



Australian Government

AURVNA4001 Provide vehicle loss assessment and identify repair requirements

Release 2

AURVNA4001 Provide vehicle loss assessment and identify repair requirements

Modification History

Release	Comment
Release 2	Replaces AURVNA4001 Provide vehicle loss assessment and identify repair requirements (Release 1) Reference to OHS legislation replaced with new WHS legislation

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes required to provide a vehicle loss assessment and identify repair requirements. It involves determining vehicle damage and repair action and cost, preparing an assessment report, and completing post assessment documentation. Licensing, legislative, regulatory or certification requirements may apply to this unit in some jurisdictions. Users are advised to check with their relevant regulatory authority.
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Application of the Unit

Application of the unit	Work involves undertaking a vehicle loss assessment and identifying repair requirements of a damaged vehicle in the loss assessment environment. Loss assessments may relate to light vehicles, commercial vehicles, heavy vehicles, agricultural and plant equipment, recreational vehicles and motorcycles.
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Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

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. Prepare for vehicle assessment	1.1. Assessment information is gathered 1.2. Assessment information is read and interpreted 1.3. Materials, resources and safety equipment 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 2.3. Workplace health and safety (WHS) requirements are read and complied with 2.4. Vehicle is inspected in line with insurance claim requirements and workplace policies and procedures 2.5. Preferred dismantling and inspection methods are determined that conform to vehicle manufacturer, component suppliers, workplace policies and procedures, and legal requirements 2.6. Dismantling and inspection methods are negotiated and agreed with the repair estimator in a fair and transparent manner 2.7. Damage and faults to vehicle system and component 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 manufacturer, component suppliers, workplace policies and procedures, and legal requirements 3.2. Preferred repair methods for paint, trim and accessories are selected that conform to vehicle manufacturer, component suppliers, workplace policies and procedures, and legal requirements 3.3. Job procedures are determined that minimise waste material 3.4. Repair methods are communicated and agreed to with repairer and/or specialist services 3.5. Estimated cost of repairs is calculated 3.6. Settlement action is decided and agreed to with repairer and/or specialist services
4. Prepare assessment report	4.1. Repairs are authorised where assess and authorise instructions are included in assessment

ELEMENT	PERFORMANCE CRITERIA
	information 4.2. Where assessment without prejudice is included in assessment information a settlement amount is determined and documented 4.3. Recommendations are documented as required by industry and organisation 4.4. Assessment report is completed including either authorised estimated cost of repairs or settlement amount
5. Complete post assessment administration	5.1. Assessment report is submitted according to workplace policies and procedures 5.2. Repairer invoice is compared against authorised cost estimate 5.3. Discrepancies between invoice and authorised costs are investigated where applicable following industry codes and legislative requirements 5.4. Payment of invoice is validated where the invoice and authorised cost are confirmed

Required Skills and Knowledge

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

Required skills

- technical skills to recommend dismantling and repair procedures
- communication skills to:
 - engage with repairers and specialist providers
 - obtain vehicle assessment information from others
 - report work outcomes and problems
- literacy skills to:
 - interpret assessment information
 - interpret technical information and specifications
 - use common industry terminology
 - analyse information relating to insurance claims and inspection requirements
 - understand safety procedures
 - write vehicle assessment reports
- numeracy skills to:
 - calculate cost estimates
 - interpret technical measurements
 - compare invoice and cost estimates
- problem-solving skills to:
 - identify and avoid planning and scheduling problems
 - identify technical and procedural problems
 - prevent time and material wastage
- technology skills to use communication devices and computerised equipment to:
 - determine current values and costs
 - prepare vehicle assessment reports
 - search and gather supporting material, including online material
 - take, locate, download and view digital images

Required knowledge

- technical knowledge of motor vehicle mechanical, electrical, surface and structural:
 - damage and faults
 - dismantling and repair methods
 - transferred damage and individual vehicle design
- methods of sourcing current retail costs of vehicles and vehicle components and materials
- vehicle inspection and damage assessment procedures and methodologies, including repair set-ups and dismantling procedures
- current assessing and quoting methodologies
- relevant automotive websites to locate current best practice and future trends information
- general insurance industry knowledge, including relevant sections of:
 - contract and insurance law
 - Insurance Contracts Act
 - intellectual property
 - Motor Vehicle Insurance and Repair Industry Code of Conduct
 - personal legal liability
 - State or Territory Fair Trading Act
- methods of 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:
 - environmental regulations
 - legislation
 - Workplace Health and Safety Act
- workplace policies and procedures relating to inspecting vehicles and determining vehicle damage, including:
 - quality requirements
 - recording and reporting procedures
 - use of digital images

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	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy all of the requirements of the performance criteria and required skills and knowledge. A person who demonstrates competency in this unit must be able to: - gather, read and interpret vehicle assessment information - determine and communicate dismantle, inspection and repair methods for paint and mechanical damage - prepare and submit vehicle assessment report - compare repairer invoice against authorised cost estimates - identify and investigate discrepancies where applicable.
Context of, and specific resources for assessment	Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects performance in a real workplace setting. Assessment is to occur: - using standard workplace practices and procedures - following safety requirements - applying environmental constraints. Assessment is to comply with relevant: - regulatory requirements - Australian standards - industry codes of practice. The following resources must be made available for the assessment of this unit: - a range of vehicles with both minor and extensive vehicle damage - relevant information, including manufacturer and component supplier specifications, workshop manuals and repair guides

Evidence Guide	
	• relevant materials, resources and safety equipment, including digital camera, paperwork and PPE kit • relevant WHS materials, including workshop WHS procedures • vehicle assessment information, including assessment notification, digital images and quote.
Method of assessment	Assessment must satisfy the endorsed Assessment Guidelines of this Training Package. Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with the application of required skills and knowledge. Assessment methods must be by direct observation of tasks and include questioning on required skills and knowledge to ensure correct interpretation and application. Competence in this unit may be assessed in conjunction with other units which together form part of a holistic work role. Where applicable, reasonable adjustment must be made to work environments and training situations to accommodate the needs of diverse clients. Assessment processes and techniques must be culturally sensitive and appropriate to the language, literacy and numeracy capacity of the candidate and the work being performed.

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, 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.	
<i>Assessment information</i> may include:	• assessment notification detailing: • 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 • quote for repairs.
<i>Materials, resources and safety equipment</i> may include:	• digital camera • electronic or paper-based information and reports • internet connection • laptop • maps • personal protective equipment (PPE) kit, which may contain: • dust masks • glasses • hand cleaner • overalls • safety boots • sharps gloves • sunscreen • torch • vest • tablet.
<i>WHS requirements</i> may	• ensuring safe location of vehicle to be inspected

Range Statement	
include:	• following workshop WHS procedures • testing vehicle for safety and sharps.
Specialist services may include:	• 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.
Minimise waste material may include:	• exchange parts • manage waste • recycled parts.
Settlement action may include:	• cash settlement • repair • total loss.
Recommendations may include:	• additional labour • additional parts • approved or denied report items • in-house specialist repair services • sublet specialist repair services.

Unit Sector(s)

Competency field	Vehicle Body
Sector	Loss Assessment or Repair Quoting

Custom Content Section

Not applicable.