City & Guilds Level 3 End-point Assessment for Motor Vehicle Service and Maintenance Technician (Light Vehicle) (9301-12/13)

Standard: ST0033
EPA Plan: Version 1.5
QN: 610/2126/X

EPA Pack for Providers & Employers

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For external use

Version	Summary of changes	Section
V1	N/A	First published version
V1.2	Amended specification for component 301 Amended grading for component 702 Amended grading for component 703	Throughout
V1.3	Amended resource list.	Section 4
V1.4	Title of product amended throughout documentation to include ST number.	Throughout
V2.0	Resit/retake guidance updated in line with AP03	Section 9
V3.0	Introduction and EPA timeline amended	Section 1 and 4
V4.0	Latest EPA template applied. 1. ST0033/AP03 removed from the title. 2. Details about the version of the Assessment Plan this document relates to has been added – V1.5. 3. Ofqual qualification number (QN) added. 'Complete a minimum of 20% off the job training' replaced with 'Complete training to develop the knowledge, skills and behaviour (KSBs) outlined in Section 2 Apprenticeship Occupation Standard.' Security, confidentiality and copyright of End-point Assessment materials updated. A list of duties for this EPA have been added. **Knowledge, Skills and Behaviours statements** The following have been amended: K12 – Zero emission vehicle (ZEV) mandate 2035 added. S1 – Segregate waste for disposal or recycling. Comply with industry environmental legislations added. **Assessment 702 – Skills Test grading criteria** S1 updated with the addition of 'Segregate waste for	Whole document Cover page Section 1: Apprenticeships Section 2: The Apprenticeship Standard

Version	Summary of changes	Section
	disposal or recycling. Comply with industry environmental legislations'. S1 distinction and pass criteria have been updated. The following will be applied to each set of 5 open questions asked per task: • Pass – Minimum of 3 questions answered correctly per task. • Fail – 2 or less questions answered correctly per task. **Assessment 703 – Professional Discussion Parts 1 and 2 grading criteria** B3, B7 and S1 – 'OR' has been removed between the bullets B7 – 'Recommending new procedures to improve health and safety' has been removed. S1 updated with the addition of 'Segregate waste for disposal or recycling. Comply with industry environmental legislations'. Part 2 – reference to S1 Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer, corrected to S13. 'Hold level 2 in English and Maths' replaced with 'have achieved English and mathematics qualifications in line with the apprenticeship funding rules.' **Assessment instructions: 702 Assessment method 2 – Skills Test** *1. Task instructions* A new marking requirement has been added to the open questions part of the assessment. *2. Timing* The assessment has been updated to state minimum and maximum time.	Section 3: Gateway Section 7

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1. Apprenticeships

This pack will help providers and employers prepare apprentices for the End-point Assessment (EPA) of their City & Guilds Level 3 End-point Assessment for Motor Vehicle Service and Maintenance Technician (Light Vehicle) (9301-12/13) Apprenticeship Standard ST0033/V1.5. It explains how apprentices will demonstrate the knowledge, skills, and behaviours (KSBs) which they developed during their apprenticeship.

This pack must be used alongside the:

- City & Guilds Manual for the End-point Assessment Service
- Recording Forms for Providers and Employers
- List of resources for Providers and Employers
- EPA Documents Library including information about the EPA Service, policies about malpractice and appeals, FAQS, and a video about EPA which can be shared with apprentices

The City & Guilds Manual for the End-point Assessment Service includes information on:

- Using the EPA Pro portal
- The process for booking EPA, including timescales
- Acceptable qualifications and certificates at Gateway
- Uploading files to the EPA Pro portal
- Use of electronic signatures
- Knowledge tests on e-volve (where applicable)
- Responsibilities of providers and employers
- The Quality Assurance process

Full time apprentices will typically spend 36 months on-programme working towards meeting the Standard, and complete training to develop the knowledge, skills and behaviour (KSBs) outlined in Section 2 Apprenticeship Occupation Standard. The employer should ensure that the apprentice has access to development opportunities to improve their knowledge, skills and behaviours, as outlined in the Standard, and hold regular reviews with the provider and apprentice to check how they are getting on.

Once the apprentice has completed their training, they should be ready to go through 'Gateway' to EPA. See the Gateway and Assessment Instructions sections within this pack to understand what happens.

The EPA for this apprenticeship includes the following assessments which **can be taken in any order, as requested by the apprentice**:

- Assessment method 1: Knowledge Test
- Assessment method 2: Skills Test
- Assessment method 3: Professional Discussion

Preparing for the EPA

In preparation for the EPA, providers and employers should:

- Read the Assessment instructions sections before reaching Gateway – the EPA Partnership Managers can help with any queries
- Review which completed **Recording Forms and evidence** must be submitted, and when
- Use the Recording Forms provided in the format laid out, unless indicated otherwise
- Plan the venue and resources required for EPA – make sure the assessment environment is secure and comfortable, without interruptions
- Use the EPA Pro portal to help manage the apprentice's progress through EPA
- For on-site assessment: Arrange for a designated contact to be available on the day to ensure the correct resources are available

Some actions to help the apprentice prepare for their EPA:

- Explain the assessments and **Recording Forms** to the apprentice – refer to details in the Assessment Instructions sections of this pack
- Agree a realistic timeframe for submission of evidence that meets the EPA deadlines – any delays in submission of evidence will delay the assessments
- Make sure the apprentice has the resources and time to prepare for, and undertake EPA
- Take the apprentice through some mock assessments
- Share the EPA Preparation Guide with the apprentice. It includes information about system requirements for virtual meetings
- Let City & Guilds know if reasonable adjustments are required to support an apprentice through EPA. The City & Guilds policy is on the City & Guilds website, under EPA Documents Library

Authenticating the apprentice's work

The Independent End-point Assessor (IEPA) must ensure all decisions satisfy Validity, Authenticity, Currency and Sufficiency (VACS). For evidence produced outside controlled conditions, the apprentice will be required to:

- Sign a declaration that the work is their own
- Reference all sources

The employer/provider should also aid authentication by:

- Supplementary (oral) questioning to gauge familiarity with the topic

- Looking out for any changes to the apprentice's usual writing style, unusual sources/examples or the use of US spellings or phrases that might indicate cutting and pasting from the internet
- Requiring access to evidence of steps in the process, eg, drafts, notes, planning etc.

City & Guilds have produced forms for use when reviewing evidence produced outside of controlled conditions. These forms include a Declaration of Authenticity Form which must be completed when submitting evidence. The forms can be found in the Recording Forms document.

Health & Safety and Codes of Practice

The importance of safe working practices, the demands of the Health and Safety at Work Act and any Codes of Practice associated with the industry **must** always be adhered to.

Following safe working practices is an integral part of all City & Guilds assessments, and it is the responsibility of the provider and employer to ensure that all the health and safety requirements are in place when apprentices are working on any projects or before apprentices begin any EPA.

Should an apprentice fail to follow correct health and safety practices and procedures during an EPA, the IEPA will consult with the EPA Team, and may advise the apprentice to stop and explain why.

Grading

Grades for each assessment method

Each assessment method is graded Fail, Pass or Distinction.

Assessment method 1: Knowledge Test

The apprentice must achieve a minimum of 65% in part 1 (test 1) and part 2 (test 2) to achieve a pass. The apprentice must achieve 85% or above in part 1 (test 1) and part 2 (test 2) to achieve a distinction.

Assessment method 2: Skills Test

The IEPA will assess and grade this assessment.

To achieve a pass grade for the skills test: **all** grade descriptors must be demonstrated at a minimum of pass.

To achieve a distinction for the skills test: **6** grading descriptors need to be demonstrated as distinctions with a minimum of pass grade for any other grading descriptors not at distinction.

Any fail grading will lead to an overall fail of the skills test.

Assessment method 3: Professional Discussion

The IEPA will assess and grade this assessment.

To achieve an overall pass grade for the professional discussion: **all** grade descriptors must be demonstrated at a minimum of pass.

To achieve an overall distinction for the professional discussion a total of **8** grading descriptors need to be demonstrated as distinction with a minimum of pass grade for any other grading descriptors not at distinction.

The **8** grading descriptors need to be demonstrated as distinction is made up of:

- **5** grading descriptors need to be demonstrated as distinctions from part 1 and
- **3** grading descriptors need to be demonstrated as distinctions from part 2.

