



INSTITUTE OF THE  
MOTOR INDUSTRY

## QUALIFICATION SPECIFICATION

### Autocare Technician Standard

ST0499/AP01

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## Contents

Introduction and Objective .....	3
Mandatory Qualifications.....	3
Apprenticeship Structure.....	4
Phases, Gateways and End Point Assessment.....	4
Assessment Criteria .....	5
End Point Assessment Methods.....	6
Support Materials .....	8
Apprenticeship Grading .....	8

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## Introduction and Objective

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 (EPA) supported by the training and assessment organisations.

This Apprenticeship Standard is set at Level 2. More information on the Standard can be found here:

<http://awarding.theimi.org.uk/Qualifications/Autocare-Technician>

The IMI is approved as an End Point Assessment Organisation (EPAO) for this Apprenticeship Standard. External Quality Assurer for this Standard is Ofqual (Office of Qualifications and Examinations Regulation).

## Mandatory Qualifications

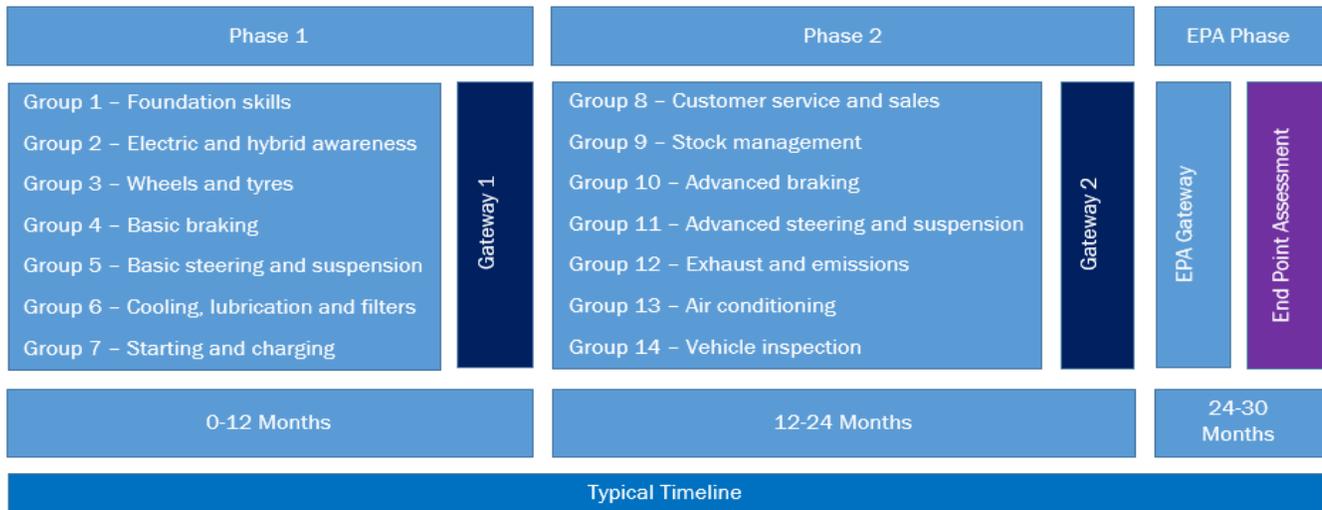
English & Maths at Level 1 (or equivalent) is required to be held by the learner prior to the EPA. They also must have attempted a Level 2 (or equivalent) exam prior to the EPA. For those with an education, health and care plan or a legacy statement the Apprenticeship's English and Maths minimum requirement is Entry Level 3. British Sign Language qualifications are an alternative to English qualifications for those who use this as their primary language.

Optional – EU regulation requires that Apprentices hold or obtain the F-Gas qualification when involved in the installation, commissioning, service, maintenance and leak testing of stationary refrigeration, air conditioning and heat pump equipment. This is optional for Autocare Technician Level 2 Apprentices.



## Apprenticeship Structure

This Apprenticeship programme is divided into 3 phases and 3 gateways and will normally be completed over 30 months, although this may be less if an Apprentice has prior learning.



### Phases, Gateways and End Point Assessment

**Phase** - A phase is the timeframe between the major assessment points or gateways (recommended not mandatory). There are three phases within the Apprenticeship Standard:

Phase 1 – From Apprenticeship start to Gateway 1

Phase 2 – Between Gateways 1 + 2

EPA Phase – Between Gateway 2 + EPA

During these phases the Apprentice will be required to keep a log of progression throughout their Apprenticeship, to evidence their journey, which must meet specific criteria identified in the employer occupational brief. This will be reviewed and assessed by the workplace mentor and training organisation before any gateway or End Point Assessment can be taken.

