



# MOTOR VEHICLE SERVICE AND MAINTENANCE TECHNICIAN

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.

<b>Level</b>	3
<b>Duration</b>	36 months
<b>Job Examples</b>	Motor Mechanic

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/ garage functions from a commercial perspective and identify ways in which they can work more efficiently. 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. The tasks faced are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques.

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 PROGRAMME

### On programme

- Before the Standard is met, all apprentices must hold a certificate that meets the EU's 2014 F-gas regulation.
- 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.
- Professional Discussion for details of the required contents of the logbook).
- The basics of vehicle technologies and emerging technologies
- Types and characteristics of light vehicles
- Diagnostic principles and logical problem-solving techniques
- Basic tasks common to all procedures
- Servicing and maintaining a vehicle without supervision

- Investigating vehicle faults and identifying causes
- Removing, repairing and replacing parts in line with manufacturer's standards

### **Commitment from the Employer and Staff:**

During the Apprenticeship programme, 20% of the contracted working hours will be spent on learning and developing the required Knowledge, Skills and Behaviours. This development time will include learning new relevant tasks within their role, embedding the knowledge within their role, practical workplace training, spending development time with their Line Manager, attending online and face-to-face courses and time writing assignments/assessments including directed self-study hours: Evidencing the application knowledge within their working day, Independent study and research, Shadowing colleagues and mentoring, Technical training.

### **Qualification and Professional membership**

EU's 2014 F-gas regulation.

This standard has been designed to be recognised by relevant Professional Engineering Institutions and successful apprentices can apply for the appropriate level of professional registration (EngTech).

### **Gateway**

- EU's 2014 F-gas regulation.
- Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking their EPA.

## **DELIVERY**

### **Induction**

1-day induction to the Apprenticeship programme, meeting with a Skills Coach and Delivery Plan agreed.

### **In college**

1 workshop session a month for the duration of Programme.

### **Online**

Supporting material throughout, including Mindful our virtual platform and access to smart assessor

### **Assessment**

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

## **KNOWLEDGE/ SKILLS/BEHAVIOURS**

### **Knowledge**

- Legislative, regulatory and ethical requirements, including health and safety law and environmental procedures
- Vehicle emissions and legal requirements;
- Alternative fuels and hybrid and electric systems.
- How to diagnose faults using suitable fault-finding strategies

### **Skills**

- Test the function of repaired and fitted components.
- Adhere to business processes and complete documentation following workplace procedures.
- Use ICT to create emails, word-process documents and carry out web-based searches

### **Behaviours**

- Test the function of repaired and fitted components.
- Adhere to business processes and complete documentation following workplace procedures.
- Use ICT to create emails, word-process documents and carry out web-based searches

## **ENTRY REQUIREMENTS**

Maths and English GCSE Grades 9 - 3; A\* - E; Functional Skills Entry Level 3 or initial assessment results at Entry Level 3

## **CAREER PROGRESSION**

Senior technician, Workshop Supervisor or Garage Manager MOT Tester