

Autocare Technician 9304-12

Please complete this checklist before you submit the Showcase Portfolio at Gateway.

The candidate must be able to provide examples from their portfolio to exemplify their performance in relation to General Work, S1, K9, S11, B1, B2, B3, B4 and B5 (minimum requirement)

Failure to include the following may result in the showcase being rejected and the EPA delayed.

Showcase portfolio checklist		Yes	No
1.	Is all evidence signed by the apprentice and dated? E-signatures are also acceptable		
2.	Is all evidence valid, authentic, current and sufficient (VACS)?		
3.	Clearly mark on the uploaded evidence folders , the type of evidence e.g. General Work, S1, K9, S11, B1, B2, B3, B4 and B5		
4.	General Work Activities Evidence		
5.	S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping		
6.	K9 - How the business works and how you contribute to the overall results, demonstrating commercial awareness		
7.	S11 - Deal with and resolve low-level customer complaints		
8.	B1 - Act in a manner that promotes the professional image of the automotive sector		
9.	B2 - Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/concerns		
10.	B3 - Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience		
11.	B4 - Work as an effective team member taking responsibility for their own actions, being honest and accountable when issues arise and things don't go as planned		

12.	B5 - Commit to learning to improve your own performance and that of the business. Work in an organised way to ensure work is carried out in an effective and efficient manner		
-----	--	--	--

If you need further guidance on the Showcase Portfolio, please refer to the various documents as follows:

SmartScreen (EPA section) – Showcase Portfolio Guidance

9304 EPA Pack – cityandguilds.com

Assessment Plan (<https://www.instituteforapprenticeships.org/apprenticeship-standards>)