Any fail grading will lead to an overall fail of the professional discussion.

Overall grade

This End-point Assessment is graded Fail, Pass or Distinction. The EPA will be assessed and graded by the IEPA.

The apprentice will fail an assessment method if they do not meet the pass criteria.

Grades from the individual assessments will be combined to determine the overall grade.

A fail in any assessment method will result in an EPA fail.

The overall grade will be released 7 days after all assessment have been completed.

Assessment 1: Knowledge Test	Assessment 2: Skills Test	Assessment 3: Professional Discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

Results submission and feedback

The knowledge test component will be delivered using the e-volve on screen test platform. Test results will be available on the Walled Garden within 24 hours following the test.

The IEPA will communicate the grade allocated for each assessment to the Lead Independent End-point Assessor (LIEPA) for quality assurance and sampling. The LIEPA will submit the results to the City & Guilds EPA Team.

If the apprentice has passed their EPA, the City & Guilds EPA Team will issue the EPA Statement of Achievement to the Provider confirming the grade achieved and will notify the Institute for Apprenticeships and Technical Education (IfATE) who will issue the Apprenticeship certificate.

The IEPA will not provide feedback to the apprentice during or immediately following the assessment process. The provider will be informed by the City & Guilds EPA Team of the assessment results. Summary feedback will be provided to all apprentices after any grade determination has been carried out. The feedback will cover the areas against which insufficient evidence has been provided, leading to a 'fail'. Our 'End-point Assessment Feedback' will also cover the areas against which the apprentice's evidence has resulted in the award of a Pass or Distinction.

Statement of achievement

A printed EPA Statement of Achievement will be issued to each successful apprentice.

Providers and employers with access can view and download PDF copies of the Statement 24 hours after the results are published. A PDF supports more efficient processing of funding claims by providing evidence of learner certification before the apprentice's paper certificate arrives.

The overall Apprenticeship certificate will be issued by the Institute for Apprenticeships and Technical Education (IfATE).

Digital credentials

A digital credential is a verified, visual representation of knowledge and skills earned in various learning environments. Please see an example below:

Digital credentials are issued and verified online, making it easy for individuals to demonstrate their competencies to employers, clients, and peers online. Each digital credential has a unique URL that can be shared electronically via social media, in an email signature, and on a CV. This is a complimentary service in addition to the paper certificate.

For further information, please visit the City & Guilds EPA Digital Credentials webpage and the general terms in respect of our privacy policy or contact digitalsupport@cityandguilds.com.

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- handle and store any EPA Assessment Materials securely at all times;
- ensure that:
    - any EPA Assessment Materials are made accessible to Apprentices only during formal EPA assessment as governed by the assessment conditions specified for the individual Apprenticeship Standard;
    - whilst the portfolio of an Apprentice may contain EPA assessment results referenced to the EPA assessment taken from time to time, they do not at any time contain the EPA Assessment Materials, unless otherwise stated in the individual Apprenticeship Standard; and
    - the content of any EPA Assessment Materials is not made public in any format, whether in part or in full, at any time;
- **under no circumstances** share any EPA Assessment Materials with any third-party organisation or individual;
- seek written permission from City & Guilds if they wish to convert any EPA Assessment Materials for storage, retrieval and delivery in electronic form (ie, using some form of e-assessment or e-learning system) from time to time; and
- provide access, on request, to City & Guilds to any system(s) on which any EPA Assessment Materials appear, are stored or delivered from time to time.

2. The Apprenticeship Standard

The occupational role

A motor vehicle service and maintenance technician services and repairs light vehicles such as cars and vans and works either in dealerships which focus on a particular manufacturer, or in an independent garage which deals with many different makes of vehicles. The Automotive Retail Industry provides employment for over half a million employees who work for approximately 70,000 employers. It is a major contributor to the UK economy. In a large dealership the technician will typically report to the Workshop Controller, who in turn reports to the Aftersales Manager and liaises with the Service Reception. In smaller garages the technician will report directly to the owner or Garage Manager. The technician must be able to work independently but also operate as an effective team member and have good customer handling skills. They will understand how their workshop and the dealership and garage functions from a commercial perspective and identify ways in which they can work more efficiently. For example when using resources consider the use of green parts and returning used parts to the manufacturer for recycling.

Technicians working in large dealerships work with other departments, for example carrying out work for the Sales Department and ordering parts from the Parts Department, whereas apprentices in smaller independent garages may be called upon to carry out some of the function of the other departments themselves, for example managing their own delivery of parts. The technician will work on all the systems found within the vehicle. The day-to-day work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. When carrying out these functions technicians must ensure that waste is disposed of in an environmentally conscious manner.

The tasks faced are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques. For example the increasing number of zero emission vehicles in the motor industry. The growing complexity of today's vehicles, and the pressure to deliver a high-quality customer experience, requires the retail automotive sector to attract and train high calibre individuals and this is reflected in the elements of the Standard described below.

The occupational standard

This apprenticeship Standard has a number of duties which someone working in the role would typically be able to undertake. These duties are underpinned by a range of knowledge, skills, and behaviours (KSBs) which a successful apprentice will be able to demonstrate:

Duty	KSBs
Duty 1 Inspect and service vehicles.	K1 K2 K3 K5 K6 K7 K11 K12 K13 S2 S3 S10 S11 S12 S13 B1 B2 B3 B4 B5 B6 B7 B9 B10 B11 B12
Duty 2 Maintain a healthy and safe workshop.	K3 K4 S1 S2 S3 B1 B7 B11
Duty 3 Diagnose faults and carry out repairs.	K1 K2 K3 K6 K7 K8 K9 K10 K11 K12 K13 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 B1 B2 B3 B4 B5 B6 B7 B8 B9 B10 B11 B12
Duty 4 Provide customer service.	K2 K3 K9 S10 S11 S12 S13 B1 B2 B3 B4 B5 B6 B8 B10 B11

Knowledge, skills and behaviours

KSB	Knowledge statements	Assessment Method
Groups 2 – 5		Knowledge Test part 1 (test 1) Skills task observation Professional discussion
K1	How vehicle service and repair is impacted by legislative, regulatory and ethical requirements, including health and safety law and environmental procedures.	
K2	The structure of the industry and how the business works from an operational perspective, business targets, the systems and processes that make up the efficient running of a business.	
K3	How to develop positive working relationships and communicate effectively and how to carry out self-evaluation and improve own performance.	
K4	The procedures for the maintenance of tools and the workshop.	
K5	Routine servicing and inspection procedures.	
K6	Steering and suspension geometries; electrical circuit requirements and calculations.	
K7	Construction and operation of vehicle components and systems.	
K8	Common fault types, causes and effects of different types of faults.	
K9	The implications and legal requirements of fitting accessories and carrying out vehicle modifications.	

KSB	Knowledge statements	Assessment Method
Group 6		Knowledge Test part 2 (test 2) Skills task observation Professional discussion
K10	How to diagnose faults using suitable fault finding strategies.	
K11	Construction and operation of advanced electrical, braking and suspension systems.	
K12	Vehicle emissions and legal requirements. Zero emission vehicle (ZEV) mandate 2035	
Group 7		
K13	Construction and operation of engine and transmission systems and engine and gear calculations	
K14	Alternative fuels and hybrid and electric systems.	

KSB	Skills statements	Assessment Method
S1	Contribute to the maintenance of a safe and efficient workshop. Segregate waste for disposal or recycling. Comply with industry environmental legislation.	Skills task observation Professional discussion
S2	Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage.	
S3	Carry out fundamental tasks associated with removal and replacement procedures on a vehicle.	
S4	Obtain diagnostic and repair information.	
S5	Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability	
S6	Use a range of diagnostic equipment.	

KSB	Skills statements	Assessment Method
S7	Follow recognised diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults	
S8	Report faults using company procedures and recommend suitable further actions	
S9	Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in-depth knowledge.	
S10	Test the function of repaired and fitted components.	
S11	Adhere to business processes and complete documentation following workplace procedures.	
S12	Use ICT to create emails, word-processed documents and carry out web-based searches.	
S13	Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer.	Professional discussion

KSB	Behaviour statements	Assessment Method
B1	Take responsibility when required and be honest and accountable when things don't go as planned.	Professional discussion
B2	Operate as an effective team member.	
B3	Behave in accordance with the values of the company and treat colleagues and customers with respect and courtesy.	
B4	Build effective relationships with colleagues and customers.	Skills task observation
B5	Gain trust and pay attention to colleagues and customers concerns and needs.	

