TRAINING ORGANISATION GUIDANCE:

For the Automotive Retail Motor Vehicle Service and Maintenance Technician – Light Vehicle

© 2017 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
Introduction

Employers have designed the new apprenticeship Standard for technicians who service and repair light vehicles (cars, vans, pick-ups, sports utility vehicles, etc.) Technicians work in dealerships that focus on specific brand(s) or for independent garages that maintain and repair all makes of vehicles.

Approximately 4,000 learners graduate from light-vehicle programmes every year. There are more than 25,000 vehicle workshops managed by companies that range from multi-million pound trans-national dealer groups through to an owner-manager employing a handful of people.

In addition to the above complexities, there are several different training models that include residential block-release programmes devised and operated by global vehicle manufacturers and day-release courses provided by local colleges and training providers.

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

All formal qualifications, other than those where there is a statutory requirement, have been removed in order that the qualification valued above all else is the achievement of the Certificate. This presents significant risks, which are addressed in the new assessment approach.

This document is to be used as a reference guide when setting up a Training Organisation for the delivery and assessment of this Apprenticeship Standard.
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.

In some cases for smaller businesses, the employer and the work place mentor may be the same person.

The employer will coordinate with the Training Organisation for final sign off of all major assessment points (gateways).

Workplace Mentor

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

*Pass* – Learner is on target and can continue to the next stage

*Referred* – Learner is not on target but with support can get back on track. Apprentice moves on to the next stage but is reassessed in the areas they have failed on.

*Fail* – If the learner continues they may not be able to reach the standard required for the end point assessment so will need to retake the training again.

Gateway 1

- Review the online Logbook and confirm that the learner has achieved all of the requirements in Phase 1
- Supported by the Training Provider, review the results from the Behaviour Assessment, Knowledge Test and Skills Test and decide on pass / refer / fail*

Gateway 2

- Review the online Logbook and confirm that the learner has achieved all of the requirements in Phase 2
- Supported by the Training Provider, review the results from the Behaviour Assessment, Knowledge Test and Skills Test and decide on pass / refer / fail*

End point

- Review the online Logbook and confirm that the learner has achieved all of the requirements in Phase 3 to enable the apprentice to undertake the end point / synoptic test.
Training Organisation

The Training Organisation must ensure that they are set up to deliver and where required assess the learner. 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 the new 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 new Apprenticeship Standard you wish to deliver, ensure that your organisation is registered and approved for each Apprenticeship Standard it wishes to deliver.

Prior to start
- Identify a suitable workplace mentor who is in a position to make a judgement on the learner’s progress and brief them on their responsibilities
- Register the apprentice with an Assessment Organisation

Gateway 1
- Employer and Training Provider will score the apprentice against the Soft Skills and Behaviour framework
- Facilitate the required skills and knowledge assessments
- Support the Mentor to review the results from the Behaviour Assessment, Knowledge Test and Skills Test and decide on pass/ refer/ fail*

Gateway 2
- Employer and Training Provider will score the learner against the Soft Skills and Behaviour framework
- Facilitate the required skills and knowledge assessments
- Support the Mentor to review the results from the Behaviour Assessment, Knowledge Test and Skills Test and decide on pass/ refer/ fail*

End point
- Employer and Training Provider will score the learner against the Soft Skills and Behaviour framework
- Facilitate the knowledge and skills assessment which is 100% observed by the Assessment Organisation.
Assessment Organisation

The Assessment Organisation must be registered on the published ‘register of Assessment Organisations’ which can be found using this link: https://www.gov.uk/government/publications/register-of-apprentice-assessment-organisations

The Assessment Organisation must ensure 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 and assessment documentation and processes. Information on this can be found within this document and should be used by Training Organisations as guidance for centre set up, assessment and quality assurance processes. In addition to ensuring Training Organisation compliance the Assessment Organisation is also responsible for the following:

Publications

- Publish, at least 12 months before the assessment the tooling and resources required, a list of resources and tools to be kept by at an Assessment Centre.
- Establish, maintain and publish a written procedure for the investigation and actions to take in the event of suspected or alleged malpractice or maladministration.
- Publish the number of Assessment Centres.
- Publish the number of assessments that have taken place.
- Publish the percentage of apprentice that Gain Distinction, Pass and Fail.
- Publish the average number of waiting days before the 2 day Skills Test can take place.

