



Autocare Technician Level 2

Apprenticeship Standard

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Overview

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 local independent 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.

The Auto-care Technician has to demonstrate expertise in the technical elements of their role and have a good grasp of the practical and theoretical aspects of the vehicle systems they service. They also need to have excellent telephone, customer handling and effective sales skills, as well as strong problem solving and self-organisation skills.



Duration:

24 months + 3 months for the End Point Assessment

Entry Guidelines:

English & maths at GCSE grade A*-D/2-9 or Functional Skills Level 1

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



Autocare Technician Level 2

Course Overview

Pre-programme	On Programme Learning covering Skills, Knowledge & Behaviours	Gateway	Independent End Point Assessment
Initial assessment English & Maths	Automotive Level 2 Assignments, project work	<ul style="list-style-type: none"> English Level 1 Maths Level 1 	<ul style="list-style-type: none"> Knowledge test
Skills Scan	Portfolio of evidence to be built during the programme	<ul style="list-style-type: none"> E-portfolio of evidence 	<ul style="list-style-type: none"> Practical Observation
Induction with Trainer Assessor	On programme Assessments & Reviews: <ul style="list-style-type: none"> 6-8 weekly sessions with Trainer Assessor. 8-10 weekly Progress Reviews with apprentice and employer. 		<ul style="list-style-type: none"> Professional Review

Skills & Behaviours

This apprenticeship programme is designed to develop the knowledge, skills and behaviours required to be an effective Automotive Technician.

The **Skills & Behaviours** element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard. The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

The knowledge element of the course will include:

1. 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.
2. Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and air-conditioning systems.
3. Basic consumer legislation relevant to the occupation.
4. Appropriate Health & Safety legislation and requirements for the workplace.
5. Hybrid/electric vehicle system and safe working procedures.
6. Data protection requirements to protect customer and payment information.
7. General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance.
8. 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 Occupational Skills element of the course will cover:

1. Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping.
2. 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.
3. Carry out vehicle safety inspections and routine maintenance in line with manufacturers' specifications or approved schedules, company procedures and complete approved documentation.
4. 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.
5. 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.
6. 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.
7. Carry out 4-wheel Geometry operations including adjustments on a range of vehicles with different suspension and steering systems.
8. Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair.
9. Communicate effectively with customers, suppliers and colleagues.

Gateway

Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer / Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

A completed portfolio of evidence is a compulsory End Point Assessment (EPA) gateway requirement.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.

End Point Assessment

End Point Assessment (EPA) normally takes 3 months to complete and consists of:

- **Knowledge test** (multiple choice questions)
- **Practical Observation** (with pre-set tasks linked to vehicle inspection)
- **Professional Review** (supported by portfolio of evidence)

The purpose of the Professional Review interview is to determine the extent to which the apprentice understands the requirements of his/her role as defined by the apprenticeship standard and to explore them through discussion.

The portfolio of evidence (that has been completed by the apprentice during their programme) will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio of evidence will include the self-assessment and testimonies from people who use service. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the interview and by the apprentice to exemplify their responses to the questions.

Grading & progression

Apprenticeship grading

The available grades for this apprenticeship programme are **Distinction, Pass or Fail**.

Where can apprentices progress to?

The apprentice may choose to progress on to the Motor Vehicle Service & Maintenance Technician (Light Vehicle) level 3 apprenticeship.



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