



INSTITUTE OF THE  
MOTOR INDUSTRY

# TRAINING ORGANISATION GUIDANCE

For the Autocare Technician  
Apprenticeship Standard

ST0499/AP01



For Office Use Only		
Issue number and date	Change detail	Section/page
Issue 4 12-02-19	Minor revision to the graphic to correct spelling in the text	10
Issue 3 05-10-18	Minor revision to adjust the pass and distinction boundaries for the Health & Safety questions in the knowledge test.	17
Issue 2 31-08-18	Timeframe edited on Apprenticeship structure graphic. Additional information added to mandatory qualifications.	Mandatory qualifications Apprenticeship structure
Issue 1 16-08-18	Additional graphics to provide more explanation; movement of some text: no material change in content overall.	All
File route J:abdev/masterdocs Owner: Product Department		

© 2018 IMI

All rights reserved. No part of this publication may be reproduced, stored in retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of the IMI.

Requests should be made in writing and addressed to:  
IMI, Fanshaws, Brickendon, Hertford SG13 8PQ



## Contents

Introduction .....	4
Roles and Responsibilities .....	5
Training Organisation Centre Requirements .....	10
Independent Assessor, Invigilator and Apprentice Ratios .....	10
Online Knowledge Test Access and Invigilation .....	12
Quality Assurance .....	12
Mandatory Qualifications .....	12
Apprenticeship Structure .....	13
Phases and Gateways .....	13
eLogbook .....	15
Soft Skills and Behaviour Assessment .....	16
End Point Assessment (EPA) .....	16
Apprenticeship Final Grading .....	18



## Introduction

Employers have designed the new Apprenticeship Standard for Autocare Technicians who carry out a range of services and require a unique combination of technical, retail and customer service skills. They will use a range of tools, measuring and diagnostic equipment to identify and repair simple system faults.

The Autocare 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, also 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 employer operates from a commercial perspective and how their actions contribute to business results, whilst maintaining a high standard of workmanship.

There are several different training models that include residential block-release programmes and day-release courses provided by local colleges and training providers.

Accountability for assessing the competence in the workplace will transfer from the training provider to employers, who will have primary responsibility for monitoring and analysing the Apprentice's progress and deciding when the Apprentice is ready to take the synoptic End Point Assessment, supported by the training and assessment organisations.

This document is to be used as a guide and will provide you with an overview of what is to be expected throughout the Apprenticeship. Additional documentation has been developed to further support the Apprentice and their employer.

## Roles and Responsibilities

### Employer

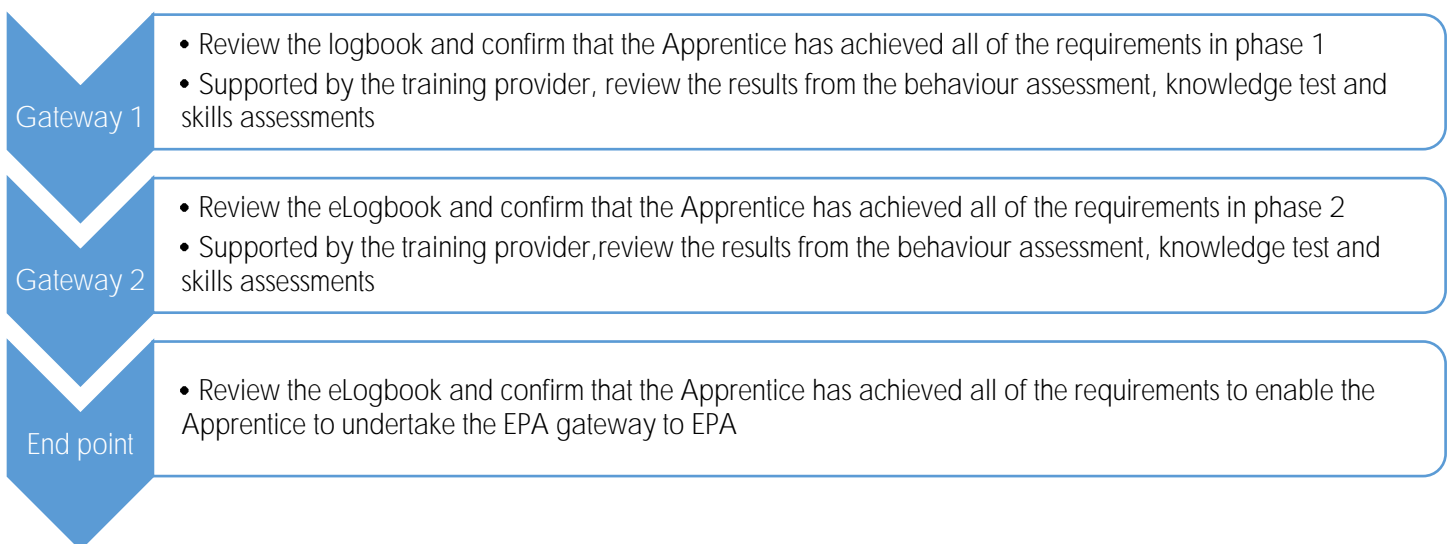
Employers will be responsible for ensuring that their business and the employment of their Apprentice meets all required health and safety and employment law legislation.

