



Australian Government

MSMRV400 Hand over recreational vehicles to customers

Release: 1

MSMRV400 Hand over recreational vehicles to customers

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.

Application

This unit describes the skills and knowledge required to hand over a new, serviced, repaired or modified recreational vehicle to the customer. It includes providing oral and written instructions about the operation of the vehicle and its accessories along with advice about restricted conditions of use, as well as ensuring the customer understands the information provided.

The unit applies to an experienced, trade-level or post-trade-level worker in a recreational vehicle sales or service and repair facility who uses trade-level knowledge, skills and experience to engage in a customer-facing role. They are commonly responsible for successfully communicating advanced technical information and ensuring customer satisfaction.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must be applied.

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to hand over the vehicle	1.1 Identify the customer order, scope of work and work undertaken as relevant from job instructions and workplace documents 1.2 Verify that all in-scope works are completed as required 1.3 Verify that all applicable predelivery checks are completed 1.4 Gather and check all documents and other items to be handed over 1.5 Agree a time with the customer for the handover 1.6 Ensure the vehicle is in a suitable location and prepared to hand over at the agreed time
2. Communicate operating and safety information to the customer	2.1 Meet with and welcome the customer at the agreed time 2.2 Provide verbal and written information to the customer about the operation of the vehicle and all accessories and options fitted and/or repaired

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
	2.3 Demonstrate to the customer the operation of the vehicle and all accessories and options fitted and/or repaired 2.4 Explain any restricted conditions of use in accordance with legislation and regulations 2.5 Explain to the customer the current condition of the recreational vehicle and work it might need in future
3. Verify the customer's understanding and acceptance	3.1 Actively question the customer to verify their understanding of key aspects of the operation of the vehicle and all accessories and options fitted or repaired 3.2 Gain the customer's confirmation they have inspected the vehicle and understood all safety instructions provided to them 3.3 Ensure the customer is satisfied with the vehicle, accessories and options 3.4 Follow procedures for payment and contractual requirements 3.5 Help the customer hitch or otherwise take delivery of the recreational vehicle 3.6 Complete task outcome documentation

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

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

Unit Mapping Information

Supersedes and is equivalent to MSMRV364 Hand over a recreational vehicle to a customer.

Links

Companion volume implementation guides are found in VETNet –

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

Assessment Requirements for MSMRV400 Hand over recreational vehicles to customers

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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

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