



MOTOR VEHICLE SERVICE AND MAINTENANCE TECHNICIAN (LIGHT VEHICLE) APPRENTICESHIP STANDARD

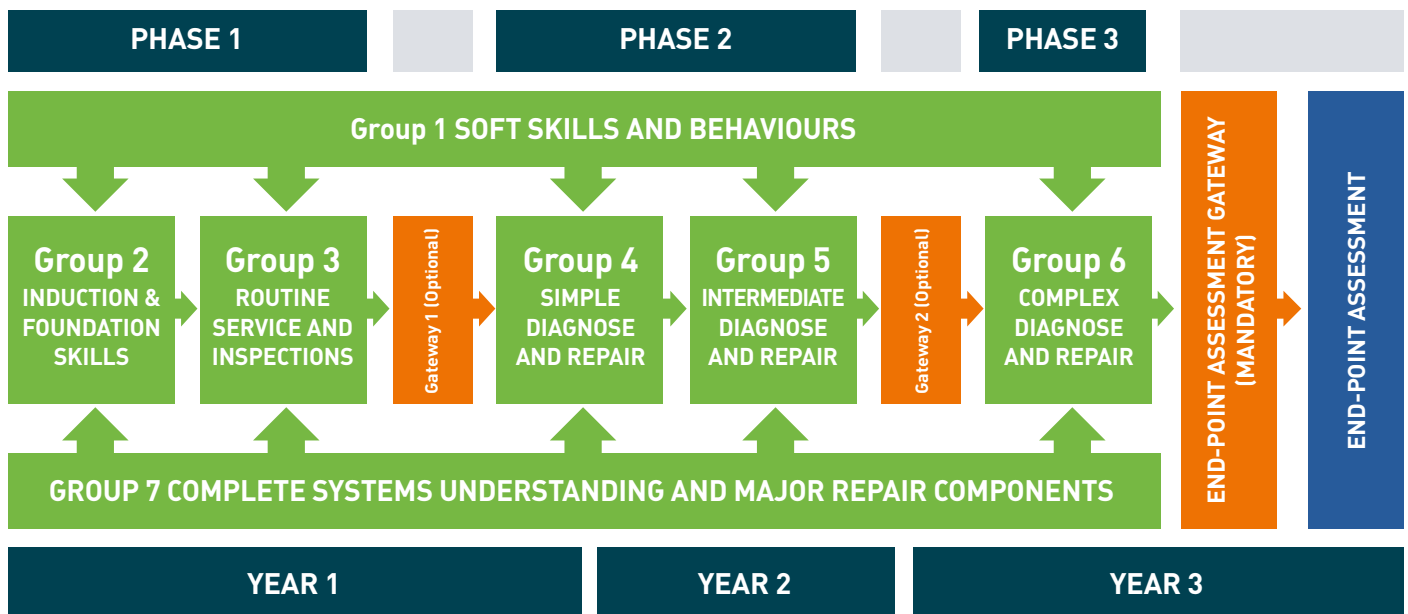
LEVEL 3 - ST0033/AP03

QUICK GUIDE

APPRENTICESHIP DURATION

It is expected that it will typically take three years for the apprentice to attain the required level of competence in the workplace, although it may be less if the individual already has significant training and practical experience.

APPRENTICE DEVELOPMENT JOURNEY



GROUP 1 SOFT SKILLS AND BEHAVIOURS

Communicate effectively, behave in accordance with the values of the company, work as an effective team member, constantly learn and demonstrate commercial awareness.

GROUP 2 INDUCTION AND FOUNDATION SKILLS

This is the initial stage of the apprenticeship; it is designed to get the apprentice to the point where they can assist others to complete simple, process driven tasks in the workshop, gaining experience and learning while contributing to the productivity of others.

GROUP 3 ROUTINE SERVICES AND INSPECTIONS

On completion of this group the apprentice should be able to complete a good range of routine services. They will not be expected to do some of the more complex tasks found on large services such as timing belt change. They should be able to identify the difference between good and possible faulty components but, at this stage, they will not be expected to make any decisions on whether a component is serviceable or if any future action is to be taken.

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.

BEHAVIOUR ASSESSMENT

- The Employer and Training Provider will score the apprentice against the Soft Skills and Behaviour framework.
- Two points will be awarded if the apprentice has achieved the Quality and three points if they have achieved a Distinction in the particular Quality.
- There is no requirement to achieve every quality. The apprentice should score a minimum of 50% in Working Together & Building Trust and consider the areas where they have scored zero and use this to drive improvement.

