APPRENTICESHIP STANDARDS

# AUTOCARE TECHNICIAN

**An Auto-care Technician carries out a range of services and repairs to cars, car derived vans and light goods vehicles, working in an Auto-care or "Fast-Fit" Centre, which may be part of a national chain or operated by a regional/local independent group/owner. An Auto-care Technician requires a unique combination of technical, retail and customer service skills. They will use a range of tools, measuring and diagnostic equipment to identify & repair simple system faults.**

**Level 2**

**30 Months**

**£12,000**

The Auto-care Technician has to demonstrate expertise not only in the technical elements of their role and have a good grasp of the practical and theoretical aspects of the vehicle systems they service, but also needs to have excellent telephone, customer handling (including how to handle difficult customers and deal with customer disappointment) and effective sales skills, as well as strong problem solving and self-organisation skills. They must be able to work as part of a team but also operate independently, understand how their centre operates from a commercial perspective and how their actions contribute to business results, whilst maintaining a high standard of workmanship. Examples of the occupational roles from across the engineering and manufacturing sector that would be covered within this standard are: Servicing and maintenance operative; Machine setter/operative; Mechanical engineering operative; Fabricator; Engineering fitter; Multi-disciplined engineering operative; Materials, processing and finishing operative, Technical Support operative, founding/casting operative.

## Entry Requirements

Individual employers will set their own selection criteria for applicants. It is however recommended that candidates can demonstrate an interest in the occupation as well as an ability to work in an organised and methodical way to identify and solve problems; also demonstrate an ability to communicate both orally and in writing.

Apprentices without level 1 English and maths will need to achieve this level and take the test for level 2 prior to taking their apprenticeship end-point assessment. For those with an education, health and care plan or legacy statement, the English and maths minimum requirement is Entry Level 3.

## Delivery method

Various delivery models available to suit your needs. For any enquiries, or to book an appointment with our training consultants, please contact us at solutions@howcollege.ac.uk.


www.howcollege.ac.uk
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# What apprentices will learn

## Skills

- Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping.
- Carry out stock procedures including dealing with routine stock deliveries, placing stock into storage, carrying out stock rotation duties and ordering parts for customers following company procedures.
- Carry out vehicle safety inspections and routine maintenance in line with manufacturers specifications or approved schedules, company procedures and complete approved documentation.
- Make recommendations to customers based on the results of inspections, ensuring that sales recommendations are accurate and fully costed, are ethical and in the best interests of the customer at all times, using language that is transparent and avoids jargon.
- Carry out replacement/repair and balancing of a range of light vehicle tyres, including ultra-low profile, directional, asymmetric and run-flat tyres fitted to a range of wheel sizes and types.
- Carry out the replacement of components on a specific range of vehicle systems including Steering & Suspension, Braking systems, Battery & Charging systems, exhaust systems and Air-Conditioning systems.
- Carry out 4-wheel Geometry operations including adjustments on a range of vehicles with different suspension and steering systems.
- Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair.
- Identify & procure correct parts to meet specific customer requirements.
- Access vehicle technical data to inform inspections and make judgements on wear and serviceability.
- Deal with and resolve low-level customer complaints.
- Communicate effectively with customers, suppliers and colleagues.
- Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.

## Knowledge

- Tyre legislation and technical information including EU Tyre labelling, Tyre Pressure Monitoring systems, sidewall markings, homologated fitments relating to cars, car derived vans and light goods vehicles.
- Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems.
- Vehicle 4-wheel geometry principles.
- Basic consumer legislation relevant to the occupation.
- Appropriate Health & Safety legislation and requirements for the workplace.
- Hybrid/Electric Vehicle system and safe working procedures.
- Data protection requirements to protect customer and payment information.
- General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance.
- How the business works and how you contribute to the overall results, demonstrating commercial awareness.
- How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements.
- The importance of following work place procedures and the consequences of not doing so.

## What apprentices will learn

### Behaviours

- Act in a manner that promotes the professional image of the automotive sector.
- Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/ concerns.
- Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience.
- Work as an effective team member taking responsibility for their own actions, being honest and accountable when issues arise and things don't go as planned.
- Commit to learning to improve your own performance and that of the business. Work in an organised way to ensure work is carried out in an effective and efficient manner.

# 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?