

# MOTOR VEHICLE SERVICE AND MAINTENANCE TECHNICIAN APPRENTICESHIP STANDARD

**Standard Code ST0033**  
**Course Level 3**  
**Day Release**  
**Location: Lincoln**  
**Funding Level £15000**  
**Duration 36mths including EPA**

## *Course Description*

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.

## ***Off the Job Training***

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours either in the normal place of work or at College.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio (OneFile).

## ***Entry Requirements***

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. Because of the technical nature of the course, 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. They will also need to have Level 2 Maths and English (GCSE at Grade 4/C or above or equivalent) or be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Apprentices will require access to a tablet/computer to access their e-portfolio (OneFile).

## ***Knowledge, Skills and Behaviours***

### **KNOWLEDGE**

- 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.

## SKILLS

- 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.

## BEHAVIOURS

- 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.

## **Assessment**

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme.

- One to one support from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme
- Work based assignments and projects to be completed in an e-portfolio (OneFile).
- Case studies and in College course days as and when required for each learner.
- Job shadowing and mentoring, cross training in other departments.
- Employer led in-house training.
- Independent learning and research as directed by the assessor, relevant to the area of study.
- Review of progress every 4-10 weeks with the Apprentice, Manager and Assessor, evaluating and contributing to what has been learnt and what the next steps to take are.

## **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.

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).

## **Fees**

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.15 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at [employers@lincolncollege.ac.uk](mailto:employers@lincolncollege.ac.uk)

## **Business Benefits**

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).