The employer will support the Apprentice throughout the Apprenticeship helping them to reflect on their performance throughout the period of on-programme assessment. They will ensure the Apprentice prepares and collates the necessary evidence to demonstrate competence against the requirements of the Apprenticeship and keeps them in a portfolio.

The employer will ensure the Apprentice is prepared for the End Point Assessment (EPA) and will formally confirm that they are ready to pass through the EPA gateway.

The employer is also responsible for scheduling the End Point Assessment and ensuring any specific requirements for the End Point Assessment have been agreed with the IMI as the End Point Assessment Organisation (EPAO) e.g. facilities, resources, security, confidentiality etc. The employer will coordinate with the training organisation for final sign off of all major assessment points (gateways).

As part of the allocation of roles, the training organisation may advise the employer to set each Apprentice up with a mentor in the workplace. The role of the mentor is to make judgements on the progress of their Apprentice which will enable them to request gateway assessments. It is the responsibility of the mentor to confirm that the Apprentice has fulfilled all of the criteria required to proceed.





## End Point Assessment Organisation (EPAO)

The IMI is an EPAO registered on the published 'Register of End Point Assessment Organisations' which can be found using this link: <https://www.gov.uk/guidance/register-of-end-point-assessment-organisations>

The IMI must ensure that training organisations are prepared and set for delivery and assessment of the Apprenticeship. This covers all areas from centre set up, assessor requirements, internal and external quality assurance, assessment documentation and processes. Information on this can be found within this document and should be used by training organisations as guidance. In addition to ensuring training organisation compliance the IMI is also responsible for the following:

- Being registered on the Education and Skills Funding Agency Register of End-Point Assessment Organisations (RoEPAO)
- Ensuring independent assessors are suitably trained and meet the criteria outlined in the published assessment plan [https://www.instituteforApprenticeships.org/media/1837/st0499\\_autocare-technician\\_l2\\_ap-for-publication\\_220518.pdf](https://www.instituteforApprenticeships.org/media/1837/st0499_autocare-technician_l2_ap-for-publication_220518.pdf)
- Registered with Ofqual to offer this EPA
- Delivering the End Point Assessment outlined in the published assessment plan
- Providing adequate information and documentation to enable Apprentices, employers and providers to prepare for the End Point Assessment
- Developing appropriate assessment tools to ensure all Apprentices are judged robustly and consistently
- Providing appropriate resources and processes for Apprentices, employers and providers, to clarify and/or dispute the outcome of an End Point Assessment, including appeals and re-takes
- Having in place clear arrangements for making reasonable adjustments for this standard. This should include how an Apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods

The IMI will maintain quality systems and processes which validate and continuously review an independent assessor's experience, skills and competence. The IMI will also maintain a system that allows individual End Point Assessments and an independent assessor's decision, to be externally quality assured and verified by an external quality assurance organisation.

## Independent Assessor

Independent assessors are responsible for conducting the End Point Assessment of the Apprentice and are appointed and managed by the IMI.

An independent assessor must be someone who has nothing to gain from the outcome of the End Point Assessment and has had no involvement in the training, on programme assessment or line management/mentoring of the Apprentice.

