



Australian Government

Assessment Requirements for MSMRV400 Hand over recreational vehicles to customers

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSMRV364 Hand over a recreational vehicle to a customer. Changes to application, elements, performance criteria and assessment requirements. Range of conditions removed.

Performance Evidence

There must be evidence that the candidate has completed the tasks set out in the elements and performance criteria and has demonstrated the ability to hand over a new, serviced, repaired or modified recreational vehicle on at least three occasions.

Knowledge Evidence

There must be evidence the candidate knows:

- types of technical information relevant to handing over a recreational vehicle and how to interpret that information
- workplace policies and procedures relevant to their job role and responsibilities including for:
 - handing over recreational vehicles
 - communication and reporting
 - environmental protection and sustainability
 - quality assurance
 - work health and safety, including personal protective equipment
 - work planning
- hazards that might arise in the work environment and their controls
- the most common questions, issues and concerns that customers have when taking delivery of recreational vehicles and the most appropriate ways to address them.
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Assessment Conditions

Skills must have been demonstrated in the workplace or a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources required to hand over recreational vehicles:
 - recreational vehicles that are new or have been serviced, repaired or modified and are ready to be handed over to the customer
 - job instructions, workplace procedures and related forms, checklists or templates.

Assessors of this unit must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion volume implementation guides are found in VETNet – -

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