



AUTCARE TECHNICIAN APPRENTICESHIP STANDARD

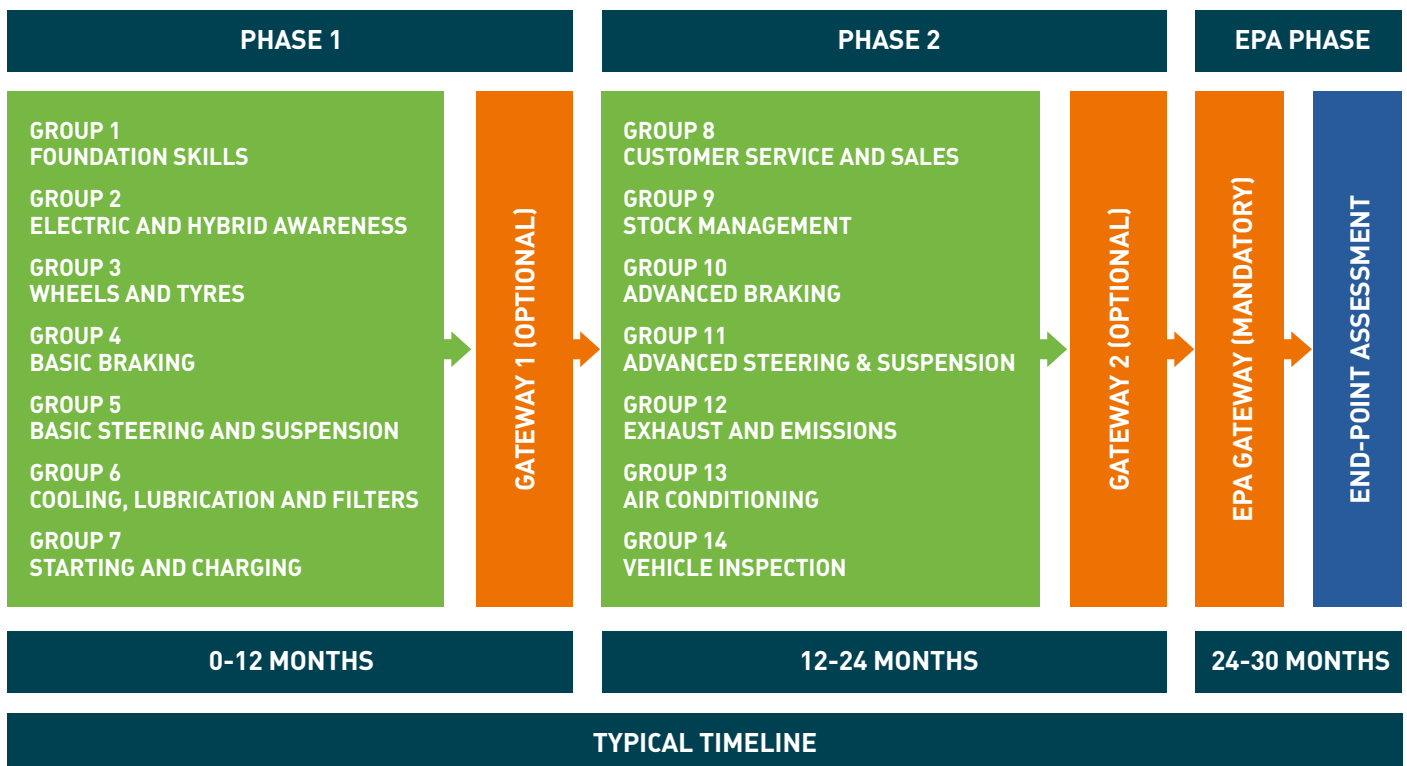
LEVEL 2 – ST0499/AP01

QUICK GUIDE

APPRENTICESHIP DURATION

Typically it is expected that it will take 30 months for the apprentice to attain the required level of competence in the workplace although it may be sooner if an individual already has significant prior training and practical experience.

APPRENTICE DEVELOPMENT JOURNEY



GROUP 1 FOUNDATION SKILLS

The apprentice will understand the key health and safety, housekeeping, tools and equipment that are to be used during their working practices and legislation relating to customers, employees and employers.

GROUP 2 ELECTRIC AND HYBRID VEHICLE AWARENESS

The apprentice will develop an awareness of the dangers and safe procedures to follow when working around electric and hybrid vehicles. The apprentice will understand features and components of electric and hybrid vehicles including key indicators to enable them to identify these vehicles.

GROUP 3 WHEELS AND TYRES

This group enables the apprentice to develop the skills, knowledge and understanding of:

- The construction and operation of light vehicle wheels and tyres
- Tyre repair legislating and techniques
- Tyre Pressure Monitoring System (TPMS) components, operation and maintenance procedures

It also covers the procedures involved in the removal and replacement of system components, recording faults and making recommendations to customers on repairs.

GROUP 4 BASIC BRAKING

Understand the construction and operation of basic hydraulic braking systems (not including electrical components or systems) and the procedures involved in carrying out hydraulic braking system maintenance, inspection and recording faults.