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

Gateway 1 – Following completion of phase 1 (recommended)

Gateway 2 – Following completion of phase 2 (recommended)

EPA Gateway – Eligibility check to enable the Apprentice to enter EPA (mandatory)

At each annual review, the Apprentice, on-programme assessor and mentor will evaluate the Apprentice's knowledge, skills and behaviours progress as delivered by the training organisation during the prior phase.



**End Point** – An End Point synoptic assessment will be carried out as the final assessment of competence. All required gateways and phase criteria will need to be met prior to the End Point Assessment.

The End Point skills and behaviour assessments will be directly observed by a qualified assessor with the addition of an Independent End Point Assessor as provided by the IMI.

## Assessment Criteria

The Assessment Criteria are grouped as shown in the table below:

Group 1	Foundation Skills
Group 2	Electric and Hybrid Vehicle Awareness
Group 3	Wheels and Tyres
Group 4	Basic Braking Systems
Group 5	Basic Steering and Suspension Systems
Group 6	Cooling, Lubrication and Filters
Group 7	Starting and Charging Systems
Group 8	Customer Service and Sales
Group 9	Stock Management
Group 10	Advanced Braking Systems
Group 11	Advanced Steering and Suspension Systems
Group 12	Exhaust and Emission Control Systems
Group 13	Air Conditioning
Group 14	Vehicle Safety Inspection

For full information please refer to the document *Assessment Plan for Autocare Standard*: that can be found here:

<http://awarding.theimi.org.uk/Qualifications/Autocare-Technician>

## End Point Assessment Methods

### Multiple Choice Knowledge Examinations

Knowledge assessments take the form of two invigilated online tests. These tests will include questions from each of the vehicle system groups that have been taught during each phase.

There are two knowledge examinations that each Apprentice has to undertake; these tests comprise of the following:

- A multiple choice examination on the requirements for the Apprenticeship Standard (60 minutes duration)
- An alternative type question examination on the requirements of the Apprenticeship Standard (45 minutes duration)

To achieve a pass the learner <b>MUST</b> achieve a pass in each section						
Test Reference	Questions/Duration	Knowledge Area	Marks Allocated	Fail	Pass	Distinction
ST0499- APO1EPA1K	50 questions 60 minutes	Health and Safety	10	0-7	8-9	10
		Commercial and Legislative	10	0-5	6-8	9-10
		Technical	30	0-17	18-26	27-30
ST0499- APO1EPA2K	20 questions 45 minutes	Health and Safety	10	0-7	8-9	10
		Commercial and Legislative	10	0-5	6-8	9-10
		Technical	30	0-17	18-26	27-30

The IMI provides and marks these online tests through its website, [www.theimi.org.uk/awarding](http://www.theimi.org.uk/awarding). In the centres section of the website, you will find an online assessment section. This section provides a demonstration assessment for Apprentices. They will require passwords from an assessor to be able to try this demonstration test.

### Practical Task Observations

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%)



## Log of Progression

The Apprentice will be required to capture and maintain a robust evidence log of progression of the knowledge, skills and behaviours that they have developed for the duration of the Apprenticeship.

There is no specific criteria given as to what should be included in the Apprentice's `log of progression`, however the IMI have developed an eLogbook if employers and Apprentices wish to choose this option.

## Log of Behaviours

At the end of each phase the Apprentice, employer and training provider will be required to undertake a review of progress and evaluation of the Apprentice's development of knowledge, skills and behaviours against the gateway targets. Neither the reviews nor the log of progression form any part of the on-programme assessment.

## Professional Discussion

At the End Point synoptic assessment, a structured professional discussion will take place between the Apprentice and their Independent End Point Assessor.

Wherever possible the Independent End Point Assessor will be the same person who conducted the observations.

The Independent End Point Assessor will ask the Apprentice questions in relation to:

- behaviours
- the period of learning, development and continuous assessment
- coverage of the Standard
- personal development and reflection
- continuous professional development
- customer interaction

The Apprentice will be informed of the requirements prior to the discussion, and will refer to any relevant work place evidence which they can provide at least 10 days in advance at the request of the Independent End Point Assessor.

Detailed assessment documentation will be provided by the assessment organisation on registration of the Apprentice.

## Note: Assessment Conditions

It can be possible for all of the above assessment to take 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 and assessment organisations
- For online knowledge exams a quiet area must be set up with internet access; shielded computer work 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 to take place
- Workshops must meet all required health and safety regulations as stated by the training organisation
- There must be a real life working environment to provide no distractions 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
- Have sufficient, clean, tidy and well maintained workspace, workshop and Apprentice facilities
- Maintain a full set of tools and resources as defined by the IMI



## Support Materials

The IMI has provided a range of practical support materials for this Standard. Please see relevant documentation here:

<http://awarding.theimi.org.uk/Qualifications/Autocare-Technician>

## Apprenticeship Grading

This Apprenticeship Standard is graded: fail/ pass/ distinction.

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.

Every assessment activity must be completed to at least pass standard to pass overall.