Lincoln
Newark
Gainsborough

Standard level

3

MOTOR VEHICLE SERVICE AND MAINTENANCE TECHNICIAN (LIGHT VEHICLE) ST0033 STANDARD

Duration: 36months **Max Funding:** £18000

Entry requirements:

Because of the technical nature of the course, Lincoln College are only accepting candidates with a minimum grade 4 or C in English and Maths or who can demonstrate an ability to achieve this standard. Candidates are expected to have some practical aptitude and an ability to demonstrate a capacity for mechanical reasoning and the potential to research, analyse and solve problems. Candidates will be able to work in a team and care about delivering excellent service – both internally and externally to colleagues and customers.

How we deliver

Normally one day per week at Lincoln College for the duration, which contributes towards the mandated 20% Off-The-Job Training required. This will include workshop practice, theory sessions, work based assignments, industry visits and onsite mentoring facilitated by our dedicated automotive team.

Standard Overview

A Motor Vehicle Service and Maintenance Technician services and repairs light vehicles such as cars and vans and works either in dealerships which focus on a particular manufacturer, or in an independent garage which deals with many different makes of vehicles. In a large dealership the Technician will typically report to the Workshop Controller, who in turn reports to the Aftersales Manager and liaises with the Service Reception. In smaller garages the Technician will report directly to the owner or Garage Manager.

The technician must be able to work independently but also operate as an effective team member and have good customer handling skills.

They will understand how their workshop and the dealership/garage functions from a commercial perspective and identify ways in which they can work more efficiently. Technicians working in large dealerships work with other departments, for example carrying out work for the Sales Department and ordering parts from the Parts Department, whereas apprentices in smaller independent garages may be called upon to carry out some of the function of the other departments themselves, for example managing their own delivery of parts.

The technician will work on all the systems found within the vehicle. The day-to-day work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. The tasks faced are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques. The growing complexity of today's vehicles, and the pressure to deliver a high-quality customer experience, requires the retail automotive sector to attract and train high calibre individuals and this is reflected in the elements of the Standard.

END POINT ASSESSMENT

On completion of the on-programme learning, the apprentice will undertake an End Point Assessment to confirm competency of knowledge, skills and behaviours embedded within this standard. This can only take place when all three parties; employer, provider and apprentice, confirm candidate readiness at a gateway meeting. The end point assessment is independent and can be carried out at a designated assessment centre or the employer's premises. The process comprises of two on screen theory tests, 4 to 6 practical observations and a professional discussion. The purpose is to confirm that the apprentice is fully competent and can work safely as a Motor Vehicle Service and Maintenance Technician.

Qualifications

Before the Standard is met, all apprentices must hold a certificate that meets the EU's 2014 F-gas regulation. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end point assessment. This standard has been designed to be recognised by relevant Professional Engineering Institutions and successful apprentices can apply for the appropriate level of professional registration (EngTech).

Knowledge and Skills

THE TECHNICIAN WILL DEMONSTRATE A KNOWLEDGE AND UNDERSTANDING OF THE FOLLOWING:
How vehicle service and repair is impacted by legislative, regulatory and ethical requirements, including health and safety law and environmental procedures
The structure of the industry and how the business works from an operational perspective, business targets and the systems and processes that make up the efficient running of a business
How to develop positive working relationships and communicate effectively and how to carry out self-evaluation and improve own performance
The procedures for the maintenance of tools and the workshop
Routine servicing and inspection procedures
Steering and suspension geometries, electrical circuit requirements and calculations
Construction and operation of vehicle components and systems
Common fault types, causes and effects of different types of faults
The implications and legal requirements of fitting accessories and carrying out vehicle modifications
How to diagnose faults using suitable fault finding strategies
Construction and operation of advanced electrical, braking and suspension systems, engine and transmission systems and engine and gear calculations
Vehicle emissions and legal requirements
Alternative fuels and hybrid and electric systems

The competency to achieve the following skills in the workplace:

- Contribute to the maintenance of a safe and efficient workshop
- Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage
- Carry out fundamental tasks associated with removal and replacement procedures on a vehicle
- Obtain diagnostic and repair information
- Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability
- Use a range of diagnostic equipment
- Follow recognised diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults
- Report faults using company procedures and recommend suitable further actions
- Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in depth knowledge
- Test the function of repaired and fitted components
- Adhere to business processes and complete documentation following workplace procedures
- Use ICT to create emails, word-process documents and carry out web based searches
- Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer

Required behaviours in the workplace:

- Take responsibility when required and be honest and accountable when things don't go as planned
- Operate as an effective team member
- Behave in accordance with the values of the company and treat colleagues and customers with respect and courtesy
- Build effective relationships with colleagues and customers
- Gain trust and pay attention to colleagues and customers concerns and needs
- Communicate effectively on a range of topics and with all sorts of different people
- Deliver excellent results and achieve challenging goals
- Contribute to problem solving discussions and enjoy finding solutions to own and other people's problems
- Suggest ways to make the business more efficient and contribute to its commercial growth
- Constantly learn in order to improve own performance and that of the business
- Share knowledge and skills
- Demonstrate a passion for engineering