KSB	Behaviour statements	Assessment Method
B6	Communicate effectively on a range of topics and with all sorts of different people.	

Grades and grading descriptors

Assessment 702 – Skills Test grading criteria

S2 Demonstrates due regard for own safety and that of others in the workshop. Minimised risk of injury and vehicle damage.		
Distinction	**Pass**	**Fail**
• Works safely and minimised all health and safety risks, including possible long term health risks. • Uses full range of personal protective equipment. • Uses full range of vehicle coverings. Minimises damage to the vehicle.	• Works safely. • Minimises damage to the vehicle.	• IEPA had to intervene because there was a risk of danger or a risk of damaging the vehicle.

S4 Obtain diagnostic and repair information. B4 Build effective relationships with colleagues and customers.		
Distinction	**Pass**	**Fail**
• Takes pride in their appearance and checks that they look good before approaching a customer. • Deals with difficult situations appropriately and balances the needs of customers with the requirements of the organisation. Is capable of ensuring the customers enjoy a positive experience irrespective of the issue.	• Uses a clear voice and polite tone. Speaks confidently and uses different types of questions appropriately. • Approaches colleagues and customers with respect and follows the appropriate procedures when dealing with a problem. Quickly refers difficult issues to others. • Shows some methodology to their approach.	• Communicates unclearly or is discourteous and has an unhelpful attitude. • Does not select any relevant technical information needed for the task.

S4 Obtain diagnostic and repair information. B4 Build effective relationships with colleagues and customers.		
• Uses active listening skills and uses the appropriate tone and questioning techniques particularly when talking to customers. • Uses a methodical approach. • Selectively chooses only relevant technical information to support diagnostics needed for the task.	• Selects technical information to support diagnostics.	

S3 Carry out fundamental tasks associated with removal and replacement procedures on a vehicle.		
Distinction	**Pass**	**Fail**
• Selects only the correct tools and equipment required and, where appropriate, checks that they are correctly calibrated.	• Selects the correct tools and equipment required and, where appropriate, checks that they are correctly calibrated. Only makes minor errors when using tools.	• IEPA had to intervene because there was a risk of damage to tools or vehicle.

S5 Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability.

S6 Use a range of diagnostic equipment.

S9 Follow recognised diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults.

Distinction	Pass	Fail
• Correctly uses diagnostic equipment. • Carries out diagnostics in a systematic way and following instructions to efficiently diagnose the fault. • Carries out secondary tests to confirm results.	• Correctly uses diagnostic equipment. • Carries out diagnostics following instructions to identify the fault.	• Correct fault not identified.

S8 Report faults using company procedures and recommend suitable further actions.

B5 Gain trust and pay attention to colleagues and customers concerns and needs

Distinction	Pass	Fail
• Is trusted and deals with customers with honesty and with fairness. • Is aware of how tone and body language impacts communications and adjusts to suit colleagues and customers and the situation. • Explains what has caused the fault to occur. • Has a clear understanding of the parts required. Lists all the parts and no	• Is trusted and deals with customers with honesty and with fairness. • Exhibits appropriate body language and attitude when dealing with colleagues and customers. • Explains what is involved with the repair. • Has an understanding of the parts required.	• Is untrustworthy, corrupt and customers are dealt with unfairly or neglects customers. • Gives an incorrect explanation of what is involved with the repair or does not identify any of the parts required.

S8 Report faults using company procedures and recommend suitable further actions. B5 Gain trust and pay attention to colleagues and customers concerns and needs		
additional ones, although may discuss the benefits of optional parts.		

S7 Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in-depth knowledge.		
Distinction	**Pass**	**Fail**
• Carries out repairs in a systematic way and following instructions to efficiently repair the vehicle. If required, carries out adjustments of components and units.	• Successfully carries out repairs to the vehicle.	• IEPA had to intervene because the apprentice was carrying out an incorrect repair to the vehicle.

S10 Test the function of repaired and fitted components.		
Distinction	**Pass**	**Fail**
• Carries out suitable test methods to ensure repair is effective. • Considers and carries out tests to other systems that may be affected by the repair.	• Carries out suitable test methods to ensure repair is effective.	• Does not carry any tests or carries out test methods that are unsuitable for the repair.

S1 Contribute to the maintenance of a safe and efficient workshop. Segregate waste for disposal or recycling. Comply with industry environmental legislations. B4 Build effective relationships with colleagues and customers.		
Distinction	**Pass**	**Fail**
• Complies with legal requirements when recycling and disposing of used materials and debris. Shows an awareness of the implications of not following the industry environmental legal requirements. • Ensures the work area is tidy and all tools are stored correctly. • Shows an awareness of tool maintenance.	• Complies with industry environmental legal requirements when disposing or recycling used materials and debris. • Wears appropriate clothes at all times and presents a clean appearance especially when meeting customers. • Ensures the work area is tidy and all tools are stored correctly.	• Does not follow legal requirements when disposing of used materials and debris. • Wears inappropriate clothing and uses bad language. • The work area is untidy, all tools are stored incorrectly.

S11 Adhere to business processes and complete documentation following workplace procedures. B6 Communicate effectively on a range of topics and with all sorts of different people.		
Distinction	**Pass**	**Fail**
• Talks about technical issues automatically using the language that is appropriate to the audience. • Explains the legal implications of the repair. Confidently completes external documentation	• Converses with others regarding technical issues explaining technical terminology when asked. • Explains further action that may be required following on from the repair. • Completes internal documentation as	• Does not give correct information about further action that may be required following on from the repair. • Writes illegibly and documentation completed incorrectly.

S11 Adhere to business processes and complete documentation following workplace procedures. B6 Communicate effectively on a range of topics and with all sorts of different people.		
using an appropriate 'tone of voice'.	required using legible, grammatically correct written communication for internal e-mails and repair order completion.	

K6, K7, K8, K10, K11, K13 Knowledge of vehicle systems.		
Distinction	**Pass**	**Fail**
• Gives comprehensive answers to the knowledge questions on vehicle systems.	• Correctly answers knowledge questions on vehicle systems.	• Incorrectly answers all of the questions on vehicle systems.

A set of 5 open questions per task covering: • 1 question about the health and safety risks relevant to the task • 1 question about the possible risks of damage to the vehicle • 2 questions about knowledge of the vehicle systems relevant to the task • 1 extended question about the knowledge of the vehicle system associated with the task.		
Distinction	**Pass**	**Fail**
N/A	• Minimum of 3 questions answered correctly per task.	• 2 or less questions answered correctly per task.

Assessment 703 – Professional Discussion grading criteria

Part 1

To achieve a distinction in a behaviour grade descriptor for Part 1, the apprentice will need to demonstrate they have achieved one or more of the statements within each individual descriptor.

B3 Behave in accordance with the values of the company and treat colleagues and customers with respect and courtesy.		
Distinction	**Pass**	**Fail**
1) Carries out tasks with consideration for others. 2) Demonstrates honesty when working as part of a team. 3) Encourages others to be involved, recognises those that are slow to contribute or are being excluded and takes steps to bring them into the team. *Evidence would include:* • *Helping new staff to settle in quickly.* • *Supporting someone if they are being treated unfairly.*	• Carries out tasks with consideration for others. • Demonstrates honesty when working as part of a team. • Maintains positive working relationships even though the other person may be very different from themselves.	• Ignores the impact of their actions on others. Behaves in a dishonest way. • Does not support colleagues when they can see they are in trouble. • Fails to handle differences between themselves and others.

B2 Operate as an effective team member.		
Distinction	**Pass**	**Fail**
1) Contributes towards setting clear team goals and makes a significant contribution to the effort required to complete them. **OR**	• Actively contributes to team goals. • Accepts the tasks they are given and quickly recognises whether they have the ability to	• Competes against colleagues to the detriment of shared goals.

B2 Operate as an effective team member.		
2) Recognises the strengths and weaknesses in themselves and others and allocates tasks to those who are best able to complete them. **OR** 3) Recognises when others are struggling and offer support where appropriate. *Evidence would include:* • Volunteering *for a task because they are experienced at it.* ***OR*** • Helping *a new apprentice complete a task.*	complete them and seeks help appropriately. • Routinely collaborates with others to achieve targets.	• Refuses tasks they don't want to do. Ignores that they are part of a team.

