



Australian Government

Department of Education, Employment and Workplace Relations

AURC465349A Prepare written repair quotation

Release: 1

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Modification History

Unit Descriptor

This unit covers the competence required to gather information and prepare a written quotation for use in facilitating vehicle repairs.

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Application of the Unit

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

Elements and Performance Criteria Pre-Content

Elements define essential outcomes of a unit of competence

Performance criteria specify the level of performance required to demonstrate achievement of the element

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Elements and Performance Criteria

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Element	Performance Criteria
1 Gather information	1.1 Information sources are identified in preparation for quotation
	1.2 Elements of the quotation are identified
	1.3 Workplace policy/code of practice in relation to repair is accessed

- 2 Prepare written repair quotation to facilitate repairs
 - 2.1 Repair quotation is prepared and costed with consideration for enterprise overheads
 - 2.2 Customer is consulted to discuss quotation
 - 2.3 Quotation contains customer and vehicle details, and work to be performed, legibly and accurately documented using the enterprise-approved format
- 3 Present repair quotation to customer
 - 3.1 Report is presented to customer verbally, and in writing
 - 3.2 Approval to complete repairs is sought from customer
 - 3.3 Quotation is filed to workplace requirements

Required Skills and Knowledge

Evidence Guide

The Evidence Guide identifies critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement

Critical aspects of evidence

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:

observing safety procedures and requirements

communicating effectively with others involved in or affected by the work

selecting methods and techniques appropriate to the circumstances

Critical aspects of evidence (continued)

completing preparatory activity in a systematic manner

conducting the quotation in accordance with workplace requirements

interpretation of the specifications/results

quotation completed within workplace timeframes

report presented to customer in compliance with workplace requirements

Underpinning knowledge

A working knowledge of

OH&S regulations/requirements, equipment, material and personal safety requirements

enterprise policy and procedures in relation to repair

enterprise quality procedures

work organisation and planning processes

industry documents and how to maintain

Specific key competencies, underpinning and employability skills required to achieve the performance criteria

them

written communication and report writing

oral communications

These include a number of processes learned throughout work and life, which are required in most jobs. Some of these are covered by the national key competencies, although others may be added. The details below highlight how these competencies are applied in the attainment of this unit.

Application of the key competencies in this unit are to satisfy the nominated level in which:

Level 1 - relates to working effectively within set conditions and processes;

Level 2 - relates to management or facilitation of conditions or processes; and

Level 3 - relates to design, development and evaluation of conditions or process.

How will the candidate apply the following key competency in this unit? The candidate will need to:

Collect, analyse and organise information

Research and interpretive skills sufficient to locate, interpret and apply manufacturer/component supplier procedures, workplace policies and procedures

Analytical skills required for the identification and analysis of technical information

(Level 3)

Communicate ideas and information

Plain English literacy and communication skills in relation to dealing with customers and team members

Questioning and active listening skills for example when obtaining information from customers

	Oral communication skills sufficient to convey information and concepts to customers (Level 3)
Plan and organise activities	As applied to own work activities, including making good use of time and resources, sorting out priorities and monitoring own performance (Level 2)
Work with others and in a team	Interacting effectively with other persons both on a one-to-one basis and in groups, including understanding and responding to the needs of a customer and working effectively as a member of a team to achieve a shared goal (Level 2)
Use mathematical ideas and techniques	Such as number and space and techniques, such as estimation and approximation, for practical purposes (Level 3)
Solve problems	Capacity to apply problem-solving strategies, in situations where the problem and the desired solution are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome (Level 2)
Use technology	To combine physical and sensory skills needed to operate equipment with understanding of scientific and technological principles needed to explore and adapt systems (Level 2)

Context of assessment

This unit will normally need to be assessed as a discrete entity. Performance may involve the application of a range of contributory competencies

Assessment of this unit must be completed

on-the-job or in a simulated work environment which reflects a range of quality processes and procedures

The prescribed outcome must be able to be achieved without direct supervision

Competence should be assessed within the context of the qualification being sought

Method of assessment

It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying quality circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons subject to agreed authentication arrangements

Evidence of being able to:

access, interpret and apply service information

identify the elements of quotation

utilise information

observe safety procedures and requirements

provide customer service

prepare and present reports

communicate with customers orally and in writing

maintain workplace documents

Specific resource requirements for this unit

The following should be made available:

a workplace or simulated workplace

computer software/hardware, calculators, general office equipment, communication equipment, technicians reports/recommendations

reports/recommendations from qualified persons

access to information

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Unit scope

This competence standard applies to:
RS&R

Methods include:

preparation of repair quotation
consultation with customer/qualified persons

Unit scope (continued)

overheads and costs to include: light, power, rental, taxes, rates, communication, stationery, charges, government charges, repair/maintenance, vehicle, security, professional association fees, wages, superannuation, worker's compensation, holidays, leave loading, long service, fuel, expendable materials, parts

Unit context

Legislative requirements include State/Territory OH&S legislation, manufacturer/component supplier specifications and safe operating procedures

Work is carried out in accordance with legislative obligations (including environmental requirements), manual handling procedures and insurance requirements

Work requires individuals to demonstrate discretion, judgement and problem-solving skills in managing own work activities and contributing to a productive team environment

Work is carried out in accordance with award provisions

Competence may be demonstrated in a workplace environment or simulated workplace

Information

Manufacturer/component supplier specifications

Enterprise operating procedures

Customer requirements

Industry/workplace codes of practice

Unit Sector(s)