Quality Assurance

- Complete an annual internal verification plan based on a risk assessment of the organisation.
- Take all reasonable steps to avoid any part of the assessment of an apprentice being undertaken by any person who has a personal interest in the result of the assessment.
- Do not restrict a sub-contractor to using a particular make of equipment or product.
- Only test the candidate on the requirements of the published standard and assessment plan. Where a manufacturer or training provider requests additional content to cover specific systems or procedures the marking scheme must allow a candidate to pass the apprenticeship assessment even if they do not pass the additional requirements.
- Carry out independent reviews, on a sample basis, of the Training Organisation assessment processes at Gateways 1 & 2 to ensure quality and enable comparisons of outcomes across the sector.

End Point Assessment

- Supply Independent Technical Observers who have:
  - an understanding of the sector and the assessment requirements for this Standard, together with the expertise to administer the Assessment Tools required.
  - the capability to deliver assessments at the scale and with the levels of service required, giving confidence that this is a strategic part of their business.
  - technical/occupational competence at or above the Apprenticeship Standard for Motor Vehicle Service and Maintenance Technician (Light Vehicle).

* Pass – Learner is on target and can continue to the next stage

* Referred – Learner is not on target but with support can get back on track. Learner moves on to the next stage but is reassessed in the areas they have failed on.

* Fail – If the learner continues they may not be able to reach the standard required for the end test so will need to retake the training again.
Training Organisation Guidance

- A programme of ongoing CPD to provide 30 hours of work experience or technical/qualification related CPD within a 12 month period for each assessor.

- Review the final year of the apprentice’s logbook.
- Independently invigilate to the end point knowledge test which can be administered in the Training Organisation’s facility.
- Independently observe the skills tests – Independent Technical Observer to recommend pass or fail.
- Make a holistic assessment of each apprentice’s performance based on the evidence produced by the four elements of the synoptic assessment.
  - E- Log book
  - Behaviour and Soft Skills Assessment
  - Knowledge Test
  - Skills Test

Training Organisation Centre Requirements

In order to use the IMI assessments for this new 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](http://awarding.theimi.org.uk/Centres/Become-a-Centre)

Assessor Requirements and Ratios

The requirements as outlined by the governing body for assessors are:

- an understanding of the sector and the assessment requirements for the Standard.
- the expertise to operate and administer the Assessment Tools required.
- technical/occupational competence at or above the Apprenticeship Standard for Motor Vehicle Service and Maintenance Technician (Light Vehicle).
- completed Programme of ongoing CPD to provide 30 hours of work experience or technical/qualification related CPD within a 12 month period.

The approved ratio of assessor to apprentices when carrying out skills assessments is 3:1.

The approved ratio of invigilator to apprentices when carrying out knowledge assessments is 15:1

The approved ratio of Independent Technical Observers to assessors is 3:1
Registration, Certification, Booking Assessments (including IMI packages)

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

As an approved centre/Training Organisation you will have access via this link:

In order to access the online system you will need:

- IMI PIN number
- password
- centre number
- a valid email address

Available registration packages

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 a learner has been registered. It is the responsibility of the Training Organisation to ensure sufficient evidence has been gathered and reviewed before learner may proceed from gateway 1 to gateway 2.

End Point Assessment
The online test for the end point synoptic assessment will be available if the learner is registered on either registration option 2 or 3. It is the responsibility of the Training Organisation to ensure sufficient evidence has been gathered and reviewed before learner may proceed from Gateway 2 to End Point Assessment.

Practical assessments for the end point synoptic assessment will be released to the Training Organisation 3 weeks prior to the booked assessment days. The method for booking an independent technical observer is outlined within the IMI online portal.