When conducting an End Point Assessment the independent assessor is acting on behalf of the IMI and is subject to the audit procedures set by the IMI.

Independent assessors will be subject to rigorous quality assurance, and must take part in regular training and standardisation activities specified by the IMI.

The independent assessor must:

- Have an in-depth knowledge and understanding of the Autocare Apprenticeship Standard and End Point Assessment plan
- Have occupational competence at, or above the level of the Autocare Apprenticeship Standard
- Hold a Level 3 assessor award or equivalent
- Have a minimum of 3 years automotive repair and customer service experience, with evidence of continuing professional development
- Complete and record a minimum of 20 hours relevant CPD per annum which could be (but not limited to):
  - Current industry experience or work placements
  - External visits
  - Achievement of new or updated training or qualifications
  - Trade fairs and conference attendance
  - Attendance at development days
- Attend initial EPA assessor training delivered by the IMI
- Attend standardisation events at least every 12 months delivered by the IMI



## Invigilator

An invigilator is somebody who supports the independent assessor by invigilating practical observation tasks, preparing assessment tasks, monitoring Health and Safety in the workshop and ensuring no collaboration between Apprentices regarding assessments. The invigilator **must not make any judgements** on the outcome of their observations. The invigilator must not have been involved in the on-programme learning or assessment of the Apprentice(s) taking part in the End Point Assessment.

The invigilator enables a higher independent assessor to Apprentice ratio, which reduces the cost of the practical observation component of the EPA.

The invigilator must:

- Have occupational competence at, or above the level of the Autocare Apprenticeship Standard
- Have a minimum of 3 years automotive repair and customer service experience, with evidence of continuing professional development
- Be familiar with the workplace policies, procedures and working standards for the Apprentices being assessed
- Be familiar with the Health and Safety and environmental considerations appropriate to the practical observation tasks
- Be familiar with the operation of workshop equipment, specialist tools and diagnostic equipment used in the practical observation task
- Be approved by the IMI



