



Australian Government

AURVNA4003 Review a vehicle repair quotation

Release 2

AURVNA4003 Review a vehicle repair quotation

Modification History

Release	Comment
Release 2	Replaces AURVNA4003 Review a vehicle repair quotation (Release 1) Reference to OHS legislation replaced with new WHS legislation

Unit Descriptor

Unit descriptor	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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	Work involves reviewing a body repair shop quotation to repair a damaged vehicle. Vehicles to be repaired may include 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 work	1.1. Quotation and workplace policies and procedures including quotation review policy are located 1.2. Quotation information and documents are collected
2. Review time requirements	2.1. Viable repair time requirements are estimated 2.2. Turn-around time for subcontractor work is estimated 2.3. Total time for repair work is estimated 2.4. Time requirement estimations are documented
3. Review parts requirements	3.1. Viability of replacement parts compared to repair is determined while meeting quality standards, legal requirements, workplace health and safety (WHS) requirements, and workplace environmental 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. Parts findings are documented
4. Review subcontract work	4.1. Subcontract testing, service and repair work are determined 4.2. 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

ELEMENT	PERFORMANCE CRITERIA
	pre-damage condition following workplace policies and procedures
6. Finalise quotation review	6.1. Review findings are documented using workplace-approved quotation format 6.2. Review findings and repair authorisation documentation are provided to appropriate persons as required by workplace policies and procedures

Required Skills and Knowledge

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

Required skills

- technical skills to ensure that the repairer's quote is representative of the repair method to reinstate a vehicle to pre-damage condition
- communication skills to:
 - discuss and finalise quotation with repairer
 - discuss quotation with supervisor, subcontractors and customers
 - report work outcomes and problems
- literacy skills in the context of reviewing a vehicle repair quotation to:
 - interpret technical information and specifications
 - research and interpret information
 - understand common industry terminology
 - understand manufacturer and component specifications
 - understand safety procedures
- numeracy skills to estimate costs, time requirements and subcontract work
- team skills to work effectively and cooperatively with others to optimise workflow and productivity
- problem-solving skills required when reviewing complex jobs to:
 - identify technical and procedural problems
 - prevent time and material wastage problems
- technology skills to use communication devices and computerised equipment to document and review quotation results

Required knowledge

- technical knowledge of motor vehicle mechanical, electrical, surface and structural:
 - damage and faults
 - dismantling and repair methods
- current assessing and quoting methodologies
- basic principles of estimating and costing
- methods of sourcing manufacturer and component supplier specifications and replacement parts, including cost catalogues, workshop manuals and repair guides
- 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
- applicable commonwealth, state or territory laws, regulations and standards relating to reviewing a vehicle repair quotation, including:
 - Competition and Consumer Act
 - copyright law
 - environmental regulations
 - legislation
 - Workplace Health and Safety Act
- workplace policies and procedures relating to reviewing a vehicle repair quotation, including:
 - quality requirements
 - quoting and repair recording and reporting procedures
 - use of digital images
 - work organisation and planning processes

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: • observe safety procedures and requirements • communicate effectively with others involved in or affected by the work • estimate time requirements, parts and subcontracted work for a range of vehicle repair jobs, including both minor and extensive repairs • ensure that the repairer's quote is representative of the repair method to reinstate a range of vehicles to pre-damage condition • agree on final quotation with repairer • write quotation review 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 motor vehicles with both minor and extensive damage • digital camera

Evidence Guide	
	• relevant documentation, including (OEM) manufacturer design specifications and costs, workshop and body repair manuals, estimate documentation and repair order • relevant information (e.g. staff numbers and availability, cost parameters, and external contractor information) • relevant tools and equipment • repair job details • Repair Times manuals.
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.	
Quotations may include:	- customer details - digital images of the vehicle and damage - labour cost estimates - replacement parts required and cost - subcontracted or specialist work - vehicle details - work to be performed.
Workplace policies and procedures may include:	- manufacturer specifications and industry codes of practice - OHS, sustainability, environment, equal opportunity and anti-discrimination - quality policies and procedures, including Australian standards - recording and reporting procedures - safe work procedures.
Information and documents may include:	- Australian standards - diagrams and sketches - engineer and manufacturer design specifications and instructions - instructions issued by authorised organisation or external persons - inventory systems - material safety data sheets (MSDS) - Motor Vehicle Insurance and Repair Industry Code of Conduct - parts catalogues - safe work procedures for inspecting vehicles for saleable components - verbal, written and graphical instructions - workplace specifications and requirements.
Time requirements may include:	- availability of: - components - realignment and measuring equipment

Range Statement	
	• subcontractor • staff numbers and availability • standard service and repair time • taking into account length of warranty.
Subcontract work may include:	• air conditioning • automotive glaziers • battery electric vehicle (BEV) • brake systems • cooling systems • electrical and electronic systems • hybrids • liquid petroleum gas (LPG) • mechanical services • suspension and wheel alignments • transmission • trimming.
Repair work may include minor and/or extensive damage to a vehicle:	• extensive damage to a vehicle is damage that affects the safety and roadworthiness of a vehicle and may include: • electronic or manual diagnosis and measurement of the vehicle structure • mechanical components damage • realignment and repair of structural components • removal and replacement of bolt-on vehicle components • removal and replacement of mechanical components • removal and replacement of welded or bonded key structural components, such as chassis rails • repair of body panels • structural damage • minor damage to a vehicle is damage that does not affect the safety and roadworthiness of a vehicle and may include: • bumper bar graze • hail damage • panel damage.
Legal requirements are to be in accordance with applicable commonwealth,	• Competition and Consumer Act • Australian standards • confidentiality and privacy

Range Statement	
state or territory legislation, regulations, certification requirements and codes of practice, and may include:	• copyright law • duty of care • Workplace Health and Safety Act • the environment.
WHS requirements may include:	• correct disposal of hazardous materials and substances • first aid equipment • following emergency procedures • hazard and risk control • personal protective equipment and clothing • safety equipment • techniques for manual handling, including shifting, lifting and carrying.
Workplace environmental practices may include:	• clean-up management • dust and noise minimisation • waste management.

Unit Sector(s)

Competency field	Vehicle Body
Sector	Loss Assessment or Repair Quoting

Custom Content Section

Not applicable.