GROUP 5 BASIC STEERING AND SUSPENSION

Understand the construction and operation of basic steering and suspension systems (not including electrical components or systems) and the procedures involved in carrying out steering and suspension system maintenance, inspection and recording faults.

GROUP 6 COOLING, LUBRICATION AND FILTERS

Apprentices will understand the procedures involved in carrying out cooling and lubrication system inspections and maintenance. This group also covers removal and replacement of filters, recording faults and making recommendations on repairs.

GROUP 7 STARTING AND CHARGING

This group enables the apprentice to develop the skills, knowledge and understanding of electronic principles, the construction and operation of starting and charging systems and batteries. It covers the procedures involved in carrying out system inspections and maintenance. It also covers removal and replacement of components, taking electrical readings, recording faults and making recommendations on repairs.

GATEWAY 1 (OPTIONAL)

REVIEW OF LOGBOOK (REQUIREMENTS IN TRAINING SPEC)

The Mentor will review the online Logbook and confirm that the apprentice has achieved all of the requirements in Phase 1.

KNOWLEDGE TEST

- The apprentice carries out a multi choice online knowledge test that covers knowledge taught in Training Groups 1-7.
- There will be 30 questions and the apprentice will have 60 minutes to complete the test.
- The apprentice must achieve 65% in each section.

SKILLS TEST

The apprentice attends a skills assessment conducted by the Training Organisation. The assessment should be timed, during which the apprentice should:

- 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

GROUP 8 CUSTOMER SERVICE AND SALES

The apprentice will be able to demonstrate the use of different methods of communication and presenting sales packages. They will develop an understanding of how to identify customer needs and deliver effective customer service.

GROUP 9 STOCK MANAGEMENT

The apprentice will be able to demonstrate the use of stock control and ordering systems when handing a range of stock orders. They will also develop an understanding of how to identify customer needs and deliver effective customer service.

GROUP 10 ADVANCED BRAKING

The apprentice will gain an understanding of advanced braking systems and the procedures involved in carrying out system inspections and maintenance. This group will also cover removal and replacement of components, taking electrical readings, recording faults and making recommendations on repairs.

GROUP 11 ADVANCED STEERING AND SUSPENSION

This group enables the apprentice to develop the skills, knowledge and understanding of advanced steering and suspension systems including:

- Electronic steering systems
- Four wheel alignment
- Adaptive and self-levelling suspension

It covers the procedures involved in carrying out system inspections and maintenance. It also covers removal and replacement of components, recording faults and making recommendations on repairs.

GROUP 12 EXHAUST AND EMISSIONS

This group enables the apprentice to develop the skills, knowledge and understanding of exhaust and emission control systems. This will include:

- Exhaust system components
- Principles relating to fuel and combustion
- Emission control and engine management systems
- Testing vehicle emissions and interpreting the results

It also covers the procedures involved in carrying out removal and replacement of components, recording faults and making recommendations on repairs.

GROUP 13 AIR CONDITIONING

This group enables the apprentice to develop a knowledge and understanding of light vehicle air conditioning. This will include:

- F-Gas regulations
- Principles relating to air conditioning systems
- Air conditioning system components and operation

NOTE: this unit will not qualify the apprentice to work on light vehicle air conditioning systems.

GROUP 14 VEHICLE INSPECTION

This group enables the apprentice to develop the skills, knowledge and understanding required in order to effectively carry out light vehicle safety inspections. It also covers the procedures involved in recording faults and making recommendations on repairs.

GATEWAY 2 (OPTIONAL)

REVIEW OF LOGBOOK (REQUIREMENTS IN TRAINING SPEC)

The Mentor will review the online Logbook and confirm that the apprentice has achieved all of the requirements in Phase 2.

KNOWLEDGE TEST

- The apprentice carries out a multi choice online knowledge test that covers knowledge taught in Training Groups 8-14.
- There will be 30 questions and the apprentice will have 60 minutes to complete the test.
- The apprentice must achieve 65% in each section.

SKILLS TEST

The apprentice attends a skills assessment conducted by the Training Organisation. The assessment should be timed and include:

- Vehicle safety inspection
- Carry out four-wheel alignment
- Emissions related fault

READINESS FOR END-POINT ASSESSMENT GATEWAY (MANDATORY)

- English + Maths Level 1 (For those with an education, health and care plan or a legacy statement the apprenticeships English and Maths minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language)
- Review eLogbook and criteria listed in the Behaviour tool
- Attempt English + Maths Level 2
- A formal Gateway meeting between the apprentice and the employer must take place to determine the apprentices' readiness for End-Point Assessment

END-POINT ASSESSMENT

ONLINE KNOWLEDGE TEST

- Results received on day of test

SKILLS TEST

- Cannot be taken until the knowledge test has been completed
- Apprentices should be briefed during an initial 15 minute session before the start of the 5 practical tasks

PROFESSIONAL REVIEW

- The apprentice should be given at least 1 weeks' notice of the professional review date
- Results received within 21 days of completing the review

FINAL RESULT

- Within 21 days of completing the Professional Review

KNOWLEDGE ASSESSMENT

- The assessments are closed book i.e. the apprentice can't refer to reference books or materials
- The assessments will typically be carried out online and marked electronically
- EPAOs must develop 'test banks' of sufficient size to prevent predictability and review them regularly to ensure they, and the questions they contain, are fit for purpose
- Both Part A and Part B must be completed consecutively within a 2 hour period
- The knowledge requirements of the Autocare standard have been grouped into 3 categories, Health & Safety, Commercial & Legislative and Technical.