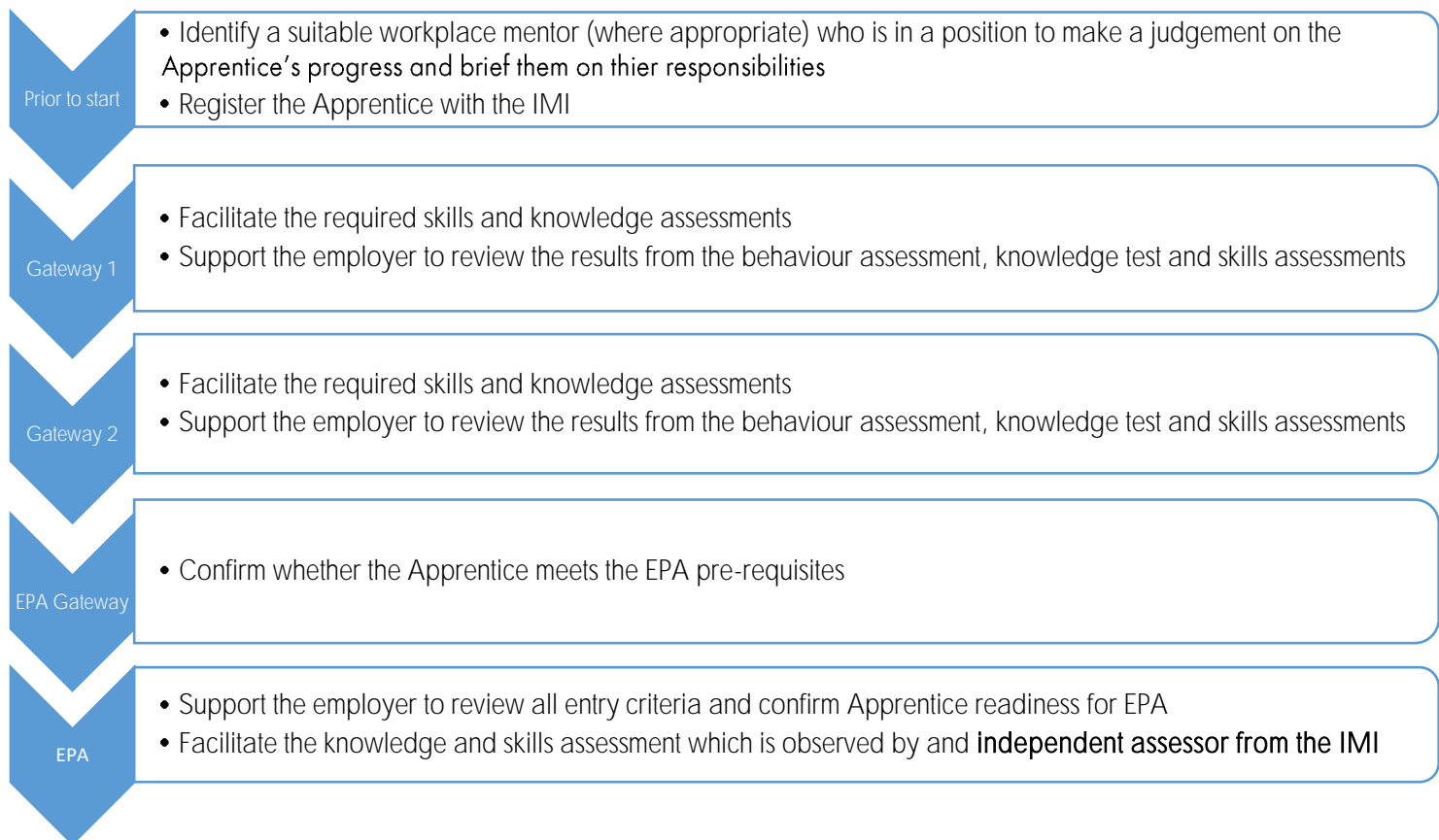
## Training Organisation

The training organisation develops on-programme training programmes that meet and deliver the knowledge, skills and behaviour requirements as defined by the Standard. They review the Apprentice's development and provide feedback to the Apprentice and employer throughout the training, as appropriate.

The training organisation must ensure that they are set up to deliver and where required assess the Apprentice. Guidance sections on centre set up, assessor requirements, rules and procedures can be found within this document.

In order to receive funding and permissions to deliver Apprenticeship Standards, training organisations must be on the 'Register of Training Organisations'. Information and an up-to-date register can be found using this link: <https://www.gov.uk/government/publications/register-of-training-organisations>

A separate registration is required for each Apprenticeship Standard the training organisation wishes to deliver, so ensure that your organisation is registered and approved for each Apprenticeship Standard it wishes to deliver.



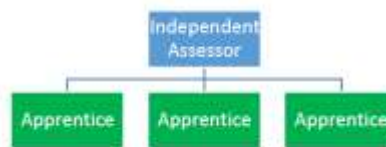
## Training Organisation Centre Requirements

In order to use the IMI assessments for this Apprenticeship Standard you will need to be an 'IMI approved training organisation'. If you are already an IMI approved centre then you can check your status and permissions through logging into the online portal. You will also need to be on the Register of Apprenticeship Training Providers (RoATP).

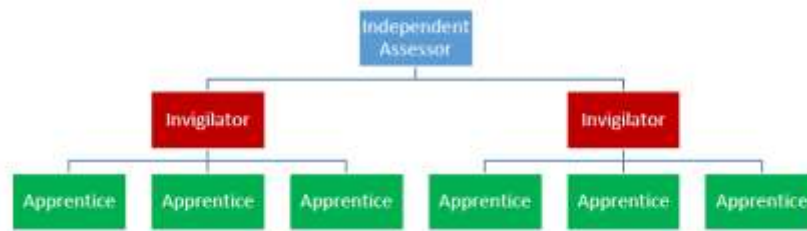
If you are currently not an approved centre please follow this link and complete all of the necessary steps to gain approval: <http://awarding.theimi.org.uk/Centres/Become-a-Centre>

## Independent Assessor, Invigilator and Apprentice Ratios

Option 1: Independent Assessor may work directly with a maximum of 3 Apprentices



Option 2: Independent Assessor working with 2 Invigilators and a maximum of 6 Apprentices



### Registration, Certification, Booking Assessments (including IMI packages)

All registrations, certification and booking of assessments will be done via the IMI online portal.

