



INSTITUTE OF THE
MOTOR INDUSTRY

APPRENTICE GUIDANCE

For the Autocare Technician
Apprenticeship Standard

ST0499/AP01



For Office Use Only		
Issue number and date	Change detail	Section/page
Issue 3 05-10-18	Minor revision to adjust the pass and distinction boundaries for the Health & Safety questions in the knowledge test.	10
Issue 2 31-08-18	Timeframe edited on apprenticeship structure graphic.	Apprenticeship structure
Issue 1 16-08-18	Additional graphics to provide more explanation; movement of some text: no material change in content overall.	All
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Requests should be made in writing and addressed to:
IMI, Fanshaws, Brickendon, Hertford SG13 8PQ



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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. Auto-care Technicians 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 need 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 your competence in the workplace will transfer from the training provider to your employer. Formal qualifications have been removed from the apprenticeship (except where there is a statutory requirement) and replaced by certification on successful completion of the synoptic End Point Assessment (EPA).

Your employer will have primary responsibility for monitoring your progress and deciding when you are ready to be entered for the EPA. The IMI as an approved End Point Assessment Organisation (EPAO) will oversee the EPA.

This document is to be used as a guide and will provide you with an overview of what is to be expected throughout your Apprenticeship. Additional documentation has been provided for your training organisation and employer.

Who is Involved in Your Apprenticeship - Roles and Responsibilities

Mentor

- Will be allocated by the employer (this may be the same person as the employer in smaller organisations).
- Will assist with workplace training and the collection of evidence for eLogbook.
- Will assess and pass judgement on progress throughout the apprenticeship and contribute to behaviour assessments.

Employer

- Responsible for allocating a workplace mentor.
- Coordinate with the training organisation to confirm that all of the requirements to pass the various phases of the apprenticeship have been met.

Training Organisation

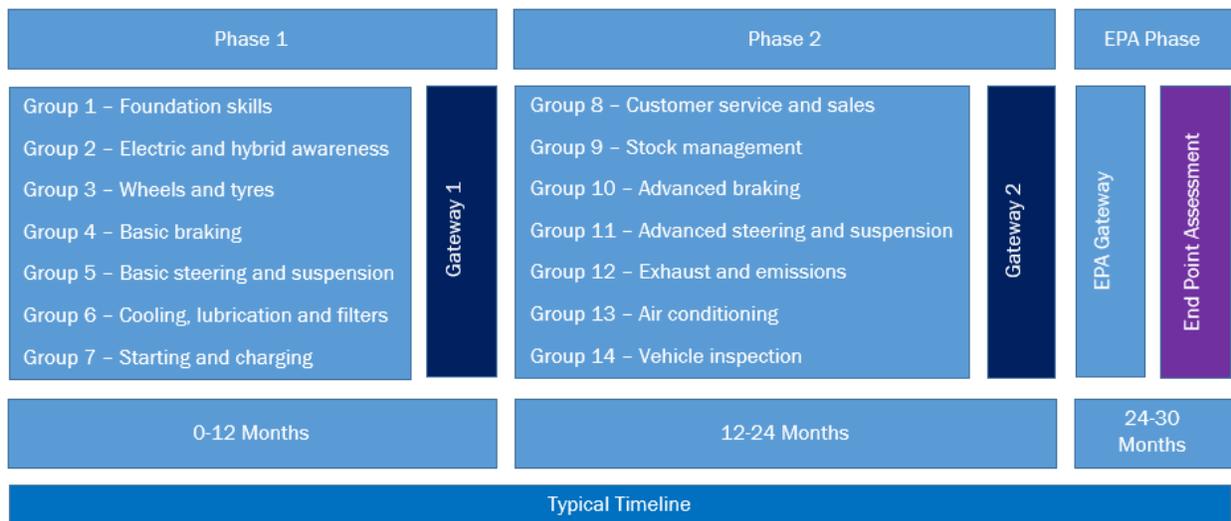
- Responsible for the coordination of the apprenticeship with employer, mentor and the IMI.
- They will provide all of the required off the job training and assessments, as outlined in the apprenticeship standard, and allocate an assessor.
- Will arrange for registration, assessment and certification of each phase of the apprenticeship.

Assessment Organisation

- The IMI provide the training organisation with all the assessment documentation, knowledge, skills and behaviour assessments.
- Will ensure that the assessment of the apprenticeship meets the standard as set out by the governing body in charge of maintaining the Apprenticeship Standard.
- Will oversee final End Point Assessments and have the final say on overall apprenticeship result and grade.

