



Australian Government

Department of Education, Employment and Workplace Relations

FNSIGN404A Inspect damage and develop scope of work

Revision Number: 1

FNSIGN404A Inspect damage and develop scope of work

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to inspect a vehicle/property for damage and recommend action for reinstatement of vehicle or property. It encompasses inspecting vehicle/property to determine cause and extent of damage for preferred method of repair, determine preferred method/strategies for restoration/repairs and prepare scope of work. This unit may apply to job roles subject to licensing, legislative, regulatory or certification requirements so Commonwealth, State or Territory requirements should be confirmed with the relevant body.
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Application of the Unit

Application of the unit	This unit has application to insurance assessors and may be applied within organisations of various sizes and across a range of customer bases.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

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. Inspect vehicle/property to determine cause and extent of damage	1.1. Inspection is carried out according to <i>industry and legislative requirements</i> 1.2. Permission is obtained to partly dismantle the vehicle/ property to permit an accurate inspection of the damage, if required 1.3. Written damage inspection report is prepared with sufficient information to enable preparation of the repair quote including repair option 1.4. Damage inspection report identifies claimable damage and is appropriate to the type of damage sustained 1.5. All necessary evidence/material is collected to support inspection report 1.6. Inspection is completed without causing damage to any workplace property or vehicle/property
2. Determine preferred method/strategy for restoration/repair	2.1. Possible options for restoration/repair are evaluated 2.2. Repair methods that conform to the vehicle manufacturer/building regulations insurance organisation, enterprise and statutory guidelines are identified and recommended 2.3. Consideration is given to customer's wishes, cost, organisation policy and legislation 2.4. Best option is selected for implementation
3. Prepare scope of work	3.1. Claimable damage is identified 3.2. The need for <i>specialist services</i> is identified where required 3.3. Scope of work is prepared according to organisation policy and procedures, legislation and industry code of practice

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to:
 - determine and confirm information, using questioning and active listening as required
 - write communications and reports relevant to application
 - prepare technical documents
 - liaise with others, share information, listen and understand
 - use language and concepts appropriate to cultural differences
- numeracy and IT skills to:
 - perform calculations related to achieving required outcomes
 - check accuracy of claims data
 - use computer applications (word processing, spreadsheet, database, specific purpose computer systems) to assist in achieving required outcomes
 - access and update records electronically
 - access web-based information services
- literacy skills to read and interpret forms relating to insurance claims, technical and other related documents
- research and analysis skills for accessing and interpreting relevant information
- effective interpersonal skills
- organisational skills, including the ability to plan and sequence work

Required knowledge

- format and information needed to prepare scope of works
- organisation policies and procedures
- personal and equipment safety requirements
- relevant industry standards, legislation and regulations
- relevant technical knowledge on buildings or vehicles
- report writing conventions
- vehicle/property inspection procedures

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

Evidence of the ability to:

- apply relevant legislation and regulatory requirements
- interpret and comply with relevant organisation policies and procedures and codes of practice
- inspect vehicle/property to determine cause and extent of damage for preferred method of repair
- determine preferred method/strategy for restoration/repair
- prepare scope of work.

Context of and specific resources for assessment

Assessment must ensure:

- competency is demonstrated in the context of the work environment and conditions specified in the range statement either in a relevant workplace or a closely simulated work environment
- access to and the use of a range of common office equipment, technology, software and consumables
- access to organisation records
- access to organisational policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples, in combination, are appropriate for this unit:

- evaluating an integrated activity, which combines the elements of competency for the unit, or a cluster of related units of competency
- observing processes and procedures in workplaces
- verbal or written questioning on underpinning knowledge and skills
- evaluating samples of work
- accessing and validating third party reports
- setting and reviewing workplace projects and business simulations or scenarios.

Guidance information for assessment

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, if used 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.

Industry and legislative requirements may include:

- codes of practice
- organisation policies and operating procedures
- industry regulations
- occupational health and safety (OHS) legislation
- statutory legislation.

Specialist services may include:

- building consultant
- fire investigator/fire brigade
- mechanical structural engineer
- quantity surveyor
- specialist home services such as swimming pool specialist, sprinkler system installer, alarm system installer, locksmith
- specialist vehicle services such as brake, transmission, differential specialist
- structural engineer.

Unit Sector(s)

Unit sector	Insurance general
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		