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Questions and Answers

Transitioning to the new Heavy Vehicle and Service Maintenance Technician Apprenticeship Standard

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What is the cost of the learning materials on Walled Garden, per learner?

The cost of the apprenticeship training manual is £30 (TL9302) and you can buy it on Walled Garden. The cost of Learning Assistant is based on the volume of learners, please talk to your Business Manager for more information.

Can you adapt the log book / training manual to suit your workplace?

Learning Assistant lets you upload additional evidence and tasks and can be customised to your centre/employer requirements. E.g. if an employer wanted to add a specific task (i.e. equipment-specific training) then that could be added.

Can we create our own training manual?

Yes, there are no mandatory tasks for this standard so you could use your own. However, our apprenticeship training manual was developed in consultation with employers and has been designed to help the centre prepare the learner for the annual reviews and ultimately the end-point assessment (EPA), saving you the time and cost of developing your own three-year programme.

Are all the materials for the apprentice journey now available?

We aim to have the materials available by early December.

What events do you have coming up?

We're planning network events for next year. You can sign up to our [email updates](#) for all the latest information.

Are resits permitted for the EPA?

Apprentices who fail the multiple choice tests may reattempt them after one month. For any singular other assessment activity failed this must be taken after a period of further training and development within six months of receiving the results. If an apprentice fails more than one assessment, or if the singular activity is not retaken within six months the apprentice must undertake a period of further training and development, after which they must complete the whole independent end-point assessment again. An apprentice resitting any assessment activity must have different questions/practical scenarios to those on the first attempt. Resits can only result in a pass/fail result, a maximum of three retakes on each assessment activity is permitted.

What does City & Guilds recommend for the internal standardisation of the training delivery?

We're planning network events next year to share best practice. You can [sign up to our email updates](#) to make sure you keep updated.

How can we evidence the 20% off-the-job requirement?

Within Learning Assistant (our ePortfolio) there is a function to record the on- and off-the-job training activities and timeframes for each learner. You can use this as evidence for audit purposes.