

Apprenticeship standard (England only)

# Autocare Technician




Industry: Automotive

City & Guilds code: 9304

LARS number: 283



A City & Guilds Group Business

-  **Minimum duration: 12-30 months**
-  **Funding band: £12,000\***
-  **Level 2**

\*Funding bands from May 2017

**On-programme learning:** Available from March 2019

**End-point assessment (EPA):** Open for registrations

An Auto-care Technician carries out a range of services and repairs to cars, car derived vans and light goods vehicles, working in an Auto-care or "Fast-Fit" Centre, which may be part of a national chain or operated by a regional/local independent group/owner. An Auto-care Technician requires a unique combination of technical, retail and customer service skills. They will use a range of tools, measuring and diagnostic equipment to identify & repair simple system faults.

The Auto-care Technician has to demonstrate expertise not only in the technical elements of their role and have a good grasp of the practical and theoretical aspects of the vehicle systems they service, but also needs to have excellent telephone, customer handling (including how to handle difficult customers and deal with customer disappointment) and effective sales skills, as well as strong problem solving and self-organisation skills. They must be able to work as part of a team but also operate independently, understand how their centre operates from a commercial perspective and how their actions contribute to business results, whilst maintaining a high standard of workmanship.

## City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

# The City & Guilds Autocare Technician apprenticeship

## The apprentice journey



### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

## 1 On-programme: what apprentices need to learn

Apprentices need to complete 20% off-the-job training during on-programme and specific rules govern this vital element. You can track and authorise the 20% through our e-portfolio, Learning Assistant. Apprentices need to know:

### Knowledge:

- health and safety
- commercial and legislative
- technical.

### Behaviours/Attitudes:

- working together and building trust
- customer experience and communication
- making it happen and commercial awareness
- learn to strive for excellence.

### Skills:

- vehicle inspection
- replacement of components
- replace and repair tyres
- stock procedures
- vehicle 4-wheel geometry.

## Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content. We also have:



### Apprenticeship training manual

In writable PDF and as part of our e-portfolio, the manual guides learners and tutors step-by-step through tasks that develop the skills, knowledge and behaviours for each module. Apprentices will record their progress in the manual and the employer/ trainer signs off the tasks. Maths and English development opportunities are also signposted for the duration of the apprenticeship.



### Learning assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidences 20% off-the-job learning.



### SmartScreen

Virtual learning that covers the knowledge and skills of the standard, helping apprentices prepare for their end-point assessment. Tutors can track activity and results.

### Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)

# The City & Guilds Autocare Technician apprenticeship



## 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



## 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



## 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

To move on to end-point assessment, the apprentice must show evidence of the relevant customer service knowledge, skills and behaviours as set out in the standard and have achieved maths and English (Level 1) and taken the test for Level 2.

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must show their learning to an independent end-point assessor and the overall grade available is distinction, pass or fail. Assessment events are:



### Knowledge assessment

Two parts knowledge assessment comprising of:

- Part A: 60 minutes containing 50 multiple-choice questions
- Part B: 45 minutes containing 20 alternate format questions (such as drag and drop or multi-response).



### Practical Observations (with pre-set tasks)

Five practice observation tasks are:

- 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%) or fail.



### Professional review

60 minutes structured discussion between the apprentice, and the independent assessor (with a 10% time tolerance).

- apprentice portfolio is used to exemplify performance
- assesses selected knowledge, skills and behaviours defined in the auto-care standard
- undertaken after the knowledge and practice assessment have taken place.

## Our resources and tools that support end-point assessment

We're applying to be on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



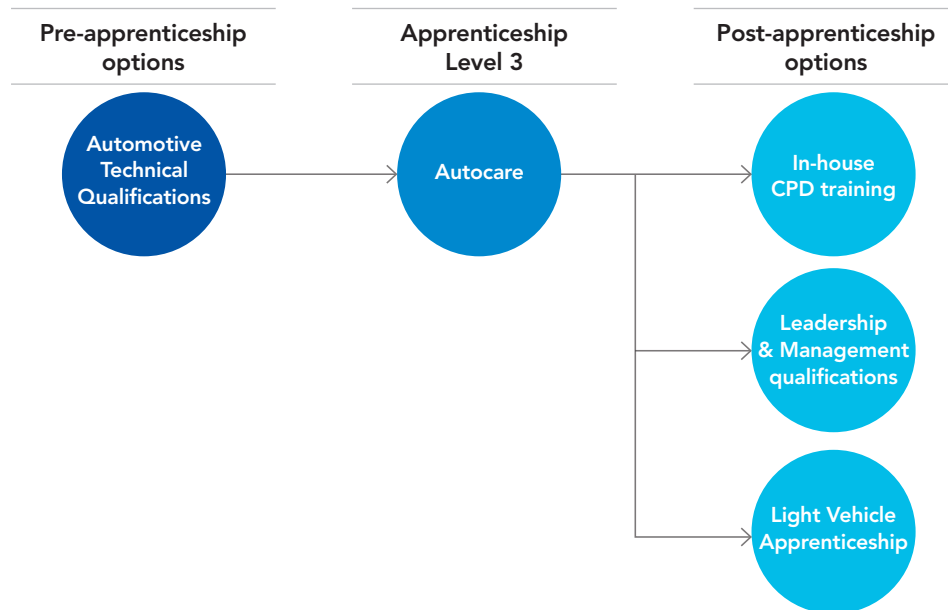
## 4 Apprenticeship certification

The apprentice will receive their Institute for Apprenticeships (IfA) apprenticeship certificate. Apprentices that complete a City & Guilds EPA will receive a City & Guilds statement of achievement for end-point assessment.

# The City & Guilds Autocare Technician apprenticeship

## Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector and you can develop new and existing talent at all levels with ILM management apprenticeships including: Team Leader/ Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



This apprenticeship standard was developed to meet the needs of employers and designed with input from an employer group including: Kwik Fit, National Tyre & Autocare, ATS Euromaster, Micheldeyer Pro-Tyre, Merityre, Selecta Tyre, Universal Tyre & Autocare, McConechy's Tyre & Autocentres, Horndean Tyres, Tyre City Autocentres, STS TyrePros and Formula 1 Autocentres.

## How our offer supports you:

### Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](https://www.cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](https://www.i-l-m.com/apprentice) for information on management apprenticeships.