

# AUTCARE 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.

## Course Overview

An Auto-care Technician will demonstrate a knowledge and understanding of the following:

- Tyre legislation and technical information.
- Fundamentals of specific vehicle 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 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.

**Course code**  
AS2 Atech

**Award on successful completion**  
Apprenticeship Standard  
Autocare Technician Level 2

**Study type**  
Day Release

Block Release for Maths & English if required

**Level**  
2

**Start date**  
October

**Duration**  
24 months

**Fees**  
£12000 (16-18 years old = fully funded by government. 19+ years old 5% (£600) employer contribution to training)

**Location**  
Bromsgrove

## The competency to achieve the following skills in the workplace:

- Contribute to maintaining a healthy and safe workplace.
- Carry out stock procedures including dealing with routine stock deliveries.
- Carry out vehicle safety inspections and routine maintenance in line with manufactures specifications or approved schedules, company procedures and complete approved documentation.
- Make recommendations to customers based on the results of inspections.
- 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.
- 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.
- Communicate effectively with customers, suppliers and colleagues

## Required behaviours in the workplace:

- Act in a manner that promotes the professional image of the automotive sector
- Communicate effectively with colleagues and customers on a range of topics.
- Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues.
- 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

## Entry requirements

Maths & English GCSE Grade 3 or above

## Methods of assessment

### 1. Knowledge Assessments

Part Knowledge Assessment comprising of:

- Part A - 60 minutes containing 50 multiple choice questions
- Part B - 45 minutes containing 20 alternate format questions.

### 2. Practical Observation

A one-day practical observation of the apprentice in a controlled environment, which is reflective of their normal workplace.

Includes a range of 5 practical observation tasks, providing an opportunity for the apprentice to demonstrate their knowledge, skills and behaviours.

Task 1 - Vehicle Inspection

Task 2 - Replacement of Components

Task 3 - Replace and Repair Tyres

Task 4 - Stock Procedures

Task 5 - Vehicle 4-Wheel Geometry

### 3. Professional Review (supported by a portfolio of evidence)

- 60 minutes structured discussion between the apprentice, and the independent assessor.
- Apprentice portfolio is used to exemplify performance.
- Assesses selected knowledge, skills and behaviours defined in the Autocare Standard.

## What can I do next?

Motor Vehicle Service & Maintenance Technician (Light Vehicle).