KNOWLEDGE TEST

- The apprentice carries out a multi choice online knowledge test that covers knowledge taught in Training Groups 2 & 3.
- There will be 40 questions and apprentice will have 60 minutes to complete the test.
- The apprentice must achieve 60% 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:

- Carry out a Vehicle Inspection. (Tick sheets are to be provided)
 - 10 faults are to be set up on the vehicle.
- Carry out task(s) that include:
 - Extracting seized and broken bolts.
 - Drilling, cutting, filing, tapping, riveting, joining metals and plastics.

GROUP 4 SIMPLE DIAGNOSIS AND REPAIR

At this stage the apprentice will be able to identify obvious broken or heavily worn components and will refer all other diagnoses to their mentor. Repair will be limited to removing and replacing components that are easy to access and require limited skill.

GROUP 5 INTERMEDIATE DIAGNOSIS AND REPAIR

On completion of this group the apprentice should be able to complete a good range of routine services. They will not be expected to do some of the more complex tasks found on large services such as timing belt change. They should be able to identify the difference between good and possible faulty components but, at this stage, they will not be expected to make any decisions on whether a component is serviceable or if any future action is to be taken.

GATEWAY 2 (OPTIONAL)

REVIEW OF LOGBOOK (REQUIREMENTS IN TRAINING SPEC)

The Mentor will review the online Logbook and confirm that the apprentice can consistently:

- Complete repairs that involve two phase removal and replacement or removal of other components to access the repair.
- Identify causes of common faults associated with two phase removal and replacement and recommend suitable further actions.

BEHAVIOUR ASSESSMENT

- The Employer and Training Provider will score the apprentice against the Soft Skills and Behaviour framework.
- Two points will be awarded if the apprentice has achieved the Quality and three points if they have achieved a Distinction.
- There is no requirement to achieve every quality. The apprentice should score a minimum of 50% in Working Together & Building Trust and 33% in the other three sections.
- They should also consider the areas where they have scored zero and use this to drive improvement.

KNOWLEDGE TEST

- The apprentice carries out a multi choice online knowledge test that covers knowledge taught in Training Groups 4 & 5.
- There will be 50 questions and apprentice will have 90 minutes to complete the test.
- The apprentice must achieve 60% 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 complete:

1 test from each of these sections (3 hours minimum):

- Braking Systems Hydraulic
- Basic Electrical
- Computer Based Test Equipment
- Engine Mechanical

GROUP 6 COMPLEX DIAGNOSIS AND REPAIR

At this stage the apprentice will be able to diagnose faults that involve in depth investigation. They will be able to fully follow logical fault finding processes and make decisions based on test results narrowing down to the root cause. They will have gained experience and transferable skills to complete most repairs found on vehicle systems.

GROUP 7 COMPLETE SYSTEMS UNDERSTANDING AND REPAIR MAJOR COMPONENTS

At this stage, in addition to being able to complete most repairs, they will have the skills and knowledge to strip and rebuild major components but may not have gained enough experience to be competent at this.

END-POINT ASSESSMENT GATEWAY (MANDATORY)

- English + maths L2
- F-Gas
- eLogbook – from last 18 months of their training
 - A service or inspection where faults have been found
 - Four repairs, from different systems, that involve complex diagnosis and repair
- How the apprentice has achieved each of the Criteria listed in the Behaviours

END-POINT ASSESSMENT

ONLINE KNOWLEDGE TEST

- Results received on day of test

SKILLS TEST

- Cannot be taken until the knowledge test has been passed
- Results received within 21 days of completing the test

PROFESSIONAL DISCUSSION

- Must take place within 1 week of the completion of the skills test
- Results received within 21 days of completing the discussion

FINAL RESULT

- Within 21 days of completing the Professional Discussion

KNOWLEDGE TEST 1

- Groups 2 –5
- The test must consist of 40 randomly generated knowledge based questions
- There will be a range of question types:
 - Multi choice from 4 items
 - Drag and drop 4 items
 - Drag and drop 5 items
 - Ordering of 4 items
 - Ordering of 5 items
- Apprentices must have a maximum of 45 minutes to complete the test
- The test is closed book i.e. the apprentice can not refer to reference books or materials
- The tests will be carried out online and marked electronically
- An Invigilation Log, provided by the End-Point assessment organisation, showing attendance and seating plan should be kept for one year
- EPAOs must develop questions, in consultation with representative employers
- 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

30 minute break mandatory between tests

KNOWLEDGE TEST 2

Test 2 will follow Test 1 with a break of at least 30 minutes between tests.
50% of the questions covering Group 6 and 50% covering Group 7 (see Annex A)

- The test must consist of 60 randomly generated knowledge based questions
- There will be a range of question types:
 - Multi choice from 4 items
 - Drag and drop 4 items
 - Drag and drop 5 items

PRACTICAL TASKS ASSESSMENT

The Skills Test cannot be taken until both Knowledge Tests have been passed.