B1 Take responsibility when required and be honest and accountable when things don't go as planned.		
Distinction	**Pass**	**Fail**
1) Alerts others to the problems they may encounter when completing a task and offers solutions to ensure a team meets its agreed goals. **OR** 2) Provides accurate, balanced constructive feedback to others using the appropriate approach and supported by relevant evidence. *Evidence would include:*	• Seeks support and help from colleagues when appropriate. • Flags up difficulties in sufficient time to take remedial action. • Provides feedback to others at the appropriate moment and supports it with relevant evidence.	• Not seeking the support of others when they need it. • Fails to provide honest feedback to their colleagues when they do something they are not happy about.

B1 Take responsibility when required and be honest and accountable when things don't go as planned.		
• *Suggesting solutions when* reporting *problems.* ***OR*** • *Guiding someone to complete a task that they are experienced at.*		

B8 Contribute to problem solving discussions and enjoy finding solutions to own and other people's problem.		
Distinction	**Pass**	**Fail**
1) Analyses cause and effect and uses learnt techniques to solve complex problems. **OR** 2) Appreciates the value of documenting what they are doing to create an audit trail. **OR** 3) Takes an idea, whether their own or others', evaluates its feasibility and adds detail to make it work better. *Evidence would include:* • *Being aware of what the* next *steps will be depending on the results found.* ***OR*** • *Writing down the results in* case *technical support needs them.* ***OR*** • *Using their own initiative and following advice to solve a problem.*	• Takes a systematic approach to problem solving. • Knows their limitations and when best to escalate issues. • Contributes ideas, thinks them through in detail and their implications and presents them clearly.	• Makes no attempt to understand a problem and search for a solution to it. • Does not put forward ideas.

B9 Suggest ways to make the business more efficient and contribute to its commercial growth.		
Distinction	**Pass**	**Fail**
1) Suggests how systems and processes can be improved in particular to reduce risks to the business. **OR** 2) Suggests how to reduce costs and generate revenue. *Evidence would include:* • Suggesting *moving equipment to make it safer to use.* ***OR*** • *Suggesting moving* equipment *to make the job more efficient.*	• Knows what they need to do and the roles of people close to them. • Confidently uses systems and processes relevant to the role. • Complies with legislation. • Completes documentation with a clear understanding of its purpose. • Understands the business side of managing a workshop and takes steps to improve its overall efficiency.	• Does not understand their role within the organisation. • Is not aware of the systems and legislation around their role. • Does not use internal processes and systems required for their job role.

B7 Deliver excellent results and achieve challenging goals.		
Distinction	**Pass**	**Fail**
1) Is always focused on the job in hand and makes confident judgements when choosing between quality and speed. 2) Reschedules work appropriately and keeps everyone informed. 3) Takes account of the impact of their tasks on other business activities when organising their work and keeps everyone informed.	• Is punctual and routinely meets deadlines. • Thinks about the tasks ahead of them and how they should be prioritised. • Reacts well to the unexpected. • Confidently breaks down complex tasks and allocates time and resources appropriately. • Understands the environmental impact of the materials they use	• Fails to meet deadlines. • Is disorganised and works in a cluttered environment. • Disposes of waste with little regard to the impact on the environment. • Carries out work with little regard to health and safety requirements.

B7 Deliver excellent results and achieve challenging goals.		
4) Takes pride in the place where they work and looks out for environmental issues they can solve. 5) Is observant and vigilant and actively looks for ways to make the place safer for themselves and others. *Evidence would include:* • Finishing *jobs on time without taking shortcuts.* • *Reorganising their day if they* hit *a problem and informing workshop control.* • Reporting *to workshop control that the job they are doing will go over the allowed time.* • *Cleaning up oil spilt by others without being asked.*	and takes steps to minimise waste. • Understands the importance of PPE and good housekeeping in the workshop. • Routinely operates safely without the need for reminders.	

B12 Demonstrate a passion for engineering.		
Distinction	**Pass**	**Fail**
• Demonstrates a passion for their job and engages in a wide range of activities e.g. self-study, related hobbies etc. to develop the competence they need to be excellent at the job. *Evidence would include:*	• Demonstrates an interest in learning and actively uses the opportunities to extend their knowledge and skills that are put in front of them.	• Has little interest in engineering and new technologies.

B12 Demonstrate a passion for engineering.		
• *Finding out about new vehicle technologies on their own initiative.* ***OR*** • Modifying *their own car or taking part in motorsport.*		

B10 Constantly learn in order to improve own performance and that of the business.		
Distinction	**Pass**	**Fail**
• Carefully analyses their strengths and weaknesses and what they need to learn next. Records their reflections in a learning journal, portfolio or blog. **OR** • Actively seeks opportunities to share their progress with their mentor and tutors. *Evidence would include:* • *Keeping a comprehensive list of* jobs*, they have and have not completed so that they can identify jobs that they need to gain more experience in.* ***OR*** • *Asking their mentor and tutor to help them gain further experience in areas that they are* weak *at.*	• Independently and regularly reflects on progress and sets goals and priorities for future development. • Provides reports on their progress when asked.	• Does not think about their progress and does not set personal goals. • Does not keep their mentor or tutors up-to-date on the progress they are making.

B11 Share knowledge and skills.		
Distinction	**Pass**	**Fail**
• Thinks how they can best support others, shares their knowledge and skills at the appropriate time and in a way that works best for them. *Evidence would include arranging with a new apprentice to show them how to use a piece of equipment.*	• Shares their knowledge and skills when requested.	• Does not share their knowledge and skills with others.

Part 2

S13 Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer.		
Distinction	**Pass**	**Fail**
N/A	• Demonstrates the ability to obtain inspection schedules, data and recall information, and use these to identify inspection item faults. • Can reset service indicator. • Documentation has no more than one error.	• Does not demonstrate, or demonstrates incorrectly, how faults were found. • Documentation has two or more errors.

S12 Use ICT to create emails, word-processed documents and carry out web based searches.

S4 Obtain diagnostic and repair information

S5 Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability.

S6 Use a range of diagnostic equipment.

Distinction	Pass	Fail
• All word-processed documents and emails are formatted correctly and are free from errors. • Demonstrates that the questions asked, information found and tests made were suitable to correctly diagnose the fault in a systematic and efficiently way. *Evidence would include starting from a central location when checking for an open circuit and working methodically in or out depending on the results.*	• Documentation has no more than one error. • Demonstrates that the diagnostic method used correctly diagnosed the fault.	• Documents have two or more errors. • The diagnostic method used was inconclusive or could be interpreted in more than one way, and lead to a different conclusion.

S1 Contribute to the maintenance of a safe and efficient workshop. Segregate waste for disposal or recycling. Comply with industry environmental legislations.

S2 Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage.

Distinction	Pass	Fail
• Demonstrates the ability to carry out a risk assessment of the task and to minimise the risks involved. • Describes possible risks of damaging the vehicle	• Demonstrates taking action to minimise risks to self, others and the vehicle.	• Did not take action to minimise risks to self, others or the vehicle.

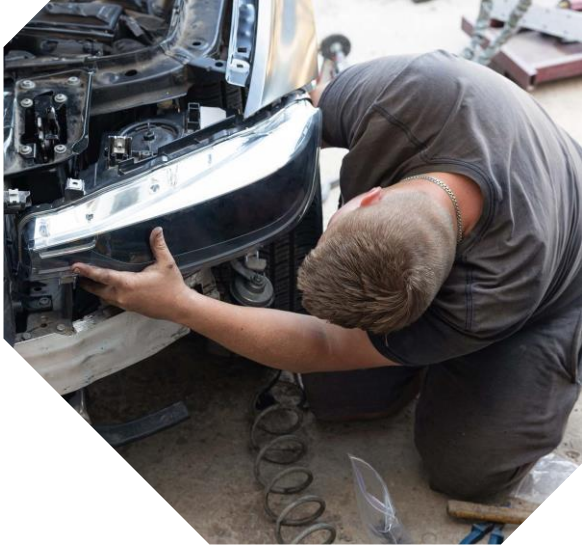
S1 Contribute to the maintenance of a safe and efficient workshop. Segregate waste for disposal or recycling. Comply with industry environmental legislations. S2 Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage.		
when carrying out the task and demonstrates that procedures were carried out to minimise damage to the vehicle. *Evidence would include:* • *Evaluating all of the health and safety risks before completing a task.* • *Evaluating all the risks of damaging the vehicle before carrying out a task.* • *Supporting calipers when removing discs.*		

S4 – S14 Knowledge of vehicle systems.		
Distinction	**Pass**	**Fail**
• Shows full knowledge and understanding of the system(s) involved. Gives correct answers to questions on associated systems.	• Shows knowledge and understanding of the system(s) involved.	• Explanation of the system(s) involved is incorrect.