In order to access the online system you will need:

- IMI PIN number
- Password
- Centre number
- A valid email address

An up-to-date list of all available registration packages can be found [here](#).

## Access to Assessments

### Gateways 1+2

Online test and skills assessments (dependant on the package purchased) will be made available once an Apprentice has been registered. It is the responsibility of the training organisation to ensure sufficient evidence has been gathered and reviewed before an Apprentice may proceed from gateway 1 to gateway 2.

### End Point Assessment Gateway

The IMI offer practice test materials through our eLogbook (dependant on the package purchased) to support the Apprentice in preparing for their EPA. The eLogbook has sections for the Apprentice to be able to store the pre-requisite and supporting evidence required for the EPA assessment gateway and professional discussion at EPA. A formal gateway sign-off document must be completed before the Apprentice's EPA can be scheduled.

### End Point Assessment

Practical assessments for the EPA will be released to the Training Organisation **3 weeks** prior to the booked assessment days. The method for booking an independent assessor is outlined within the IMI online portal.

### Apprentice Assessment Referral

In the event of an Apprentice being referred as part of gateways 1+2 the following applies:

- Skills tests may be re-taken as required without additional charge from the IMI
- Online tests can be re-taken once without additional charge from the IMI

In the event of the Apprentice being referred at the EPA gateway it is recommended that the employer, training organisation and Apprentice have a discussion about further training and development required. The Apprentice will only pass the EPA gateway if they have met all of the pre-requisites and have confirmation from their employer that they are ready.

In the event of an Apprentice being referred as part of the knowledge or skills tests for the EPA the following applies:

- Skills tests can be re-taken but there will be an additional charge from the IMI for the attendance of an independent assessor
- Knowledge assessment can be retaken although there will be an additional charge from the IMI

An Apprentice who fails one of more of any assessment (knowledge test, knowledge test 2, skills tests or professional review) will be offered the opportunity to take a resit/ re-take. A resit does not require further learning, a re-take does.

The Apprentice's employer will need to agree that a resit/ re-take is an appropriate course of action. The Apprentice should have a supportive action plan to prepare for the resit/ re-take.



## Online Knowledge Test Access and Invigilation

As an approved IMI centre you will be in possession of all guidance relating to online testing, centre requirements and invigilation. Should you require any further information guidance documents will be placed onto the secure area of the website for you to view.

## Quality Assurance

There will be independent reviews on a sample basis of the training provider's assessment processes to ensure quality and enable comparisons of outcomes across the sector. Please discuss this with your EQA should you require any further information.

