



Australian Government

MSMRVS401 Assess and quote to service a recreational vehicle

Release: 1

MSMRVS401 Assess and quote to service a recreational vehicle

Modification History

Release 1 - Supersedes and is equivalent to MSARVS401A Assess and quote to service a recreational vehicle

Application

This unit of competency covers the skills and knowledge required to assess and quote a job to repair and/or service a recreational vehicle.

This unit of competency applies to an individual who will identify the customer's requirements, determine other specifications for the job, calculate costs, prepare a quote and, once approved, arrange for the job to proceed.

This unit of competency applies in enterprises conducting recreational vehicle servicing and repairs and may be applied in different workplaces, sectors and circumstances.

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	Assess job requirements	1.1	Assess any damage and/or identify service requirements
		1.2	Select and review relevant plans, drawings or manuals according to type and model of recreational vehicle
		1.3	Determine accurately the service and/or repair requirements of the job
		1.4	Provide advice or make recommendations on repair

- and/or service on request
- 1.5 Identify any options to meet customer preferences and specific job requirements
 - 1.6 Consider and recommend any additional services which may be required
- 2 **Quote the job**
- 2.1 Select repair or service options and agree on scope in consultation with customer
 - 2.2 Identify and calculate materials, parts and equipment required to meet the job requirements and appropriate sources
 - 2.3 Calculate the costs of the job
 - 2.4 Prepare quotation and present to customer in a professional manner
 - 2.5 Obtain customer's agreement to quotation, details of work to be completed and timeframes
 - 2.6 Order parts, materials and equipment, where required, according to enterprise procedures
 - 2.7 Liaise with colleagues and others, where required, to organise the job
 - 2.8 Complete any documentation and file appropriately according to enterprise procedures
 - 2.9 Schedule the job, as appropriate, in agreement with customer and follow booking procedures according to enterprise practices

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:

- codes of practice of the Recreational Vehicle Manufacturers' Association of Australia (RVMAA)
- licensing requirements related to installation, servicing and repair of gas, electrical, plumbing, air conditioning fittings and wiring
- welding, joining and adhesives
- 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:

- emergency procedures
- work plans, specifications and drawings
- safe work method statements (SWMS)
- safe worksite work practices
- manufacturer manuals
- material safety data sheets (MSDS)
- requirements for personal protective equipment (PPE)
- work instructions
- standard operating procedures (SOPs)
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Recreational vehicles

Recreational vehicles includes one or more of the following:

- caravan
- pop-top caravan

- camper trailer
- tent trailer
- 5th wheeler
- slide-on camper
- campervan
- motor home

Service requirements

Service requirements are determined from customer preferences and manufacturer repair/service specifications for recreational vehicle components, and include one or more of the following:

- chassis
- walls
- roof
- furnishing
- piping/wiring for services
- accessories
- appliances
- running gear

Customers

Customers include one or more of the following:

- recreational vehicle owners/users
- recreational vehicle retailers
- recreational vehicle service contractors
- insurance companies

Materials, parts and equipment

Materials, parts and equipment include one or more of the following:

- hand and power tools
- small plant
- replacement materials, floor coverings, panelling and furnishings
- components and running gear
- parts and accessories

Repair or service costs

Repair or service costs include one or more of the following:

- labour
- materials
- parts
- fixtures and fittings
- appliances

- equipment (use or hire)

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSARVS401A Assess and quote to service a recreational vehicle

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 MSMRVS401 Assess and quote to service a recreational vehicle

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:

- plan, organise and schedule work activities
- determine job requirements
- apply customer service, negotiation and communication skills
- estimate and calculate all aspects of repair/service costs to meet job requirements
- read and interpret typical floor plans, drawings and manuals of recreational vehicles
- identify and assess problems and recommend appropriate remedies
- communicate effectively with colleagues and customers on job requirements.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- regulatory framework
- features of different recreational vehicle types and makes, and their design and structural features
- recommended service and maintenance requirements, and schedules for recreational vehicles
- details, features and current costs of components, materials and parts
- required equipment for the job and any associated costs and transport requirements.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
 - should occur over a range of situations which include typical disruptions to normal, smooth operations
 - will typically include a supervisor/third-party report focusing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency

- must include the use of appropriate tools, equipment, data and documentation
- may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - demonstration of skills
 - industry based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

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