S8 Report faults using company procedures and recommend suitable further actions.		
Distinction	**Pass**	**Fail**
• Demonstrates the ability to use company procedures to report faults and recommend	• Demonstrates the ability to use company procedures to report	• Is not fully aware of reporting procedures, or has not used them.

S8 Report faults using company procedures and recommend suitable further actions.		
suitable actions. Is aware of the root cause of the fault, other possible actions that could be taken to repair the vehicle and the strengths and weaknesses of each one. *Evidence would include discussing the fault with workshop control and evaluating the best action to take.*	faults and recommend suitable actions.	

S9 Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in-depth knowledge. S10 Test function of repaired and fitted components. S11 Adhere to business processes and complete documentation following workplace procedures.		
Distinction	**Pass**	**Fail**
N/A	• Demonstrates the ability to follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in-depth knowledge. • Can test the function of repaired and fitted components. • Adheres to business processes and completes documentation following workplace procedures.	• Does not explain the route they followed or the strengths and weaknesses of the route they took.



3. Gateway

The EPA period will only start when the **employer** is satisfied that the apprentice is consistently working at, or above the level of, the Standard. The apprentice must be able to evidence that they fully demonstrate the Occupational Standard and required level of professional competence in an authentic workplace context. In making this decision, the employer could take advice from the provider, but the ultimate decision is made solely by the employer.

If there is a **provider** working alongside the employer, they should support the apprentice's preparation for Gateway.

The apprentice must provide the following at Gateway:

- F-gas certificate – This can be any certificate that meets the EU's 2014 F-gas regulation. Acceptable qualifications required to work on mobile air conditioners that contain F gas are listed at: https://www.gov.uk/guidance/qualifications-required-to-work-onequipment-containing-f-gas
- logbook – the apprentice must build a logbook during the last eighteen months of their training that showcases work they have carried out and behaviours achieved. (See assessment method 3 – professional discussion for details of the required contents of the logbook).

  Apprentices do **not** have to use an assessment organisation's logbook. They can use their own logbook providing it meets the requirements set out in assessment method 3: professional discussion
- English and mathematics – have achieved English and mathematics qualifications in line with the apprenticeship funding rules

The following should be completed on the EPA Pro platform:

- Gateway Declaration Form signed by the apprentice
- Gateway Declaration by the provider, on behalf of the employer and tutor – confirming that the apprentice has completed at least 12 months on-programme.

City & Guilds will confirm when all the Gateway requirements have been met.

4. Timetable for End-point Assessment

The EPA period is typically completed within 6 months of the EPA Gateway, starting when City & Guilds has confirmed that all Gateway requirements have been met.

Further information about the booking process and timelines can be found in the City & Guilds Manual for the End-point Assessment Service.

On-going during on-programme	Evidence and forms
Provider and employer • Reviews progress as part of their regular performance management process and ensures apprentice's performance is on track • Identifies any gaps and creates a plan with the apprentice • Enrols apprentice on EPA Pro and provides 'Expected Date Ready for EPA'	n/a
Apprentice • Achieves English and mathematics qualifications in line with the apprenticeship funding rules • Builds a logbook that showcases work they have carried out and behaviours achieved	Start to collate: • logbook during the last eighteen months of their training

Gateway process	Evidence and forms
Employer • Reviews progress and ensures the apprentice is ready for EPA • Reviews evidence to confirm that it is appropriate and sufficient to meet the Standard	Signs the Declaration of Logbook Authenticity form
Apprentice • Must have been on programme for a minimum of 12 months and one day	Submits to provider: • Apprentice Gateway Declaration • Declaration of Logbook

Gateway process	Evidence and forms
• Completes and submits evidence and forms	Authenticity form • Logbook
Provider – on EPA Pro • Books EPA on the EPA Pro portal, in line with City & Guilds booking timelines in the EPA Manual • Makes City & Guilds aware of any additional needs of the apprentice so that they can review reasonable adjustments – see the current policy on the City & Guilds website, under EPA Documents Library • Completes Provider Gateway Declaration **on behalf of the employer and tutor** • Uploads evidence and forms onto EPA Pro	Complete on EPA Pro: • Provider Gateway Declaration Uploads onto EPA Pro: • Apprentice Gateway Declaration • Declaration of Logbook Authenticity form • Logbook • Evidence of English and mathematics achievement
City & Guilds EPA Gateway Team • Formally confirms when all the Gateway requirements have been met	n/a
City & Guilds EPA Team • Agrees with the provider and IEPA a mutually convenient date for the EPA Events	n/a

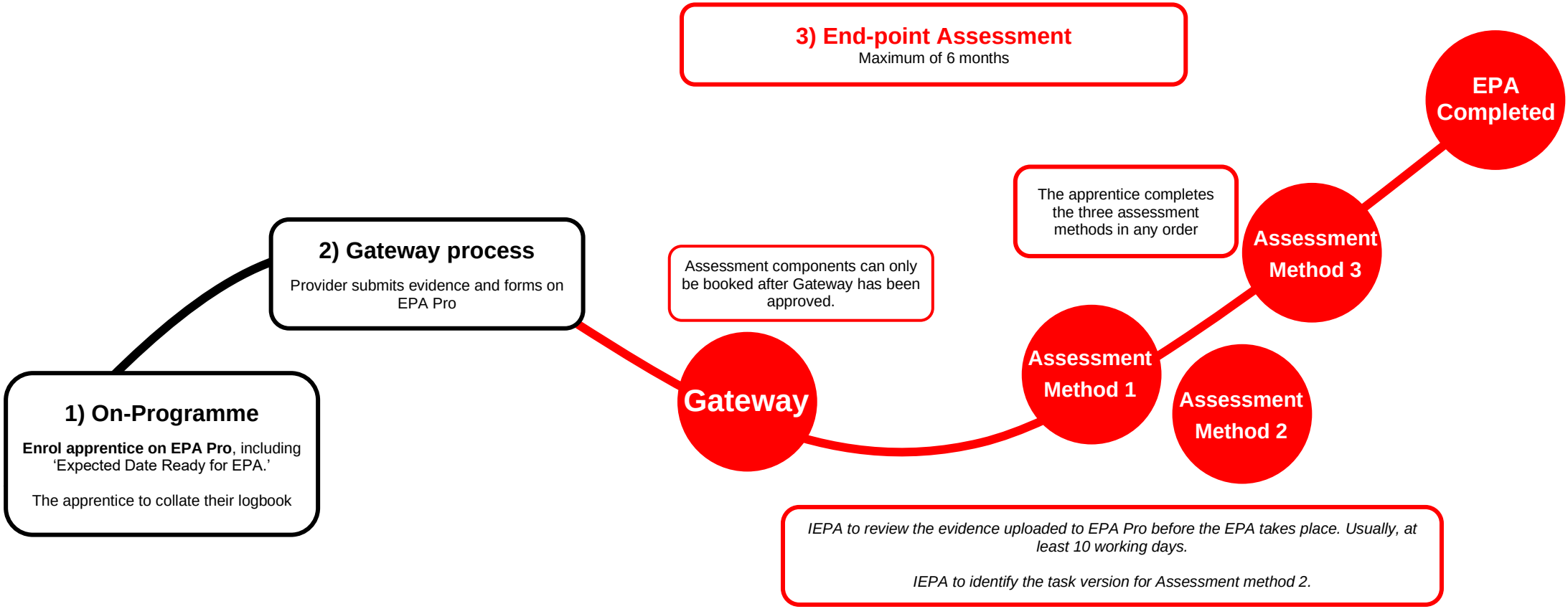
End-point Assessment	Evidence and forms
Apprentice • Completes the End-point Assessments	n/a
Employer • Ensures the apprentice has access to the resources required for the assessments (see the End-point Assessment Resources section)	n/a

