

Apprenticeship standard (England only)

# Motor Vehicle Service and Maintenance Technician (Light Vehicle)

Industry: Engineering and manufacturing

City & Guilds code: 9301

 **Typical duration:** 36 months  
 **Maximum funding:** £18,000\*  
 **Level 3**

Funding information accurate as of March 2019. For the most up-to-date information, check the [IfA website](#).

## About this standard

This standard replaces the Level 2 and Level 3 Maintenance and Repair – Light Vehicle SASE framework.

## About the role

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.

## 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.

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

**Stage 3:** apprentices cover more complex diagnosis and repair processes.

The apprentice also has to evidence 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

Refer to the [IfA website](#) further detail on the standard and assessment plan.

City & Guilds has developed a comprehensive package of teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard and 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. For more information, visit our webpage for motor vehicle and maintenance technician [here](#).

## Gateway requirements

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be 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 knowledge, skills and behaviours as set out in the standard. The apprentice must have achieved maths and English

Level 2. In addition, apprentices must have evidence of an F-Gas certificate, this can be any certificate that complies with current F-Gas regulations.

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.





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

As defined in the assessment plan, the assessment events for this standard 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. These must be passed before the synoptic skills test can be taken.

- 65% pass
- 85% distinction

**Our assessment delivery:** Via e-volve, our platform for online testing.



### Synoptic skills test

Two-day 10-hour practical exam.

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

**Our assessment delivery:** On-site, the IEPA will assess the apprentice at one of City & Guilds' approved venues (the employer's, college's or a third party's venue).



### Synoptic professional discussion

The professional discussion is the last assessment taken and will last one hour.

- 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 assessment delivery:** On-site, the IEPA will assess the apprentice at one of City & Guilds' approved venues (the employer's, college's or a third party's venue).

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:

- **End-point assessment 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 exemplar materials:** available for tutors, providing real assessment examples for each assessment type, such as transcripts and examples of good practice.

- **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.
- **LIEPA report:** A report produced by our lead independent end 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 and can be contacted at [epasupport@cityandguilds.com](mailto:epasupport@cityandguilds.com)



## Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## 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](http://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](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](http://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services.

Visit [i-l-m.com/apprentice](http://i-l-m.com/apprentice) for information on management apprenticeships.