The Skills Test 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 4 to 6 tasks, depending on the tasks, that include at least all requirements from Skill Set A and 1 from each of Skill Sets B, C, D, E, F, G, H, I:

All practical tasks graded fail, pass or distinction

For each task learner will be expected to:

- Ask questions to determine the exact fault
- Explain any health and safety risks involved in the particular system
- Carry out inspection, tests and measurements as appropriate to identify the repairs that need carrying out
- Obtain relevant data
- Present verbally what is involved with the repair and list the replacement parts involved
- Obtain repair procedures
- Carry out the repair
- Present the repaired 'vehicle' and explain further action that may be required following on from the repair
- Complete a job card

Independent Assessor must ask open questions about each of the following to determine:

- 1 question about the health and safety risks relevant to the task
- 1 question about the possible risks of damage to the vehicle
- 2 questions about knowledge of the vehicle systems relevant to the task
- 1 extended answer about the knowledge of the vehicle system associated with the task

At the workstation there will be:

- Data sheets for the vehicle system plus 2 distractors (e.g. data sheets for similar vehicles)
- Repair procedures for the vehicle plus 2 distractors (e.g. data sheets for similar vehicles)
- Written and verbal instructions on what they are expected to complete and the time expected to complete it in

The time allowed for each should be 110% of manufacturer's repair time plus estimated Diagnostic time.

The task will be stopped if the apprentice goes over the allowed time.

The tasks given should have a total manufacturer's repair time including estimated diagnostic time of a minimum of 9½ hours and not more than 10½ hours.

This should be completed over two consecutive days to allow for breaks between observations, rotation of apprentices and setting up of tasks.

To relieve some of the pressure on setting up times, the same series of tasks can be repeated for up to 21 days.

EPAOs should ensure that there is a sufficient variety of tasks available to reduce predictability so that apprentices taking the test at the end of the series are not given an advantage over those taking the test at the beginning of the series.

The results of the Skills Test should be given to the candidate within 21 days of the assessment.

EPA PROFESSIONAL DISCUSSION

- Must take place within 1 week of the completion of the skills test
- Result received within 21 days of completing the discussion

The Professional Discussion 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 discussion will last approximately 1 hour and will be in two parts: Part 1 lasting approximately 20 minutes, +/- 5 minutes and Part 2 lasting approximately 40 minutes, +/-5 minutes.

The Independent Assessor will review the Logbook which will then form the basis of the Professional Discussion.

PART 1

Will determine how well the apprentice achieved the four behaviour elements:

- Working Together & Building Trust
- Customer Experience & Communication
- Making it Happen & Commercial Awareness
- Learn to Learn & Striving for Excellence

PART 2

Will determine the apprentice's knowledge and understanding involved in carrying out the vehicle inspection and one of the four repairs chosen at random:

- Details of fault presented to the apprentice
- Health, safety and legal implications of the diagnosis and repairs
- Knowledge and understanding of the system(s) involved
- Possible actions that the apprentice could have chosen
- Strengths and weaknesses of each action
- Diagnostic and repair actions they carried out
- Why they chose the particular route that they followed

FINAL RESULT

- Within 21 days of completing the Professional Discussion ST0033/AP03

LOGBOOK REQUIREMENTS

The Logbook shall be submitted to the EPA Organisation at the End-Point Assessment Gateway

The logbook should contain evidence of:

- A service or inspection where faults have been found
- Four repairs, from different systems, that involve complex (procedure involves a range of skills that need to be carried out in a specific methodical order) diagnosis and repair; How the apprentice has achieved each of the Criteria listed in the Behaviours (see Annex B)
- Grading Criteria: Assessment Method 3: Professional Discussion Part 1)

The evidence can be of any form the apprentice chooses, including:

- Job Cards
- Technicians Reports
- Written accounts
- Witness testimonies
- Images
- Short clips of voice recordings or videos (the apprentice will be responsible for supply this in a suitable format previously agreed with the Assessment Organisation)
- Repair manuals/specifications

The evidence will be used as a basis of the Professional Discussion and must be sufficient to show how each of the criteria have been met in Annex B- Grading Criteria: Assessment Method 3 Parts 1 and 2.

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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