

Apprenticeship standard (England only)




Motor Vehicle Service and Maintenance Technician (Light Vehicle)

Industry: Automotive

City & Guilds code: 9301

LARS number: 59



-  **Minimum duration:** 36 months
-  **Funding band:** 12 (£18,000)*
-  **Level** 3

*Funding bands from May 2017

On-programme learning: Available

End-point assessment (EPA): Open for registrations

A motor vehicle technician services and repairs light vehicles such as cars and vans and works either in dealerships that focus on a particular manufacturer, or for an independent garage that deals with many different makes of vehicles. Individual employers will set the selection criteria for the applicant. To do well, technicians will have an interest in motor vehicles as well as a capacity for mechanical reasoning and good spatial awareness.

Our on-programme training resources provide all the materials you need to sustain flexible delivery models that are cost and time efficient and meet the learning styles of your apprentices. The offer ensures apprentices are motivated to be successful and productive in their role and are fully prepared for EPA. Our high-quality, rigorous EPA and EPA preparation tool helps your apprentice show their best at assessment.

This standard has been approved for delivery and replaces the Level 2 and Level 3 Maintenance and Repair – Light Vehicle SASE framework.

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 Motor Vehicle Service and Maintenance Technician (Light Vehicle) 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

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's paid hours.

Apprentices develop a breadth of skills and knowledge using diagnostic methods and specialist equipment through a staged learning programme. Stage 1 covers induction and foundation skills, routine service and inspections. Stage 2 looks at simple and intermediate diagnosis and repair processes. At stage 3 apprentices cover more complex diagnosis and repair processes. They also have to evidence the four behaviour elements:

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

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 print, 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.



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

- e-learning that covers all modules of the apprenticeship as well as handling F-Gas and working on hybrid/electric vehicles. This helps apprentices prepare for their EPA. Tutors can track activity and results.
- Tutors and employers can access comprehensive schemes of work with clear learning outcomes for each module. The guidance also helps tutors identify and assess soft skills and behaviours.



Assessment tools

Practical tasks and online e-volve tests are available to test competency at the end of stages 1 and 2.



F-Gas (7543-001)

A mandatory unit to ensure compliance with EU legislation.

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

The City & Guilds Motor Vehicle Service and Maintenance Technician (Light Vehicle) 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 onto EPA apprentices must have evidence of an F-Gas certificate – This can be any certificate that complies with current F-Gas regulations.

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:



Two online knowledge tests

They include a range of question types and are designed to test the ability of the apprentice to apply knowledge to real world problems. Must be passed before the synoptic skills test.

- 65% pass
- 85% distinction.



Synoptic skills test

Two-day 10-hour practical exam.

- Day one: six hours
- Day two: four hours.



Synoptic professional discussion

The professional discussion is the last assessment taken. One-hour time limit.

- 20 minutes to determine how well the apprentice achieved the four behaviour elements
- 40 minutes for the apprentice to demonstrate the skills, knowledge and behaviour required in the standard.

Our resources and tools that support end-point assessment

We are 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

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.



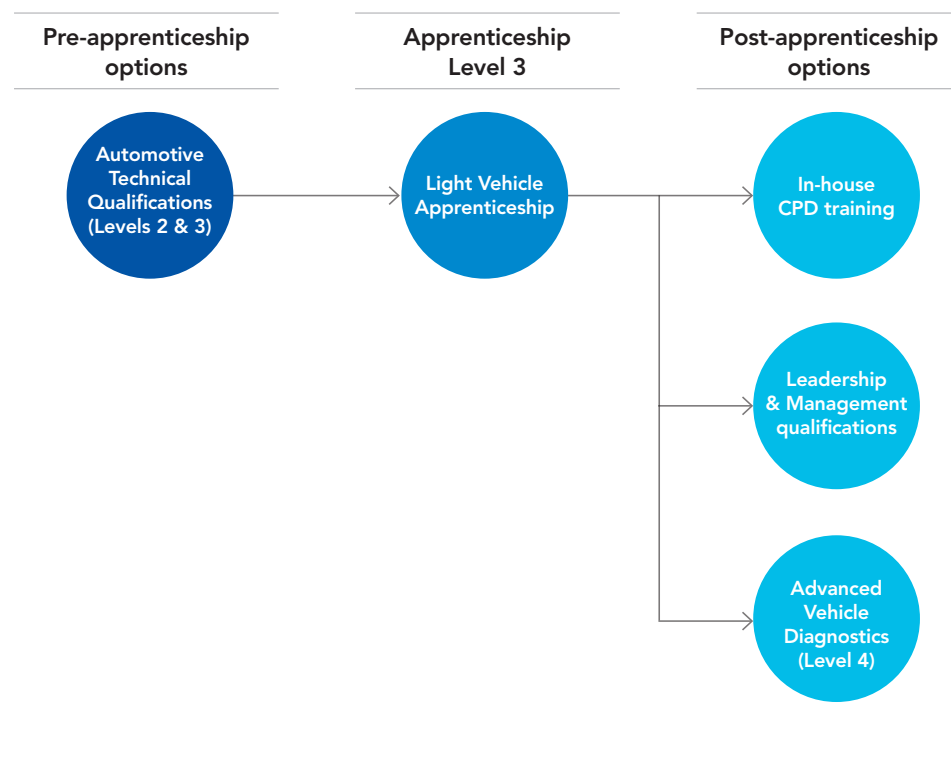
4 Apprenticeship certification

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 Motor Vehicle Service and Maintenance Technician (Light Vehicle) 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.



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 to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services. Visit i-l-m.com/apprentice for information on management apprenticeships.