



Australian Government

FNSIGN404 Inspect damage and develop scope of work

Release: 1

FNSIGN404 Inspect damage and develop scope of work

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to inspect a vehicle or property for damage and recommend action for reinstatement of the vehicle or property.

It applies to individuals who may use specialised techniques to complete their work within organisations of various sizes and across a range of customer bases.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Insurance general

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Inspect vehicle or property to determine cause and extent of damage	1.1 Carry out inspection according to industry standards, regulations and legislative requirements 1.2 Obtain permission to partly dismantle vehicle or property to permit accurate inspection of damage, if required 1.3 Prepare written damage inspection report with sufficient information to enable preparation of repair quote, including repair option 1.4 Ensure damage inspection report identifies claimable damage and is appropriate to type of damage sustained 1.5 Collect all necessary evidence and material to support inspection report

ELEMENT	PERFORMANCE CRITERIA
	1.6 Complete inspection safely and without causing damage to any workplace property, or to vehicle or property
2. Determine preferred method or strategy for restoration or repair	2.1 Evaluate possible options for restoration or repair 2.2 Identify and recommend repair methods that conform to vehicle manufacturer or building regulations, and insurance organisation, enterprise and statutory guidelines 2.3 Consider client wishes, cost, organisational policy and legislation 2.4 Select best option for implementation
3. Prepare scope of work	3.1 Identify claimable damage 3.2 Identify need for specialist services 3.3 Prepare scope of work according to organisational policy and procedures, legislation and industry code of practice

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.4, 1.5, 2.2, 3.3	Analyses and evaluates textual information from a variety of sources to identify key details and determine requirements
Writing	1.2, 1.3, 2.2, 3.3	- Develops material for a specific audience using clear and detailed language to convey specific information - Uses specific language, grammar and punctuation to correctly and effectively identify required work
Oral Communication	1.2, 2.2	Participates effectively in verbal exchange using clear and direct language to convey requirements, and careful listening and questioning techniques to elicit and confirm the agreement of others
Numeracy	1.4, 1.5, 3.1	Uses numerical calculations to identify and evaluate costing information
Navigate the world of work	1.1, 1.6, 2.2, 2.3, 3.3	Takes personal responsibility for following explicit and implicit policies, procedures and industry and legislative requirements

Interact with others	1.2, 2.3, 2.3, 3.2	• Selects appropriate communication protocols and conventions when conferring with others to determine and confirm information or seek agreement
Get the work done	1.3, 1.5, 2.1-2.4, 3.1-3.3	• Plans, organises and implements routine and non-routine tasks, aiming to achieve them efficiently • Makes routine decisions and implements standard procedures for routine tasks, using formal decision-making processes for more complex and non-routine situations • Uses digital technologies and systems to locate information, enter or update data and prepare and present information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSIGN404 Inspect damage and develop scope of work	FNSIGN404A Inspect damage and develop scope of work	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSIGN404 Inspect damage and develop scope of work

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Performance Evidence

Evidence of the ability to:

- inspect the vehicle or property, using correct inspection procedures, to determine cause and extent of damage for preferred method of repair
- evaluate options for restoration or repair and prepare scope of work accurately and thoroughly
- use correct organisational documentation and industry conventions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe key features of relevant legislation, industry standards and codes of practice relating to inspections and development of scope of work
- outline organisational policy and procedures relating to carrying out inspections and development of scope of work
- describe the format to be used and information needed to prepare scope of works
- describe personal and equipment safety requirements for inspections
- describe essential and current technical knowledge needed to prepare a scope of work for reinstatement of buildings or vehicles following incidents and claims
- outline the specialist services that can be used in repair and restoration work for property or vehicles.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the general insurance field of work and include access to:

- organisational records, policy and procedures
- common office equipment, technology, software and consumables.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>