

AUR40511	Certificate IV in Vehicle Loss Assessing
Qualification Notes	
<p>This qualification covers the skills and knowledge required to perform a range of high level evaluation and assessment functions within the vehicle loss assessing industry. It is suitable for entry into the vehicle loss assessing industry.</p>	
<p>Job roles/employment outcomes</p>	
<p>The employment outcomes of AUR40511 Certificate IV in Vehicle Loss Assessing would see an individual working in the vehicle loss assessing industry. The vehicle loss assessing job role may include assessing one or more of the following vehicle types:</p>	
<ul style="list-style-type: none"> • light vehicle • heavy vehicle • agricultural • marine • motorcycle. 	
<p>The vehicle loss assessor would be typically involved in negotiating and working with others and inspecting and assessing damaged vehicles which requires mechanical, paint and panel technical knowledge, and the relevant specialised technical knowledge related to the vehicle type, combined with an understanding of the vehicle insurance industry, state and territory and organisational requirements.</p>	
<p>Application</p>	
<p>This qualification is suitable for an Australian Apprenticeship pathway.</p>	
<p>Entry requirements</p>	
<p>Entrants to the AUR40511 Certificate IV in Vehicle Loss Assessing are required to have the AUR30805 Certificate III in Automotive Vehicle Body, or equivalent.</p>	
<p>Pathways from the qualification</p>	
<p>Further training pathways from this qualification include AUR50105 Diploma of Automotive Management, or other relevant qualifications in the insurance related industries.</p>	
<p>Additional qualification advice</p>	
<p>Training organisations are advised that in addition to the technical knowledge outlined in the relevant units of competency, any appropriate specialised technical knowledge related to the vehicle type chosen by the individual should be included in any training plan.</p>	
<p>Licensing considerations</p>	
<p>There are no specific licences that relate to this qualification. However, some units in this qualification may have licensing or regulatory requirements, depending on the work context. Local regulations should be checked for details.</p>	
<p>Packaging Rules</p>	
<p>To be awarded the AUR40511 Certificate IV in Vehicle Loss Assessing, competency must be achieved in twenty (20) units of competency comprising of:</p>	
<ul style="list-style-type: none"> • thirteen (13) core units of competency listed below 	
<p>plus</p>	
<ul style="list-style-type: none"> • seven (7) elective units of competency from the elective units listed below. A minimum of 	

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<p>three (3) of the elective units must be selected from the elective units list below. Up to four (4) elective units with appropriate contextualisation may be selected from this or another currently endorsed national Training Package or accredited course. Where this choice is made, the unit must come from a qualification or course at Certificate III or above and must contribute towards the vocational outcome of this qualification.</p>	
<p>Core units of competency</p>	
Unit code	Unit title
AURLA4001A	Determine and conduct a vehicle loss assessment and identify repair requirements
AURLA4003A	Determine and conduct a vehicle total loss assessment
AURLA4003A	Review a vehicle repair quotation
AURLA4004A	Apply the fundamentals of insurance industry knowledge to the conduct of vehicle loss assessment
AURLA4005A	Inspect quality of vehicle repair work
AURLA4006A	Identify and report vehicle claim fraud indicators
AURV465101A	Evaluate vehicle bodywork for damage and identify repair requirements
AURV465102A	Evaluate vehicle paintwork for damage and identify refinish requirements
AURV371481A or AURV471482A	Implement and monitor environmental regulations and best practice in the body repair industry or Plan and manage compliance with environmental regulations in the body repair industry
BSBCMN311A	Maintain workplace safety
CERT IV	COMMS UNIT
CERT IV	CUSTOMER SERVICE UNIT
AURLA4007A	Identify and value vehicle salvage
<p>Elective units of competency</p>	
Unit code	Unit title
AURA254180A	Operate information technology systems
AURC272003A	Apply environmental regulations and best practice in a workplace or business
AURC463238B	Manage complex customer issues
AURC465349B	Prepare a vehicle repair quotation
AURV365356A	Read and interpret vehicle body repair estimation/quotation
AURT365130A	Inspect vehicle systems and determine preferred repair action
CERT IV	CUSTOMER SERVICE UNIT
CERT IV	NETWORKING/COMMS UNIT
BSBCC0402A	Gather, collate and record information
BSBMGT403A	Implement continuous improvement
BSBREL402A	Build client relationships and business networks
BSBWOR404A	Develop work priorities
BSBWOR401A	Establish effective workplace relationships
FNSPIM410A	Collect, assess and use information
BSBWRK408A	Undertake negotiations

AUR40511	Certificate IV in Vehicle Loss Assessing
PSPTRAN501A	Provide specialist vehicle technical advice

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

The following table contains a summary of the Employability Skills as identified by the Automotive body repair industry for this qualification. The Employability Skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> communicating with colleagues and customers to gather information about their needs listening to and following complex oral instructions reading, interpreting, writing and presenting reports writing clear and detailed instructions negotiating effectively reading, interpreting and questioning legal, financial and other business documentation
Teamwork	<ul style="list-style-type: none"> working within own role to support team activities referring queries to colleagues identifying and utilising the strengths of other team members providing coaching, mentoring and feedback to other team members to develop skills and knowledge related to vehicle loss assessing working with vehicle repairers
Problem solving	<ul style="list-style-type: none"> finding, analysing and interpreting data determining appropriate strategies to complete tasks in a timely and efficient manner diagnosing customer issues and taking action to resolve issues applying a range of problem solving strategies seeking information from various sources to determine causes of problem using numerical skills to calculate vehicle systems and components costs and prices
Initiative and enterprise	<ul style="list-style-type: none"> contributing to the strategic direction of the enterprise identifying learning opportunities to improve work practices evaluating tasks to improve efficiency suggesting improvements to the structure and design of existing systems developing innovative solutions to business challenges identifying business opportunities
Planning and organising	<ul style="list-style-type: none"> organising loss assessing information organising resources, equipment and timelines planning for contingencies organising work schedules and meetings developing operational procedures for the business identifying performance measures for the business
Self-management	<ul style="list-style-type: none"> evaluating own performance and identifying areas for improvement managing time to independently complete tasks

	<ul style="list-style-type: none"> • planning and reviewing own work • using judgement and discretion with confidential information
Learning	<ul style="list-style-type: none"> • participating in professional networks and associations to obtain and maintain knowledge and skills • actively participating in coaching and mentoring sessions to improve standards of service provision • contributing to the learning of team members • seeking assistance and expert advice on financial, legal and/or technical aspects of the job • seeking out and learning new ideas, skills and techniques
Technology	<ul style="list-style-type: none"> • keeping abreast of latest technology related to panel, paint and mechanical vehicle repair • using business technology to collect, analyse and provide information • applying business technology for communication, planning, financial management and operating the business

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