




Apprenticeship standard (England only)

Heavy Vehicle Service and Maintenance Technician

Industry: Engineering and manufacturing

City & Guilds code: 9302

 **Typical duration:** 36 months
 **Maximum funding:** £15,000*
 **Level 3**

*Funding information accurate as of September 2019. For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

About the standard

A heavy vehicle service and maintenance technician inspects and repairs heavy vehicles, categorised by the Department of Transport as category N2 or N3, and associated trailers and ancillaries. They work in either a dealership that focuses on a particular manufacturer, or for an independent garage, franchise or large fleet operator that deals with many different makes. They work on all the systems in the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. Day-to-day tasks change constantly and technologies and diagnostic techniques become more complex.

Apprentices who succeed at EPA can apply for registration with a relevant professional body. They can also progress to master technician, management or develop in their current role.

The new standard has been approved for delivery and replaces the intermediate and advanced Specification of Apprenticeship Standards for England (SASE) frameworks in vehicle maintenance and repair (pathway two).

On-programme: what apprentices need to learn

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 contracted hours.

Refer to the [IfATE website](#) for further details on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information, [visit our webpage for Heavy Vehicle Service and Maintenance Technician here](#).

Gateway requirements

Before you can book end-point assessment, the provider and employer must agree that the apprentice is ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice shows evidence of the relevant Heavy Vehicle Service and Maintenance Technician knowledge, skills and behaviours as set out in the standard.

A formal meeting will be held once the apprentice has completed their training, development and on-programme assessment

over a minimum 12-month (typically three-year) period, and demonstrated competence across the standard. This meeting must include the people that have responsibility and accountability for the apprenticeship, e.g. the line manager or continuous assessor. The meeting is to confirm the apprentice is ready for EPA and to plan the assessment activities.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.





EPA: how apprentices demonstrate their learning

During the end point assessment, the apprentice will have to demonstrate competently the knowledge, skills and behaviours specified in the assessment plan. The assessment methods used during the end point assessment are:



Multiple choice examinations

There are two parts to the exam section of the independent end assessment which are both graded pass or fail, these are:

- one-hour multiple choice exam on the engineering requirements of the standard
- one-hour multiple choice exam on the wider requirements of the standard.



Professional discussion and review of behaviours

Apprentices must keep a progression log during the apprenticeship to evidence their journey, development of knowledge, skills and behaviours; including the records of an annual review between the employer and apprentice of progress and evaluation against gateway targets. The training provider can participate if they want. The evidence must go to the assessment organisation two weeks before assessment window opens to form the basis of the discussion. Graded pass or fail.

There is a 90 day assessment window, commencing on the day of the first assessment activity, in which all assessment activities must be completed.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information
- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills required for their standard, ensuring they feel ready for their EPA experience
- **recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered



Practical task observations

Five observed tasks all graded pass or fail:

a 30-minute 'walk and talk' around all vehicle systems. The apprentice must show understanding of how to complete a full visual safety check on the vehicle, describing which areas would be checked, how and why covering:

- i. General vehicle safety
- ii. Basic mechanical systems
- iii. Basic electrical systems
- iv. Basic chassis systems

four tasks, one from each section of the engineering categories, graded pass or fail:

- i. Chassis
- ii. Driveline
- iii. Engine
- iv. Electrical

(Three tasks must last 20-30 minutes, the fourth 60 minutes, to include a multi-stage diagnostic activity).

Apprentices will write up a job card after each observation, which will be accompanied by two or three key questions about the process. This enhance observation write up is graded Pass/Merit/Distinction.

- **LIEPA report:** A report produced by our lead independent end-point assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates
- our dedicated **EPA customer success team** will be on hand to support you through your EPA journey.
- **Sample papers with answer sheets and mark schemes:** Portfolio showcase guidance – This document provides key points to enable you to show your best work and covers the following:
 - what a showcase is and why it is needed
 - how to decide what is the best evidence to include in a summative portfolio/showcase
 - what the summative portfolio/showcase shows about you
 - examples of evidence required for specific apprenticeships.





Apprenticeship certification

As well as receiving their IfATE apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for EPA.

Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

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

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website [cityandguilds.com](https://www.cityandguilds.com) for our wider offering in this sector and information about leadership and management apprenticeships.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact 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.