PART A

- The assessment must consist of 50 randomly generated knowledge based questions
- These will be multiple choice questions with 4 options per question
- Apprentices must have a maximum of 60 minutes to complete the assessment

PART B

- The assessment must consist of 20 alternate format questions (with no more than 10 questions of any single format permitted):
- Drag & drop
- Multi-response
- Drop-down menu
- Apprentices must have a maximum of 45 minutes to complete the test

PRACTICAL TASKS ASSESSMENT

The Skills Assessment cannot be taken until both Knowledge Assessments have been passed.

The Skills Assessment will take place at an Assessment Centre approved by the EPAO and in a controlled environment that simulates the workplace to ensure they provide an insight into the individual's competence.

Apprentices must be observed by an Independent Assessor completing a range of 5 practical observation tasks, which are specified by the EPAO and set up in advance, providing an opportunity for the apprentice to demonstrate their knowledge, skills and behaviours.

All practical tasks graded fail, pass or distinction.

The apprentice will not know in advance the activities they will be assessed upon. They will be briefed during an initial 15-minute session before the start of the five practical observation tasks, where they should be encouraged to ask questions and confirm their understanding.

The practical observation tasks reflect frequent scenarios from the apprentice's normal work activities. The structure of the practical observation should require the apprentice to demonstrate they can work safely whilst conducting inspection, removal & replacement and adjustment activities.

The skill requirements defined in the Autocare Standard have been grouped into 3 categories, Health & Safety, Commercial & Legislative and Technical to support the consistent allocation of marks, scoring and grading of practical observation tasks.

The practical tasks are as follows:

Task 1 - Vehicle Inspection (90 Minutes +10%)

Task 2 - Replacement of Components (120 Minutes +10%)

Task 3 - Replace and Repair Tyres (45 Minutes +10%)

Task 4 - Stock Procedures (45 Minutes +10%)

Task 5 - Vehicle 4-Wheel Geometry (60 Minutes +10%)

EPA PROFESSIONAL REVIEW

Undertaken after the Knowledge Assessment and Practical Tasks Assessment have taken place.

The apprentice should be given at least 1 weeks' notice of the professional review date.

Results received within 21 days of completing the review.

The Professional Review will be assessed by an Independent Assessor from an Assessment Organisation who will make the distinction/ pass/fail decision.

These will be conducted online or face to face at a location approved by the EPAO.

The review will last approximately 1 hour and the apprentice must have access to their portfolio during this time.

The review will cover the following requirements;

KNOWLEDGE

- Basic consumer legislation relevant to the occupation
- How the business works and how you contribute to the overall results, demonstrating commercial awareness
- The importance of following work place procedures and the consequences of not doing so

SKILL

- Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping
- Deal with and resolve low-level customer complaints

BEHAVIOUR

- Act in a manner that promotes the professional image of the automotive sector
- Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/concerns
- Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience
- 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
- Commit to learning to improve your own performance and that of the business. Work in an organised way to ensure work is carried out in an effective and efficient manner

FRAMEWORKS VS STANDARDS - ROLES AND RESPONSIBILITIES

FRAMEWORKS

Frameworks include the completion of knowledge and competence based qualification through a quality assured training provision.

THE APPRENTICE

- Attend off-the-job training by the provider
- Visited by the provider in the workplace

THE TRAINING PROVIDER

- Deliver a structured off the job training programme
- Visit the Apprentice in the work place
- Provide coaching and support in the workplace

THE EMPLOYER

- Allocate a mentor to support the Apprentice

STANDARDS

New standards typically focus on a number of gateways and an End-Point Assessment with an approved assessment organisation.

THE APPRENTICE

- Attend off-the-job training by the provider
- Visited by the provider in the work place
- Compile evidence of tasks completed in the workplace
- Undertake annual behavioural assessments and gateway tests
- Complete an End-Point Assessment

THE TRAINING PROVIDER

- Deliver a structured off the job training programme
- Provide gateway assessments
- Typically host the End-Point Assessment
- Provide support in the workplace, for the employer and Apprentice
- Contribute to the annual behavioural assessments of the Apprentice

THE EMPLOYER

- Allocate a mentor to coach and support the Apprentice
- Review progress and readiness for End-Point Assessment
- Contribute to the annual behavioural assessments of the Apprentice

STAY CONNECTED



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