

L3 APPRENTICESHIP

MOTOR VEHICLE SERVICE AND MAINTENANCE TECHNICIAN (LIGHT VEHICLE)

Overview

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 technician must be able to work independently but also operate as an effective team member and have good customer handling skills. 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.

Entry requirements*

Must have at least two GCSE's at Grade 4/C or above including Maths, English or Science, alternatively, have achieved Level 2 Functional Skills in both Maths and English.

Who is the course for?

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. They work on all the systems found within the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. The day-to-day tasks faced by the technician are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques. Today's apprentice has to demonstrate expertise in the technical side of their role. They must have strong problem-solving skills and a good grasp of the theoretical and practical aspects of a vehicle's systems. They must be able to work independently but also operate as an effective team member, understand how their workshop and the dealership/garage functions from a commercial perspective, have good customer handling skills and identify ways in which they can work more efficiently. 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 this apprenticeship scheme.

KEY INFORMATION

Typical Duration:
33 months + 3 months EPA

Taught Days:
One day every week term time only

Delivery Location:
Truro
Penwith (Penzance)

Funding value:
£15,000

(£750 employer contribution if required)

Programme content

Knowledge

- How vehicle service and repair is impacted by legislative, regulatory and ethical requirements, including health and safety law and environmental procedures.
- 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.
- How to develop positive working relationships and communicate effectively and how to carry out self-evaluation and improve own performance.
- The procedures for the maintenance of tools and the workshop.
- Routine servicing and inspection procedure.
- Steering and suspension geometries; electrical circuit requirements and calculations.
- Construction and operation of vehicle components and systems.
- Common fault types cause and effects of different types of faults.
- The implications and legal requirements of fitting accessories and carrying out vehicle modifications.
- How to diagnose faults using suitable fault-finding strategies.
- Construction and operation of advanced electrical, braking and suspension systems, engine and transmission systems and engine and gear calculations.
- Vehicle emissions and legal requirements.
- Alternative fuels and hybrid and electric systems.

Skills

- Contribute to the maintenance of a safe and efficient workshop
- Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage
- Carry out fundamental tasks associated with removal and replacement procedures on a vehicle
- Obtain diagnostic and repair information
- Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability.
- Use a range of diagnostic equipment.
- Follow recognised diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults.
- Report faults using company procedures and recommend suitable further actions.
- Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in-depth knowledge.
- 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.
- Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer.

Behaviours

- Take responsibility when required and be honest and accountable when things don't go as planned
- Operate as an effective team member
- Behave in accordance with the values of the company and treat colleagues and customers with respect and courtesy.
- Build effective relationships with colleagues and customers
- Gain trust and pay attention to colleagues and customers concerns and needs
- Communicate effectively on a range of topics and with all sorts of different people



- Deliver excellent results and achieve challenging goals.
- Contribute to problem solving discussions and enjoy finding solutions to own and other people's problems.
- Suggest ways to make the business more efficient and contribute to its commercial growth.
- Constantly learn in order to improve own performance and that of the business
- Share knowledge and skills.
- Demonstrate a passion for engineering.

Gateway

The EPA should only start once the employer is satisfied that requirements for EPA have been met and can be evidenced to an end-point assessment organisation and that the apprentice is consistently working at or above the level set out in the standard. Apprentices without level 2 English and maths will need to achieve this level prior to taking the end point assessment.

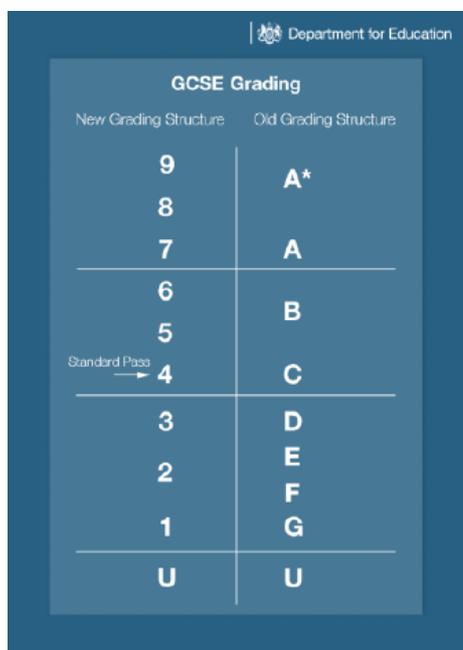
End point assessment

EPA methods

- Online Knowledge Test
- Skills Test
- Professional Discussion

Contact information

For further information, please call our Business Relations Team on 01872 242711 or email apprenticeships@truro-penwith.ac.uk



Department for Education

GCSE Grading	
New Grading Structure	Old Grading Structure
9	A*
8	A
7	A
6	B
5	B
4	C
3	D
2	E
1	F
	G
U	U

Standard Pass →

Functional Skills are equivalent to GCSE's, the table below shows the comparison

Entry Level 1	GCSE below G or Level 1
Level 1	GCSE D-G or level 1-3
Level 2	GCSE A* - C or level 4-9