



Australian Government

MSMRV364 Hand over a recreational vehicle to a customer

Release: 1

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Modification History

Release 1 - New unit.

Application

This unit of competency covers the skills and knowledge required to hand over a recreational vehicle to a customer after completion of service/repair. The work will be carried out in a recreational vehicle service and repair facility.

The operator will be required to work to procedures, and follow plans/specifications, insurance requirements and customer needs.

This unit of competency applies to an individual working alone or as part of a team/work group and working in liaison with other shift team members.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Operations

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Identify work done	1.1	Identify the work which was to be done, including insurance requirements and customer needs
		1.2	Check that the pre-delivery check has been completed
		1.3	Assemble all documentation and other items required
		1.4	Arrange a suitable time with the customer for the handover

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| | | 1.5 | Ensure the recreational vehicle is in an appropriate location for the handover |
| 2 | Hand over to the customer | 2.1 | Meet with the customer at the agreed time |
| | | 2.2 | Explain to the customer what has been done |
| | | 2.3 | Show the customer any appropriate worn/damaged items |
| | | 2.4 | Demonstrate to the customer the use of any new/changed or serviced item |
| | | 2.5 | Advise the customer of the current condition of the recreational vehicle and future work which may be required |
| | | 2.6 | Ensure the customer is happy with the work done |
| | | 2.7 | Ensure payment and other contractual details have been completed |
| | | 2.8 | Ensure the recreational vehicle is ready for road travel |
| | | 2.9 | Assist the customer hitch/take delivery of the recreational vehicle |
| 3 | Finish handover | 3.1 | Complete any required documentation/records |
| | | 3.2 | Make a record of any particular issues (positive or negative) which arose while handing over to the customer |
| | | 3.3 | File all records in accordance with procedures |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Hazards Hazards include one or more of the following:

- heat, dust or other atmospheric hazards
- electricity
- gas
- equipment failures
- industrial (machinery, equipment and product)
- noise, rotational equipment or vibration
- hazardous products and materials
- unauthorised personnel
- sharp edges, protrusions or obstructions
- slippery surfaces, spills or leaks
- other hazards that might arise

Routine Routine problems must be resolved by applying known solutions.

problems

Routine problems are predictable and include one or more of the following:

- equipment/plant/machine malfunction
- variations in process conditions
- variations in materials or contamination of materials
- equipment, tool, die or mould damage
- product faults
- tooling problems

Known solutions are drawn from one or more of the following:

- procedures
- training
- remembered experience

Non-routine problems must be reported according to relevant procedures.

Unit Mapping Information

No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>