



Australian Government

AURVNA4002 Provide vehicle total loss assessment

Release 2

AURVNA4002 Provide vehicle total loss assessment

Modification History

Release	Comment
Release 2	Replaces AURVNA4002 Provide vehicle total loss assessment (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 total loss assessment. It involves determining vehicle damage and repair action and cost, calculating prior accident and salvage values, 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 total loss assessment of a damaged vehicle in the loss assessment environment. Loss assessment 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 policies and procedures, workplace health and safety (WHS) requirements and workplace environmental practices and policies are read and complied with 2.4. Vehicle is inspected to ensure compliance with insurance claim requirements in line with compliance requirements 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 communicated to repair estimator 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 with repairer and/or specialist services 3.5. Estimated cost of repairs is calculated 3.6. Settlement action is decided
4. Calculate total loss value	4.1. Valuation supporting documentation is compiled

ELEMENT	PERFORMANCE CRITERIA
	4.2. Salvage value is determined 4.3. Total loss calculation is performed 4.4. Research and validation of vehicle prior accident values and salvage value are conducted
5. Complete post-assessment documentation	5.1. Written-Off Vehicles Register (WOVR) is completed according to relevant state or territory regulations, and workplace policies and procedures 5.2. Vehicle assessment report is completed including recommended settlement 5.3. WOVR entry and vehicle assessment report are submitted according to workplace policies and procedures

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:
 - complete WOVN
 - interpret assessment information
 - interpret technical information and specifications
 - use common industry terminology
 - interpret information relating to insurance claims and inspection requirements
 - interpret safety procedures
 - write vehicle assessment reports
- numeracy skills to:
 - calculate cost estimates
 - interpret technical measurements
- 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 a WOVN and vehicle assessment report
 - 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:
 - Insurance Contracts Act
 - State or Territory Fair Trading Act
 - Motor Vehicle Insurance and Repair Industry Code of Conduct
 - personal legal liability
 - intellectual property
 - contract and insurance law
- 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:
 - Competition and Consumer Act
 - copyright law
 - legislation
 - Workplace Health and Safety Act
 - environmental regulations
- workplace policies and procedures relating to vehicle inspection 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 panel, paint and mechanical damage - compile valuation supporting documentation - calculate a total loss value, including determining salvage value - research and validate vehicle prior accident value and salvage value - complete and submit a WOVN and vehicle assessment report.
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, including vehicles with total loss

Evidence Guide	
	damage • relevant information, including original equipment manufacturer (OEM) design specification and repair procedures, workshop and body manuals • 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 • 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.
Valuation supporting documentation may include:	• web based references such as: • dealer guides • vehicle seller guides • published references such as the Trading Post • local sales documents.
Total loss calculation must include the following formulas:	• cost of repairs exceeds sum insured or market value • cost of repairs plus salvage value is greater than or equal to sum insured or market value.
Research and validation must include:	• subject matter experts such as: • auction yards • salvage yards • web based references such as: • dealer guides • vehicle seller guides.

Unit Sector(s)

Competency field	Vehicle Body
Sector	Loss Assessment or Repair Quoting

Custom Content Section

Not applicable.