## Mandatory Qualifications

### Functional Skills

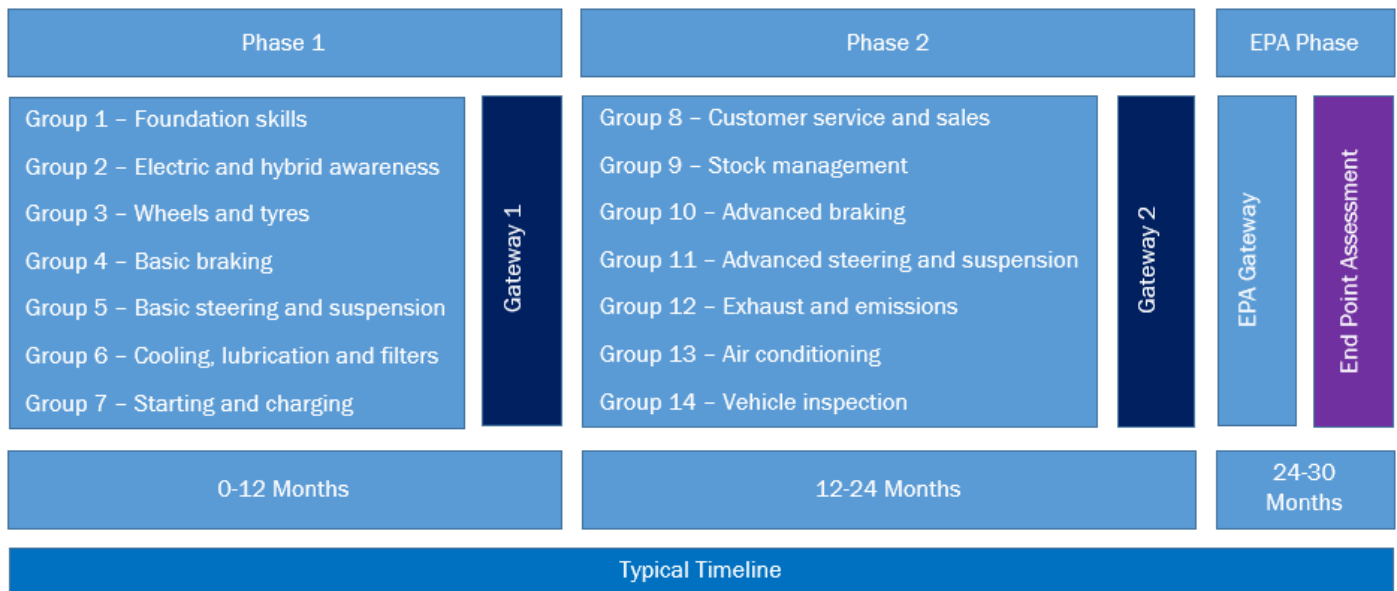
Apprentices who start this Apprenticeship Standard without Functional Skills Level 1 or English and Maths at GCSE grade D-G / grade 1-3 must achieve this standard during their programme. Apprentices must also have attempted but not necessarily passed English and Maths Functional Skills Level 2 before attempting their End Point Assessment. For those with an education, health and care plan or a legacy statement the Apprenticeship's English and Maths minimum requirement is Entry Level 3, and British Sign Language qualifications are an alternative to English qualifications where this is their primary language.

**Note:** Registration and certification of Functional Skills qualifications are not included in the IMI package prices. These qualifications will be charged separately. Please use this link to view the latest fees information:

<http://awarding.theimi.org.uk/Centres/Fees-and-Charges>

## Apprenticeship Structure

This Apprenticeship program is divided into 14 groups which will be typically completed over 30 months, although this may be less if an Apprentice has evidence of prior learning.



## Phases and Gateways

**Phase** - A phase is the timeframe between the major assessment points or gateways. There are two phases within the Apprenticeship Standard:

- Phase 1 – From Apprenticeship start to Gateway 1
- Phase 2 – Between Gateways 1 + 2

During these phases the Apprentice will be required to store evidence in their eLogbook in order to meet specific competence criteria. This will be reviewed and assessed by the employer and training organisation before the EPA gateway or EPA can be taken.

**Gateways** - Are the points within the Apprenticeship Standard that must be passed to proceed onto the next phase. There are three gateways within this Apprenticeship Standard:

- Gateway 1 – Following completion of phase 1
- Gateway 2 – Following completion of phase 2
- EPA Gateway – Eligibility check to enable the Apprentice to enter EPA

Assessments will be carried out on knowledge, skills and behaviour and soft skills as delivered by the training organisation during the prior phase.

### Gateway Skills and Knowledge Tests

At each of the gateways specified earlier in this document, Apprentices undertake set assessments to ensure competence and readiness to progress onto the next phase.

The skills assessments will be carried out at either the training organisation or in the workplace (if previously agreed).

### Skills Assessment Specification:

Gateway 1 Skills Tests	Gateway 2 Skills Tests
<ul style="list-style-type: none"> <li>Remove and replace wheels and tyres</li> <li>Remove and replace battery and charging system components</li> <li>Carry out front wheel alignment</li> <li>Remove and replace discs and pads</li> </ul>	<ul style="list-style-type: none"> <li>Vehicle safety inspection</li> <li>Carry out four-wheel alignment</li> <li>Emissions related fault</li> </ul>

The knowledge assessments will be in the form of invigilated timed online tests. These will include questions from each of the groups that have been covered during the phase.

IMI provides and marks these timed online tests through its website, [www.theimi.org.uk/awarding](http://www.theimi.org.uk/awarding). In the Centres section of the website, there is a section that provides a demonstration assessment for Apprentices.