Apprentice assessment referral
In the event of a learner being referred as part of Gateways 1 + 2 the following applies:

- Skills tests can be retaken as required without additional charge from the Assessment Organisation
- Online assessments can be retaken once without additional charge from the Assessment Organisation

In the event of a learner being referred as part of the knowledge or skills tests for the end point synoptic assessment, the following applies:

- Skills tests can be retaken but there will be an additional charge from the Assessment Organisation for the attendance of an Independent Technical Observer
- Knowledge assessment can be retaken although there will be an additional charge from the Assessment Organisation for the attendance of an Independent invigilator

Behaviour and Soft skills assessment
Access to this system for the purpose of the pilot will be via email request. You will need to send your centre and assessor details to this address Trailblazers@theimi.org.uk with in the title. Further information on the assessment tool can be found within this document.

Online Knowledge Test Access and Invigilation
As an approved IMI centre you will be in possession of all guidance relating to inline testing, centre requirements and invigilation.
Should you require any further information, brief guidance documents will be placed onto the secure are 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 with your EQA should you require any further information.

Mandatory Qualifications

**F-Gas**

All learners are required to obtain the F-Gas qualification in line with the EU regulation, in order to achieve this Apprenticeship Standard.

**Functional Skills**

Learners who start this New Apprenticeship Standard without English and maths at GCSE Grade C or above (or Functional Skills Level 2) must ensure that they achieve this standard before submitting the learner for the End Point Assessment.

**Note:** Registration and certification of these 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](http://awarding.theimi.org.uk/Centres/Fees-and-Charges)
This apprenticeship program is divided into 7 groups of which will be completed typically over 3 years, although this may be less if an learner has evidence of prior learning.

The image above shows the structure of the apprenticeship programme and further information on each group is listed below. Gateways and phases are explained in more detail in the following pages.

**Group 1** - This group sets out the soft skills and behaviours and provides the framework that will provide the basis for the approach to assessment.

**Group 2** - Assist others to complete simple, process driven tasks in the workshop, gaining experience and learning while contributing to the productivity of others.

**Group 3** – Complete a good range of routine services and identify the difference between good and possible faulty components.

**Group 4** - 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.

**Group 5** - carry out more complex tasks in the workshop and using logic to carry out diagnostic techniques. They will also have gained further experience to make recommendations to their mentor on serviceability of components.

**Group 6** - Diagnose faults that involve in depth investigation and be able to fully follow logical fault finding processes and make decisions based on test results narrowing down to the root cause. Have gained experience and transferable skills to complete most repairs found on vehicle systems.

**Group 7** - Have the skills and knowledge to strip and rebuild major components In addition to being able to complete most repairs.
Phases, Gateways and End Point Assessment

**Phase** - A phase is the timeframe between the major assessment points or Gateways. There are three phases within the apprenticeship standard:

- Phase 1 – From apprenticeship start to Gateway 1
- Phase 2 – Between Gateways 1 + 2
- Phase 3 – Between Gateway 2 and End Point Assessment

During these phases the learner will be required to store evidence in their E-log book in order to meet specific competence criteria. 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. There are two gateways within this apprenticeship standard:

- Gateway 1 – Following completing of phase 1
- Gateway 2 – Following completion of phase 2

Assessments will be carried out on knowledge, skills and behaviour and soft skills 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 have been assessed and passed prior to End Point Assessment.

The End Point skills and behaviour assessments will be directly observed by an Assessor with the addition of an Independent Technical Observer as provided by the Awarding Organisation.

The overall grading will be overseen and assigned by the Awarding Organisation with the assistance and input of the Training Organisation and your employer.

