



Australian Government

MSMRV402 Assess, quote and organise recreational vehicle repairs and services

Release: 1

MSMRV402 Assess, quote and organise recreational vehicle repairs and services

Modification History

Release 1. Newly created unit.

Application

This unit describes the skills and knowledge required to assess, quote and organise jobs to repair and service a recreational vehicle. The role includes identifying the customer's requirements, determining other specifications for the job, calculating costs, preparing a quote and, once approved, arranging for the job to proceed.

This unit does not address servicing or repairing mechanical components: propulsion, suspension, steering and braking systems.

'Service' is most commonly a routine seasonal or scheduled service based on a checklist for the particular type of recreational vehicles and covering the state of the exterior and interior and the operation of internal and external items. Although servicing is frequently fixed price or cost plus labour, potential customers may also require an accurate, itemised quote for a service.

'Repair' includes making good in situ or removing an item that is damaged or no longer functions according to specification and arranging for the item's repair or replacement; removing and replacing existing items with modernised or upgraded items for better appearance, convenience or performance and installing new items for the same reasons; removing and reinstalling items for service and maintenance if required; resealing penetrations and installing new moulding as required, and identifying any other out-of-scope work required.

The unit applies to an experienced, post-trade worker in a recreational vehicle service and repair facility. They commonly interpret and use advanced technical information to develop solutions to potentially complex requirements. They work independently and typically solve complex problems that require theoretical knowledge and experience about the specification, manufacture and installation of a wide range of recreational vehicle products. Job roles commonly involve leadership and supervisory responsibilities.

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 assess	1.1 Identify job requirements from the client's brief and specialist

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repair and service requirements	technical specifications if relevant 1.2 Obtain and interpret manufacturer's instructions, manuals and past service and repair activity relevant to the job instructions and the recreational vehicle's type and model 1.3 Identify hazards and hazard controls and check the hazard controls are in place and operating 1.4 Check the recreational vehicle and work area are ready for the inspection
2. Assess repair and service requirements	2.1 Identify suitable inspection and assessment methods according to job requirements 2.2 Select and check all tools and equipment required to conduct inspections and assessments are ready to use 2.3 Inspect the recreational vehicle to determine the scope of repair/service work required according to workplace procedures 2.4 Prepare an inspection report and repair/service options to meet the requirements of the customer according to workplace procedures
3. Quote repairs and services	3.1 Working with the customer, select a repair/service option and agree on the scope of work 3.2 Identify and estimate parts, materials, subcontracted services, direct and indirect costs, overheads and mark-ups according to workplace procedures 3.3 Prepare and document a quotation for the scope of work with relevant variation and other conditions and timeframes according to workplace procedures 3.4 Explain the quotation to the customer and obtain their agreement to it according to workplace procedures
4. Organise repairs and services	4.1 Order parts, materials and equipment required by the scope of work according to workplace procedures 4.2 Liaise with the organisation's workers and external providers to schedule the repair/service 4.3 Communicate with the customer and obtain agreement to any required variations to timeframes 4.4 Book work hours as appropriate according to workplace procedures

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

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>

Assessment Requirements for MSMRV402 Assess, quote and organise recreational vehicle repairs and services

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Performance Evidence

There must be evidence the candidate has completed the tasks in the elements and performance criteria of this unit of competency and has demonstrated the ability to assess, quote and organise:

- a repair to a recreational vehicle on at least one occasion
- service of a recreational vehicle on at least one occasion
- a repair or service of a recreational vehicle on at least one occasion, bringing the total number of occasions to three.

On at least one of the above occasions, there must be more than one option for the repair/service.

Knowledge Evidence

There must be evidence the candidate knows:

- requirements relevant to the performance criteria of:
 - *AS/NZS 5601.2 Gas installations LP Gas installations in caravans and boats for non-propulsive purposes*
 - *AS/NZS 3001 Electrical installations - Transportable structures and vehicles including their site supplies*
 - the *Road Vehicle Standards Act 2018*
 - Australian design rules
- manufacturer's instructions and other relevant information, including manuals for repair and service work on common types and models of recreational vehicles
- workplace policies and procedures relevant to their job role and responsibilities including for:
 - assessing, quoting and organising recreational vehicle repairs and services
 - communication and reporting
 - quality assurance
 - work health and safety, including personal protective equipment
 - work planning
- the most common issues that can arise when assessing, quoting and organising recreational vehicle repairs and services and how to avoid and respond to them
- how to identify if recreational vehicle repairs and services have been assessed, quoted and organised correctly.

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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 to assess, quote and organise recreational vehicle repairs and services, including:
 - recreational vehicles in need of repair and service
 - a customer with whom to discuss options and present a quotation
 - workplace procedures including costing and pricing policies.

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

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