End-point Assessment	Evidence and forms
Provider • Sets up the faults for the Skills Test	The following need printing for the IEPA visit: • Generic Automotive Job Card • Generic Job Cards
IEPA • Reviews the logbook prior to the EPA events • Carries out the End-point Assessments • Marks each assessment, communicates the results to the LIEPA • Provides feedback for assessments in EPA Pro	Completes: • 9301-702: Skills Test grading form • 9301-702: Generic Automotive Job Card • 9301-702/703: Generic Job Card • 9301-702: Assessor Observation Checklists for all tasks • 9301-703: Professional Discussion grading criteria • 9301-703: Professional Discussion recording form • Feedback Forms
LIEPA • Samples and quality assures assessments • Confirms overall grade to EPA Team	Reviews: • The IEPAs assessment outcome for 9301-702: Skills Test and 9301-703: Professional Discussion
City & Guilds EPA Team • Communicates the results to the Provider via EPA Pro • Processes the overall result if the apprentice has passed all the assessments and advises IfATE who issue the certificate. The data will be provided to IfATE once a month, on the fourth working day of the month	n/a

Summary timescales

Readers should check the above Timetable and the Assessment Instruction sections of this document for the detailed requirements for each stage.

Further information on EPA Service Timelines can be found on www.cityandguilds.com



5. End-point Assessment resources

The focus of the EPA is for the apprentice to demonstrate the values, knowledge, skills and behaviours set out in the apprenticeship standard and to be able to demonstrate this level of professional competence in authentic workplace contexts. EPAs are formal summative assessments that conclude an apprenticeship programme. Each apprenticeship will be assessed in a number of ways to provide a clear indication of the apprentice's knowledge and skills.

For this apprenticeship the following assessment methods need to be achieved:

- Knowledge Tests
- Skills Test
- Professional Discussion.

Remote assessment

Remote assessment is live assessment that is supported by technology where the IEPA and the apprentice are not in the same physical location when the assessment takes place.

For this apprenticeship the following assessments can be conducted remotely:

- Professional Discussion

For more detailed information around the conditions and requirements that must be met for remote assessment please refer to the **Manual for the End-point Assessment Service** found in the EPA Documents Library.

Assessment method	Resources required
Knowledge Test	Suitable IT systems for e-volve as outlined in the Manual for the End-Point Assessment Service. An invigilator. A quiet room with adequate lighting, space and privacy. It must be away from the pressures of work activities, in a controlled environment. This may be on or off the employer's premises
Skills Test	General garage hand tools and equipment • Waste disposal and recycling facilities • Working surface/bench with fixed vice • Torque wrench (selection of sizes)

Assessment method	Resources required
	• Inspection lamp • Pry bars • Basic engineering tools to support cutting, filing, joining and drilling tasks • Hand tools to include: spanner, sockets/ratchets, screwdriver, hammer, taps, dies, rivets, scribe • Ammeter and Amps-clamp • Socket sets ¼, ½, ¾ • Impact drivers – air, electric • Hand lamps – safe voltages required • Electrical circuit board equipment • Drill, drill bits • Files, punches, general metal workshop tools • Allen keys • Spline and Torx sockets • Pullers • Compressor and airline system • Vehicle protection – wing, seat, steering and floor • Consumables – nuts, washers, bolts, wire terminals, gasket paper, gaskets, solder/iron, puncture repair • Gasket paper, gaskets • Grease, oils, sprays, sealants • Antifreeze • Spillage kits • Benches and vice **Heavy garage equipment** • Vehicle lift – 2 or 4 post with wheel free capability • Tyre removal and wheel balancing equipment • Hydraulic press • Engine lifting and support equipment • Emission analysis equipment (petrol only) • Lifting equipment: vehicle ramps, jacks and stands • Lifting equipment transmission • Wheel alignment for two wheel, KPI/SPI, camber, castor and toe • Press and press tools

Assessment method	Resources required
	• Tyre fitting equipment with 3rd arm • Wheel balancing equipment-dynamic electronic type • Brake test equipment – Dynamometer roller tester **Specialist and diagnostic** • Exhaust extraction equipment – to industry test standards • Mechanical measuring equipment e.g. Vernier, micrometre, feeler gauges, DTI • Electrical measuring equipment e.g. volt meter, ohm meter, ammeter • Coolant pressure test equipment • Computer diagnostic interface equipment • Brake bleed equipment • Diagnostic electronic scope • Data source for vehicle information • Oil pressure test equipment • Headlamp alignment • Oil drain and filter removal equipment • Compression and cylinder leak tester Due to the extensive range in type and model of vehicles being used, some tools for an apprentice doing the same job may differ. Within the EPA, the job will be stated and the vehicle or vehicle rig used for that assessment will need to be provided along with the tools to carry out that task. This may vary between centres and manufactures. Venues can use specially prepared vehicles with panels removed, or cut, for ease of access. This allows the task to be completed in the allocated time frame as the apprentice will have easy access to all of the necessary components.
Professional Discussion	A suitable room for the professional discussion/interview to take place, large enough to accommodate all those involved including panel member where applicable Seating area or room for any other apprentices to wait Access to water and cups

Assessment method	Resources required
	Where applicable, internet access and suitable equipment for remote assessment as outlined in the Manual for the End-Point Assessment Service.

If the resourcing requirements are **not** met, it may **not** be possible to assess the apprentice properly and the EPA event may have to be cancelled. The charge for the assessment will still apply.

Please read through this list carefully and share with colleagues who may be needed to help meet the requirements. If you have questions not answered here or in the assessment plan, you can talk to your business manager or email apprenticeships@cityandguilds.com.

6. Assessment instructions: Assessment method 1 – Knowledge Test

Assessment method 1 consists of **two** online tests:

- 301/302 Knowledge Test 1
- 311/312 Knowledge Test 2

301/302 Knowledge Test 1 – Assessment specification

Assessment type	Knowledge based questions, delivered online
Coverage	Groups 2 – 5 (each 25%)
Assessment conditions	Closed book, invigilated examination conditions
Grading for test 1	P/D/X Pass: 65% (26 questions) or above Distinction: 85% (34 questions) or above
Type of questions	Multiple choice questions consisting of:

	• Multiple choice • Drag and drop • Ordering of 4 items
Number of questions	40
Marks available	40
Time allowed	45 minutes
Marking	The test will be carried out online and marked electronically
Information	Test 2 will follow test 1 (after a break of at least 30 minutes)

Content coverage

Standard reference	Criteria	Number of marks	% in the test
Group 2 Induction and Foundation Skills	2.1 Soft skills and behaviours 2.2 Tools 2.3 Vehicle	10	25
Group 3 Routine Services and Inspections	3.1 Soft skills and behaviours 3.2 Electrical systems 3.3 Servicing 3.4 Accessories	10	25
Group 4 Simple diagnosis and repair	4.1 Soft skills and behaviours 4.2 Electrical systems 4.3 Lighting and auxiliary systems 4.4 Wheels and tyres construction 4.5 Disc brakes construction 4.6 Steering 4.7 Engine types and configurations 4.8 Exhaust systems 4.9 Engine cooling systems	10	25
Group 5 Intermediate diagnosis and repair	5.1 Soft skills and behaviours 5.2 Diagnostic skills 5.3 Electrical systems 5.4 Drum brakes 5.5 Suspension layout and components 5.6 Steering systems	10	25

Standard reference	Criteria	Number of marks	% in the test
	5.7 Power assisted steering 5.8 Vehicle starting and charging system 5.9 Auxiliary electrics 1 5.10 Ignitions systems 5.11 Transmission drivelines		
	Total	**40**	**100**

311/312 Knowledge Test 2 – Assessment specification

Assessment type	Knowledge based questions, delivered online
Coverage	Group 6 (50%) Group 7 (50%)
Assessment conditions	Closed book, invigilated examination conditions
Grading for test 2	P/D/X Pass: 65% (39 questions) or above Distinction: 85% (51 questions) or above
Type of questions	Multiple choice questions consisting of: • Multiple choice • Drag and drop • Ordering of 4 items
Number of questions	60
Marks available	60
Time allowed	1¼ hours (75 minutes)
Marking	The test will be carried out online and marked electronically
Information	Test 2 will follow test 1 (after a break of at least 30 minutes)

