direct observation of tasks and

EVIDENCE GUIDE	
	questioning on underpinning knowledge Assessment should be conducted over time and may be in conjunction with assessment of other units of competence.
Guidance information for assessment	

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Methods	Methods may include: • implementing loss recovery • documenting and reporting recovery outcomes • establishing viability of loss recovery • evaluation of loss recovery methods
Specific requirements	Specific requirements include: • producing manual and/or computer documents • salvage and disposal of damaged vehicles • knowledge of loss recovery methods
Variables	Other variables may include: • direct recovery • third party agent's recovery • solicitor's recovery
Information/documents	Information/documents may include: • manufacturer/component supplier specifications • enterprise operating procedures

RANGE STATEMENT	
	- customer requirements - industry/workplace codes of practice
Occupational health and safety (OHS) requirements	OHS requirements may include: - state/territory OHS legislation - award provisions

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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