### Online test specification for Gateways:

Test reference	Test description	Number of questions	Duration	Pass mark	Distinction
ST0499-AP01GW1K	Gateway 1 Knowledge Assessment (covering groups 1-7)	30	60 minutes	65%	90%
ST0499-AP01GW2K	Gateway 2 Knowledge Assessment (covering groups 8-14)	30	60 minutes	65%	90%

## EPA Gateway Requirements

Once an employer is satisfied the Apprentice has demonstrated full competence and that all criteria of the Standard have been met, the Apprentice can progress to the End Point Assessment via the Apprenticeship gateway, which is a decision point. Before an Apprentice can pass through the gateway (decision point) for End Point Assessment, they must have achieved:

- Level 1 in English and Mathematics. Those that have not already achieved Level 2 in English and Mathematics must have taken a GCSE or Functional Skills Level 2 accepted test/examination. For those with an education, health and care plan or a legacy statement the Apprenticeship's English and Maths minimum requirement is Entry Level 3, and British Sign Language qualifications are an alternative to English qualifications where this is their primary language
- A formal Gateway meeting between the Apprentice and the employer to determine the Apprentice's readiness for End Point Assessment

## eLogbook

The eLogbook is a tool which is provided by the IMI for Apprentices to record workplace evidence as outlined in the assessment documentation.

The persons responsible and the timeframes for the review of evidence is outlined in the roles and responsibilities section of this document.

The types of evidence that can be uploaded include (but are not exclusive to):

- Completed workplace job cards
- Completed service schedules / inspection sheets
- Written procedures
- Technical drawings / images
- Diagnostic readouts and reports
- Emission and vehicle testing related data
- Technical data specifications
- Pictures
- Video clips
- Audio clips
- Witness statements / testimonies

The IMI will set up access within the eLogbook book to ensure assessments and personal information are only viewed by the appropriate parties.

Further tutorials and sample evidence can be found online within the eLogbook system, in addition to information provided within this document. Links will be provided to eLearning material on registration .

## Soft Skills and Behaviour Assessment

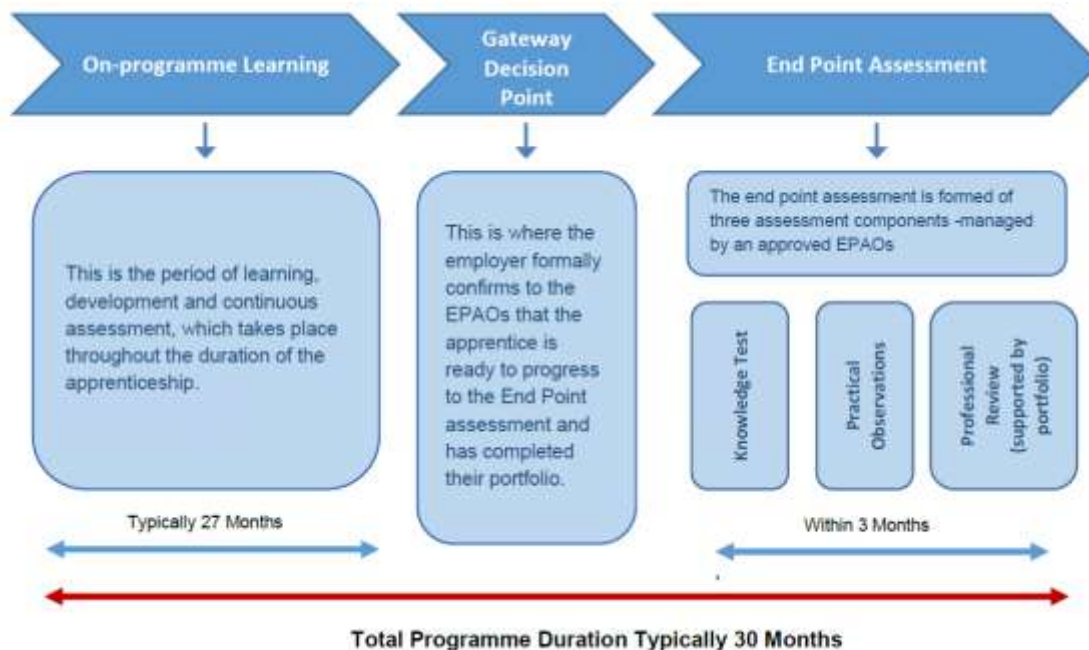
The soft skills and behaviour assessment tool is provided by the IMI to score and assess the Apprentice against the behaviours as outlined in the assessment plan. The evidence collected using this assessment tool can be used during the professional review at EPA.