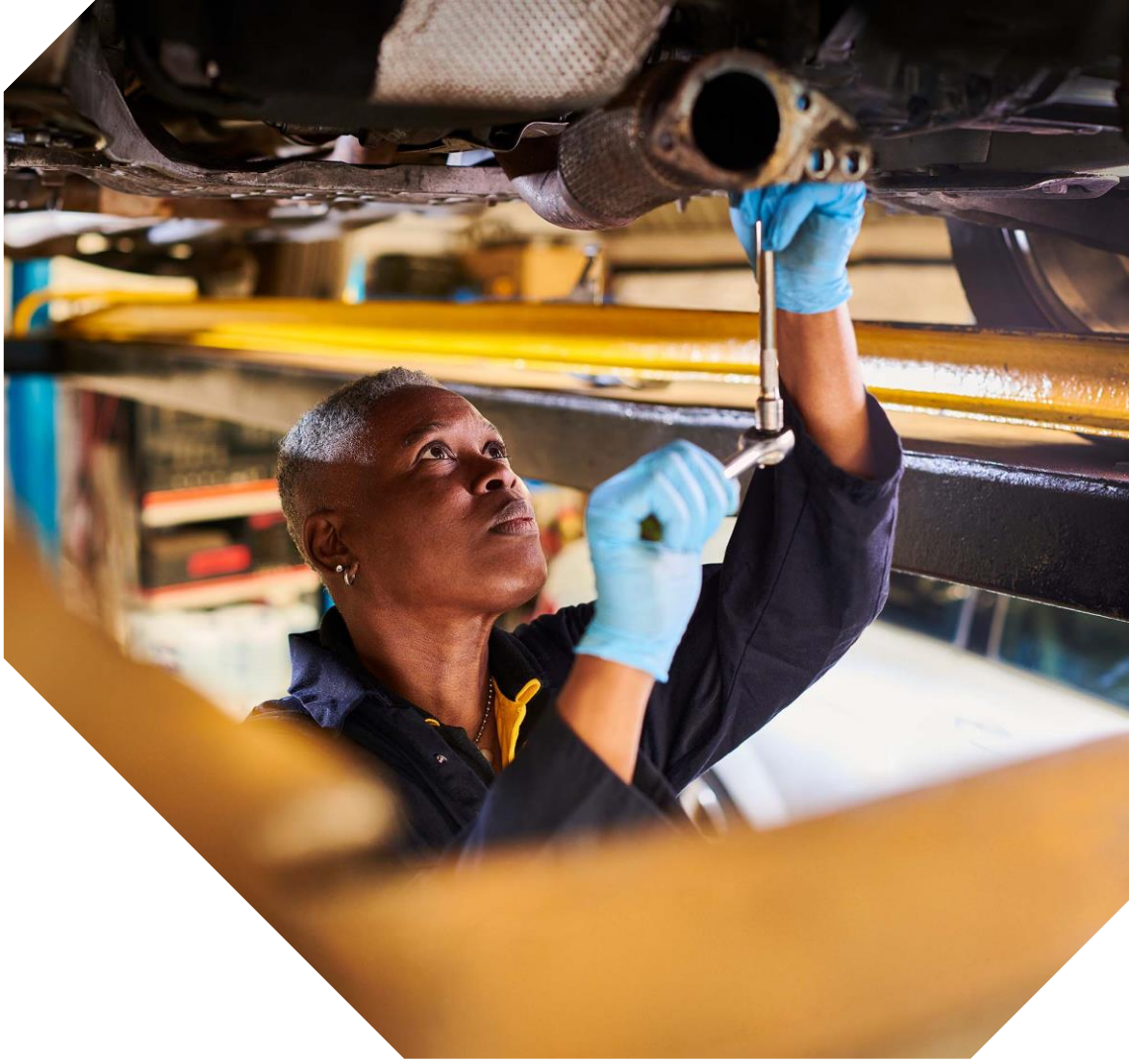
Content coverage

Standard reference	Criteria	Number of marks	% in the test
Group 6 Complex diagnose and repair	6.1 Soft skills and behaviours 6.2 Diagnostic skills 6.3 Electrical systems 6.4 Auxiliary electrics 2 6.5 Engine Inlet Systems 6.6 Engine sensors 6.7 Fuel Systems 6.8 Emissions 6.9 Clutch 6.10 Advanced suspension systems 6.11 Brake hydraulics 6.12 Stability 6.13 Climate control	30	50
Group 7 Component systems understanding and repair of major components	7.1 Differential 7.2 Manual gearboxes 7.3 Engine mechanical 7.4 Engine lubrication 7.5 Automatic transmissions 7.6 Alternative fuels and hybrid and electric systems	10	25
	Total	**60**	**100**

Grading

The apprentice must achieve a minimum of 65% in part 1 (test 1) and part 2 (test 2) to achieve a pass.

The apprentice must achieve 85% or above in part 1 (test 1) and part 2 (test 2) to achieve a distinction.



7. Assessment instructions: 702 Assessment method 2 – Skills Test

Assessment specification

The Skills Test will take place in a controlled environment that simulates the workplace to ensure it provides an insight into the apprentice's competence. Where possible, the apprentice's normal tools, systems, processes and work documentation will be used during the observation.

By prior arrangement with City & Guilds, apprentices may bring their own diagnostic tools for use during the test. Apprentices will be responsible for calibration, maintenance and security of their own tools. The IEPA may refuse the use of apprentice's equipment if they consider that it will cause considerable additional risk to health and safety during tests.

Description	Coverage	Grade
Skills Test	Knowledge: K1 – K14 Skills: S1 – S12 Behaviours: B4 – B6	P/D/X

Provider and employer instructions

Preparation

The EPA venue will receive the task details 21 working days in advance of the agreed date of the EPA taking place, so the equipment and the faults get set up. The same series of tasks can be repeated at the venue for up to 21 days. There will be a 1:3 IEPA / Apprentice ratio for the Skills Test.

The Skills Test consists of six tasks and will follow the repair processes carried out in the workplace. At the start of each of the six tasks, the IEPA will present the apprentice with a fault and the apprentice will be expected to:

- ask questions to determine the exact fault
- explain any health and safety risks involved in the particular system
- carry out inspection, tests and measurements as appropriate to identify the repairs that need carrying out
- obtain relevant data
- present verbally what is involved with the repair and list the replacement parts involved
- obtain repair procedures
- carry out the repair
- present the repaired ‘vehicle’ and explain further action that may be required following on from the repair
- complete a job card.

What to share with apprentices when

The training provider must **not** share any details of the specific tasks prior to the assessment. The details of the tasks will be shared with the sole purpose of setting up the faults. Only the IEPA can share the specific tasks with the apprentice, during the time of the assessment.

Timings

The tasks have a total repair time including estimated diagnostic time of a minimum of 9½ hours and no more than 10½. This should be completed over two consecutive days to allow for breaks between observations, rotation of apprentices and setting up of tasks.

Job Cards

The Generic Automotive Job Card and the Generic Job Cards must be printed and given to the IEPA. The job cards can be found in the 9301 Recording Forms for Providers and Employers document that is available in a Word format. Please see below summary of this form.

Recording form	Purpose	Who should complete	Where it can be found
Generic Automotive Job Card and the Generic Job Cards	Record of the task outcomes.	IEPA	9301 Recording Forms for Providers and Employers

Grading

The training provider will play no part in the assessment process itself and the IEPA is fully responsible for making the grading decision.

The IEPA will determine whether the apprentice has achieved each grading descriptor at the grade of Distinction, Pass or Fail. At the end, the IEPA will total the grading descriptors achieved at each available grade.

For a **pass** grade for the Skills Test:

- **All** grade descriptors must be demonstrated at a minimum of pass.

For a **distinction** for the Skills Test:

- **6** grade descriptors need to be demonstrated as distinctions.
- Minimum of pass for any other grade descriptors not at distinction.

Apprentice instructions – 702 Skills Test

There will be a 1:3 IEPA / Apprentice ratio for the Skills Test. Where possible, your normal tools, systems, processes and work documentation will be used during the tasks. By prior arrangement with City & Guilds, you may bring their own diagnostic tools for use during the assessment. You will be responsible for calibration, maintenance and security of your own tools. The IEPA may refuse the use of your equipment if they consider that it will cause considerable additional risk to health and safety during tests.

