

AUTOMOTIVE RETAIL

A motor vehicle technician services and repairs light vehicles such as cars and vans and works either in dealerships that focus on a particular manufacturer, or for an independent garage that deals with many different makes of vehicles. They work on all the systems found within the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. They must have strong problem-solving skills and a good grasp of the theoretical and practical aspects of a vehicle's systems.

 Level 3

 Up to 3 years

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Entry requirements

Individual employers will set the selection criteria for the applicant. It is recommended during the selection process that candidates demonstrate the following qualities: Interested in the way vehicles operate and the potential to research, analyse and solve problems; organised, methodical and pays attention to detail; able to work in a team and to communicate well both orally and in writing; cares about delivering excellent service - both internally and externally to colleagues and customers; able to demonstrate general analytical and mechanical skills. It is also recommended that the candidate can demonstrate a capacity for mechanical reasoning and good spatial awareness. Employers who recruit candidates without English and Maths at GCSE Grade C (or Functional Skills Level 2) or above must ensure that the candidate achieves this level before the Apprenticeship Standard can be awarded to the individual.

Qualifications

Apprentices are involved in the servicing, maintenance and leak testing of equipment that contains refrigerants. Therefore; before the Standard is met, all apprentices must hold a qualification that meets the EU's 2014 F-gas regulation. Acceptable qualifications required to work on mobile air conditioners that contain F gas are listed here. On successful.

What apprentices will learn

Skills

Carry out the foundation tasks common to all procedures e.g. removing and replacing bolts, screws and clips, replacing seals, extracting damaged fasteners, cutting, drilling, filing, using fabrication skills etc.

Contribute to the maintenance of a safe and efficient workshop and adhere to the dealership/garage's business processes (e.g. environmental awareness, servicing a vehicle, record keeping, customer contact) and standard workshop operations.

Access specific information e.g. vehicle repair information, wiring diagrams, maintenance tables, technical production information and apply appropriately.

Use diagnostic, mechanical and electrical measuring equipment.

Inspect and prepare a vehicle to the required quality standard for handover to the customer e.g. following a service, complex repair, pre-delivery inspection etc.

Service and maintain a vehicle without supervision.

Remove repair/replace components in line with manufacturer's standards.

Investigate symptoms of vehicle fault(s) and identify the likely underlying causes.

Apply advanced diagnostic principles and logical problem-solving techniques, supported by diagnostic tools and testing regimes, to establish electrical, mechanical and electronic faults.

Use current flow diagrams and electrical test equipment to carry out standard diagnostic and repair procedures.

Knowledge

The fundamentals of vehicle technologies e.g. vehicle systems such as chassis, engine, transmission, electrical, air conditioning, high voltage vehicles, etc.

The types, and associated characteristics, of light vehicles e.g. front- or rear-wheel drive, four-wheel drive, etc.

Diagnostic principles and logical problem-solving techniques.

Emerging automotive technologies and the impact they will have on the knowledge and skills technicians will require in the future.

What apprentices will learn

Behaviours

Communicate effectively with customers on a range of topics e.g. draw from a customer the description of symptoms in a way that will support the process of diagnosing faults.

Behave in accordance with the values of the company they work for; treat customers with respect and courtesy, quickly respond to their requirements and win their trust using effective communication skills to ensure they receive an excellent experience.

Operate as an effective team member taking responsibility when required and be honest and accountable when things don't go as planned.

Constantly learn in order to improve their own performance and that of the business; plan effectively and be highly organised when carrying out service and repairs.

Understand how the business works from an operational perspective and demonstrate commercial awareness.

End point assessment

The End Point Assessment (EPA) can only be triggered after 12 months of starting the apprenticeship and is dependent on when the employer and training provider decide the apprentice is ready. EPA is typically expected to conclude within 3 months. The employer has the final decision to progress the apprentice to EPA. The apprentice and training provider should feel confident the learning outcomes have been achieved.

The EPA consists of three elements, all of which may be completed online. All assessment methods need to be passed. Each assessment method should directly assess the knowledge, skills and behaviours of the Standard. The assessor has the final decision.



Knowledge Test

The apprentice undertakes a multi-choice test to last a maximum of 60 minutes and include 50 equally weighted multi-choice questions with four possible answers each. The assessment should typically be passed before the apprentice progresses to the interview and presentation. The test is to be completed online and requires invigilating.



Portfolio-based Interview

The interview is for 30-45 minutes and scored out of 100 by the Independent Endpoint Assessment Organisation. The interview assesses:

- >> Understanding of the portfolio to validate competence shown
- >> Self-reflection of performance, demonstrating knowledge and how appropriate skills and behaviours have been applied
- >> Judgement and understanding to explain appropriate examples.



Project Presentation:

The apprentice delivers a presentation to the EPAO on a project they have completed or a process they have improved. The presentation lasts 10-15 minutes, with a further 10-15 minutes for a Q&A session. The presentation is out of 100. The project is completed from month 9 of the apprenticeship and should be completed prior to EPA being triggered. The project is submitted to the EPAO and they provide a question to answer in the presentation, for example:

- >> How have you improved a process or operating practice?
- >> What were the steps you took to implement the project?
- >> What worked well and how would you improve the results in future?