## End Point Assessment (EPA)

This EPA consists of 3 distinct assessment methods that must be completed in order:

- Knowledge assessments
- Practical observation / skills assessments
- Professional review (supported by the portfolio of evidence)

The whole EPA must be completed within 3 months of the EPA gateway.



The End Point skills and behaviour assessments will be directly observed by an independent assessor provided by the IMI. Centres may wish to use invigilators to increase the number of Apprentices in one EPA event. Please see guidance on invigilators within this document.

The overall grading will be overseen and assigned by the IMI.



## Knowledge Tests

To achieve a pass the learner <u>MUST</u> achieve a pass in each section						
Test Reference	Questions / Duration	Knowledge Area	Marks Allocated	Fail	Pass	Distinction
ST0499- AP01EPA1K	50 questions	Health and Safety	10	0-7	8-9	10
		Commercial and Legislative	10	0-5	6-8	9-10
	60 minutes	Technical	30	0-17	18-26	27-30
ST0499- AP01EPA2K	20 questions	Health and Safety	10	0-7	8-9	<b>10</b>
		Commercial and Legislative	10	0-5	6-8	9-10
	45 minutes	Technical	30	0-17	18-26	27-30

## Skills Test

One day practical observation of the Apprentice in a controlled environment, which is reflective of their normal workplace and meets the requirements set out in the approved assessment plan.

The skills test will include a range of 5 practical observation tasks, which are specified by the IMI and set up in advance.

They will be graded as fail/pass/distinction.

Task	Description	Duration
Task 1	Vehicle inspection	90 mins (+/-10%)
Task 2	Replacement of components	120 mins (+/-10%)
Task 3	Replace and repair tyres	45 mins (+/-10%)
Task 4	Stock procedures	45 mins (+/-10%)
Task 5	Vehicle 4-wheel geometry	60 mins (+/-10%)

## Professional Review

The professional review will be conducted in a 'controlled environment' i.e. a quiet room without interruption. The professional review will:

- Be 60 minutes structured discussion between the Apprentice, and the independent assessor (with a 10% time tolerance)
- Allow the Apprentice's portfolio to be used to exemplify performance
- Cover the knowledge, skills and behaviours defined in the Autocare Standard as outlined in Annex A
- Be undertaken after the knowledge test and practical observation have taken place
- Be graded as a fail/pass/distinction

The date and time of the professional review should be planned in advance to ensure that the Apprentice has sufficient time to prepare. The Apprentice should be given at least one week's notice of the professional review date. The Apprentice must have access to their portfolio during the professional review.

## Apprenticeship Final Grading

In order to achieve a 'distinction' grade the Apprentice must successfully achieve a distinction in all three components of the End Point Assessment. In order to achieve a 'pass' grade the Apprentice must successfully achieve a pass in all three components of the End Point assessment. If an Apprentice achieves a combination of pass and distinction, overall they will have achieved a pass.

**Note:** It can be possible for all of the above assessment to be taken place within the Apprentice's place of work, however the following criteria must be met:

- Prior arrangement and agreement of the workplace must be set up with the training organisation and the IMI
- For online knowledge tests a quiet area must be set up with internet access and shielded computer stations must be available if more than one Apprentice is taking an exam at any one time
- A quiet area must be provided for assessor feedback and professional discussions
- Workshops must meet all required Health and Safety regulations as stated by the training organisation
- There must be a real life working environment provided where no distractions are likely to occur during practical assessments. For example the movement of the assessment vehicle part way through an assessment to make space, or the Apprentice to be removed from their assessment activities to assist another member of staff
- Having sufficient, clean, tidy and well maintained workspace, workshop and Apprentice facilities
- Maintain a full set of tools and resources as defined by the IMI