**Note:**

It can be possible for all of the above assessment to be taken place within the learner’s place of work however to 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 quite area must be set up with internet access and shielded computer stations must be available if more than one apprentice is taking and 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 provide 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 remove from their assessment activities to assist another member of staff.
- Have sufficient, clean, tidy and well maintained workspace, workshop and candidate facilities
- Maintain a full set of tools and resources as defined by the Assessment Organisation
Assessment methods

Gateway Skills and Knowledge Tests

At each of the gateways specified earlier in this document the learner will undertake set assessments to ensure competence and readiness to progress onto the next stage of the apprenticeship. The skills assessments will be carried out at either the training provider premises or in the workplace (please see criteria on previous page) by an assessor allocated by the Training Organisation.

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

IMI provides and marks these online tests through its website, 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 try this demonstration test.

E-log Book

The learner will be required to maintain a log book that captures robust evidence of progress for the duration of the apprenticeship.

It is required that this is in electronic form and will be viewable by the learner, workplace mentor, employer and Training Organisation.

Information on how to use this the E-log book can be found later on within this document.

Behaviours and Soft Skills

At the end of each phase each learner will be required to take an assessment. This will enable the learner and yourself to score them against a list of criteria within the behaviours and soft skills framework.

Workplace mentors and Training Organisation will each complete the same review and a score will be calculated that will contribute the Gateway assessments and overall apprenticeship grade.

Information on how to use this assessment can be found later on within this document.
Assessment Requirements Overview

**E-Log Book Evidence**
- Contribute to the maintenance of a safe and efficient workshop and adheres to business processes.
- Carry out fundamental tasks associated with removal and replacement procedures on a vehicle.

**Skills Assessment**
- Carry out a Vehicle Inspection.
- Carry out task(s) that include:
  - Extracting seized and broken bolts.
  - Drilling, cutting, filing, tapping, riveting, joining metals and plastics.

**Knowledge Test**
Groups 1-3

**Behaviours and Soft Skills Assessment**

**Gateway 1**

**E-Log Book Evidence**
Four repairs from different systems, that involve two phase removal and replacement or removal of other components to access the repair.

**Skills Assessment**
Skills task(s) that have a total manufacturer’s repair time of a minimum of 3 hours and involve diagnosing simple faults and, two phase removal and replacement or removal of other components to access the repair
Professional discussion about one of the four tasks from the E-Log book

**Knowledge Test**
Groups 4-5

**Behaviours and Soft Skills Assessment**

**Gateway 2**
In depth assessment documentation can be found in the download section on the Apprenticeship Standard website. You will need your IMI Pin and password to access these documents.
E-Log Book Instructions

The E-Log book is a tool which is provided by the Assessment Organisation 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 Assessment Organisation will set up access within the E-Log book to ensure assessments and personal information is only viewed by the appropriate parties.

Further tutorials and sample evidence can be found online within the E-Log book system and in addition to information provided within this document. Links will be provided on registration to E-Learning material.

Soft Skills and Behaviour Assessment tool Instructions

The soft skills and behaviour assessment tool is provided by the Assessment Organisation to score and assess the learner against the soft skills assessment criteria as outlined in group 1. This forms a key part of the Gateway and End Point Assessments and is required to be completed in order for the learner to progress through their apprenticeship.

Responsibilities for completion and review of this assessment are outlined in the “roles and responsibilities” section of this document.

Apprenticeship Grading

The assessor will review the evidence within the log book and the results of the online behaviour assessment and grade the learner fail, pass (65 per cent) or distinction (85 per cent).

All learners must achieve a 65 per cent pass in the knowledge tests.

All learners will be assessed pass or fail in the practical skills tests.
Recognition of Prior Learning

Learners that have previously completed a Framework 1 Level 2 Apprenticeship will automatically be exempt from completing Gateways 1 and 2. However, they will still be required to complete the E-Logbook, and complete the Behaviours assessments at Gateway 3.

Learners that have previously completed a Level 2 Diploma in Light Vehicle Maintenance and Repair Principles (IMIAL 500/9818/4) will automatically be exempt from completing Gateway 1 Knowledge and Skills tests.

No other accreditations of prior learning will apply.

Professional discussion

Example documentation and guidance will be provided for Training Organisations to support the professional discussions at Gateway 2 and End Point assessment.