Apprenticeship Structure

Your Apprenticeship program is divided into 14 groups which will be completed typically over 30 months, although this may be less if you have evidence of prior learning.



eLogbook

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

The people responsible and the timeframes for the review of your evidence are 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 can only be viewed by the appropriate parties.

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

Soft Skills and Behaviour Assessment

The soft skills and behaviour assessment tool is provided by the IMI to score and assess you 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.

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 you will be required to store evidence in your eLogbook in order to meet specific competence criteria. This will be reviewed and assessed by your employer and training organisation before any 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 completing 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 Assessment

At each of the gateways specified earlier in this document, you will 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 your workplace (if previously agreed).

Skills Assessment Specification:

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

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. Your training organisation can provide a demonstration assessment.

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 your employer is satisfied that you have demonstrated full competence and that all criteria of the Standard has been met, you can progress to the End Point Assessment via the apprenticeship gateway, which is a decision point.

Before you can pass through the gateway (decision point) for End Point Assessment, you must have achieved:

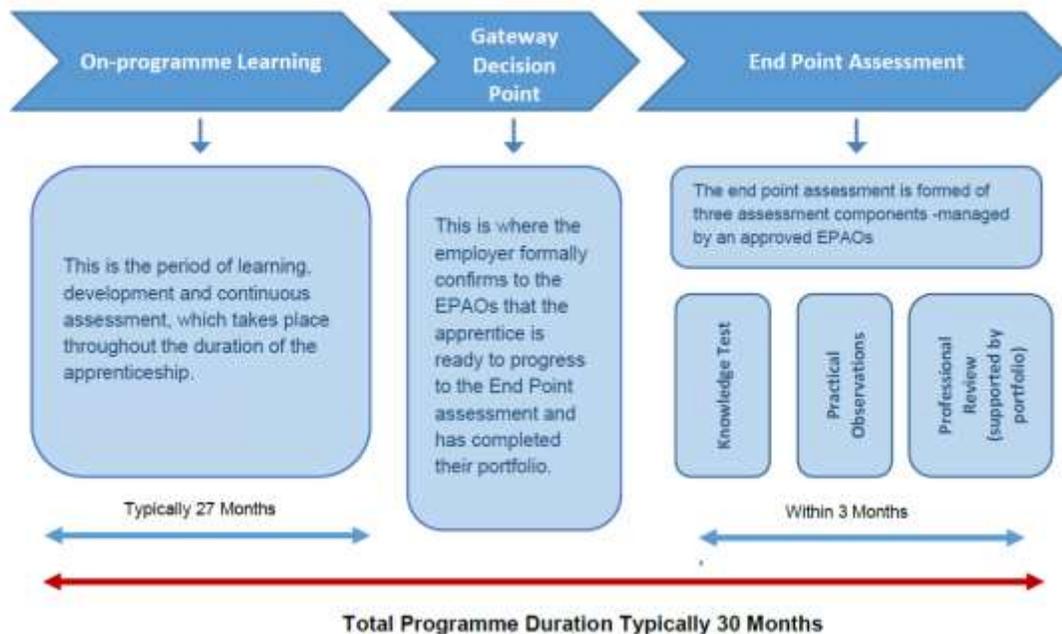
- Level 1 in English and Mathematics. If you have not already achieved Level 2 in English and Mathematics you must have taken a GCSE or Functional Skills Level 2 accepted test/examination. For those with an education, health and care plan or legacy statement the Apprenticeship's English and Maths minimum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

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.

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

Knowledge Tests

To achieve a pass the learner MUST achieve a pass in each section						
Test Reference	Questions / Duration	Knowledge Area	Marks Allocated	Fail	Pass	Distinction
ST0499-AP01EPA1K	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-AP01EPA2K	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

Skills Test

There will be a one day practical observation in a controlled environment, which is reflective of your 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 a 60 minutes structured discussion between you and the independent assessor (with a 10% time tolerance)
- Allow you to use your portfolio to exemplify performance
- Cover the knowledge, skills and behaviours defined in the Autocare Standard as outlined in Annex A
- Be taken after the knowledge test and practical observation have taken place
- Be graded as a fail/pass/distinction

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

Apprenticeship Final Grading

In order to achieve a 'distinction' grade you must successfully achieve a distinction in all three components of the End Point Assessment. In order to achieve a 'pass' grade you must successfully achieve a pass in all three components of the End Point Assessment. If you achieve a combination of pass and distinction, overall you will achieve a pass.