You will be presented with a set of six tasks. For each task, you will be given:

- written and verbal instructions on what you are expected to complete and the time expected to complete it in (the task will be stopped if you go over the allowed time)
- a generic job card that will have to be completed.

At the start of each task, the IEPA will present you with a fault and you will be expected to:

- ask questions to determine the exact fault
- explain any health and safety risks involved in the particular system
- carry out inspection, tests and measurements as appropriate to identify the repairs that need carrying out
- obtain relevant data
- present verbally what is involved with the repair and list the replacement parts involved
- obtain repair procedures
- carry out the repair
- present the repaired ‘vehicle’ and explain further action that may be required following on from the repair
- complete a job card.

When you ask questions about the fault, the IEPA may give further details of the symptoms but will **not** mention the components that are faulty.

After each task, the IEPA will ask open questions that follow this format:

- 1 question about the health and safety risks relevant to the task
- 1 question about the possible risks of damage to the vehicle
- 2 questions about knowledge of the vehicle systems relevant to the task
- 1 extended answer question about the knowledge of the vehicle system associated with the task.

The IEPA may also ask supplementary questions where clarification of the answers or clarification of the actions being carried out is required.

The following marking boundaries will be applied to each set of 5 open questions asked per task:

PASS	FAIL
Minimum of 3 questions answered correctly per task.	2 or less questions answered correctly per task.

Timings

Each task has an expected duration, mentioned at the beginning. The task will be stopped if you go over the allowed time. The tasks given have a total manufacturer's repair time including estimated diagnostic time a minimum of 9½ hours and no more than 10½. This should be completed over two consecutive days.

Grading

Throughout the skills test, you will demonstrate your degree of overall achievement of the defined grading descriptors. The IEPA will use specific Assessor Observation Checklists as an informal guide to assess your performance at each individual task.

The IEPA will complete the formal grading form to determine whether you have achieved each descriptor at the grade of Distinction, Pass or Fail. At the end of that form, the IEPA will total the grading descriptors achieved at each available grade.

For a **pass** grade for the Skills Test:

- **All** grade descriptors must be demonstrated at a minimum of pass.

For a **distinction** for the Skills Test:

- **6** grade descriptors need to be demonstrated as distinctions.
- Minimum of pass for any other grade descriptors not at distinction.

8. Assessment instructions: 703 Assessment method 2 – Professional Discussion parts 1 and 2

Assessment specification

Logbook requirements

The Logbook will be submitted to City & Guilds at the EPA Gateway. The logbook should contain evidence of:

- a service or inspection where faults have been found
- four repairs, from different systems, that involve complex (procedure involves a range of skills that need to be carried out in a specific methodical order) diagnosis and repair
- how the apprentice has achieved each of the criteria listed in the Behaviours (See Professional Discussion grading criteria).

The evidence in the logbook can be of any form the apprentice chooses, including:

- job cards
- technicians' reports
- written accounts
- witness testimonies

- images
- short clips of voice recordings or videos (the apprentice will be responsible for supplying this in a suitable format)
- repair manuals/specifications.

The evidence will be used as a basis of the Professional Discussion and must be sufficient to show how each of the grading criteria have been met. The aim of the Professional Discussion is to determine the apprentice's ability to apply skills, knowledge and behaviours in the workplace and not to mark the logbook presented.

The work evidenced in the logbook must be carried out by the apprentice and a signed declaration of logbook authenticity must be submitted to City & Guilds together at the EPA Gateway.

Description	Coverage	Grade
Professional Discussion parts 1 and 2	Knowledge: K1 – K14 Skills: S1 – S13 Behaviours: B1 – B3, B7 – B12	P/D/X

Provider and employer instructions

Planning

The IEPA will read through the submitted logbook prior to the Professional Discussion and choose one of the repairs at random. They will compare the evidence against part 1 and part 2 Professional Discussion grading criteria and highlight areas that need elaborating or clarifying, in particular:

Part 1 will determine the apprentice's behaviour strengths and weaknesses.

Part 2 will determine the apprentice's knowledge and understanding involved in carrying out the vehicle inspection and one of the four repairs the IEPA has chosen.

Timings

The professional discussion will last approximately 1 hour: Part 1 lasting approximately 20 minutes, + or - 5 minutes and part 2 lasting approximately 40 minutes, + or - 5 minutes.

Recording evidence from the discussion and deciding the grade

The IEPA will complete the formal grading criteria form to determine whether the apprentice has achieved each descriptor at a grade of Distinction, Pass or Fail. At the end of that form, the IEPA will total the grading descriptors achieved at each available grade.

To achieve an overall **pass** grade for the Professional Discussion:

- **All** grade descriptors must be demonstrated at a minimum of pass.

To achieve an overall **distinction** for the Professional Discussion:

- **8** grade descriptors need to be demonstrated as distinctions. This is made up of **5** grade descriptors demonstrated as distinctions from Part 1 and **3** grade descriptors demonstrated as distinctions from part 2.
- Minimum of pass grade for any other grade descriptors not at distinction.

Declaration of logbook authenticity

A declaration of logbook authenticity form must be completed. The form can be found in the **9301 Recording Forms for Providers and Employers** document that is available in a Word format. Please see below summary of this form.

Recording form	Purpose	Who should complete	Where it can be found
Declaration of logbook authenticity	To declare that the work evidenced in the logbook has been carried out by the apprentice	Apprentice / Employer	9301 Recording Forms for Providers and Employers

Apprentice instructions – 703 Professional Discussion Parts 1 and 2

Preparation

The IEPA will choose one of the repairs at random and read through the logbook prior to the Professional Discussion. They will compare the evidence against part 1 and part 2 Professional Discussion grading criteria and highlight areas that need elaborating or clarifying, in particular:

Part 1 will determine your behaviour strengths and weaknesses:

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

Part 2 will determine your knowledge and understanding involved in carrying out the vehicle inspection and one of the four repairs:

- details of fault presented to you
- health, safety and legal implications of the diagnosis and repairs
- knowledge and understanding of the system(s) involved
- possible actions that you could have chosen
- strengths and weaknesses of each action
- diagnostic and repair actions you carried out
- why you chose the particular route that you followed.

Timings

The professional discussion will last approximately 1 hour: part 1 lasting approximately 20 minutes, + or - 5 minutes and part 2 lasting approximately 40 minutes, + or - 5 minutes.

Recording evidence from the discussion and deciding the grade

There are various options for the IEPA to record the professional discussion; audio or video taping or paper-based logging. If using an audio/video tape, the IEPA will agree this with you first to ensure you are comfortable with this method of recording.

The IEPA will complete the formal grading criteria form to determine whether you have achieved each descriptor at a grade of Distinction, Pass or Fail. At the end of that form, the IEPA will total the grading descriptors achieved at each available grade.

Grading

To achieve an overall **pass** grade for the Professional Discussion:

- **All** grade descriptors must be demonstrated at a minimum of pass.

To achieve an overall **distinction** for the Professional Discussion:

- **8** grade descriptors need to be demonstrated as distinctions. This is made up of **5** grade descriptors demonstrated as distinctions from Part 1 and **3** grade descriptors demonstrated as distinctions from part 2.
- Minimum of pass grade for any other grade descriptors not at distinction.

9. Re-sits and re-takes

Apprentices who fail one or more assessments will be offered the opportunity to take a re-sit or re-take:

- A re-sit is where the apprentice takes the assessment again without the need for new learning
- A re-take is where the employer determines new learning is needed first

The apprentice's employer will need to agree that a re-sit or re-take is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit or re-take.

The maximum grade awarded to a re-sit or re-take will be pass, unless the EPAO identifies exceptional circumstances accounting for the original fail.

Re-sits or re-takes must be taken no less than 1 week after of the original test.

There will be no limit on re-sits or re-takes however they must be taken during the maximum EPA period i.e. 6 months from the EPA gateway, otherwise the entire EPA must be retaken.

Contact us

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Who we are

As part of the City & Guilds Group, we believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future.

As workplaces evolve, so do we. That's why we set the standard for skills that transform lives, industries, and economies.

About City & Guilds

For almost 150 years we have been developing the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through work based learning. We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

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