

# AUTCARE TECHNICIAN APPRENTICESHIP LEVEL 2



INSTITUTE  
OF THE MOTOR  
INDUSTRY

For new or existing staff

An Auto-care Technician carries out a range of services and repairs to cars, car derived vans and light goods vehicles, working in an “Autocare” or “Fast-Fit” Centre. An Auto-care Technician requires a unique combination of technical, retail and customer service skills. They will use a range of tools, measuring and diagnostic equipment to identify & repair simple system faults.

## Qualification

Industry recognised Apprenticeship Completion Certificate for Autocare Technician Apprenticeship Standard.

Completers may want to progress to Level 3 Motor Vehicle Service and Maintenance Technician (Light Vehicle) Apprenticeship

### Delivery model and duration:

One day per week In College delivery supported by workplace visits to develop portfolio of evidence.

**Duration: 24 months plus 6 months for End Point Assessment**

### Ideal for:

- Autocare Technician
- Fast fit technician
- Motor vehicle fitter
- Diagnostic Technician

### The apprenticeship will cover the following core areas:

- Health and Safety
- Knowledge of and skills to carry out replacement Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems
- Tyres, 4-Wheel geometry principles

### Benefits to business:

- The course covers a wide range knowledge, practical skills and behaviours relevant to working in an “Autocare” or “Fast-Fit” Centre
- Safe working procedures for working on Hybrid/Electric Vehicle system
- Knowledge of how business work and customer service

### Entry Criteria:

- GCSEs in English and maths at grade 9-1 or A-F

### Benefits for learners:

- Apprentices will gain knowledge and practical skills needed to be a competent Autocare Technician

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## End Point Assessment

End Point Assessment will comprise of three elements:

- Knowledge Test
- Practical Observation
- Professional Review (supported by a portfolio of evidence)

### Skills

Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping

Carry out stock procedures including dealing with routine stock deliveries, placing stock into storage, carrying out stock rotation duties and ordering parts for customers following company procedures

Carry out vehicle safety inspections and routine maintenance in line with manufactures specifications or approved schedules, company procedures and complete approved documentation

Make recommendations to customers based on the results of inspections, ensuring that sales recommendations are accurate and fully costed, are ethical and in the best interests of the customer at all times, using language that is transparent and avoids jargon

Carry out replacement/repair and balancing of a range of light vehicle tyres, including ultra-low profile, directional, asymmetric and run-flat tyres fitted to a range of wheel sizes and types

Carry out the replacement of components on a specific range of vehicle systems including Steering & Suspension, Braking systems, Battery & Charging systems, exhaust systems and Air-Conditioning systems

Carry out 4-wheel Geometry operations including adjustments on a range of vehicles with different suspension and steering systems

Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair

Identify & procure correct parts to meet specific customer requirements

Access vehicle technical data to inform inspections and make judgements on wear and serviceability

Deal with and resolve low-level customer complaints

Communicate effectively with customers, suppliers and colleagues

Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices

### Components

- English and Mathematics qualifications completed in line with the apprenticeship funding rules
- Level 3 qualification for F-Gas handler for air-conditioning in motor vehicles in accordance with (EU) 517/2014 regulations (or an equivalent qualification)
- Level 2 qualification for safe isolation of electric and hybrid vehicles

### Knowledge

Tyre legislation and technical information including EU Tyre labelling, Tyre Pressure Monitoring systems, sidewall markings, homologated fitments relating to cars, car derived vans and light goods vehicles.

Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems

Vehicle 4-wheel geometry principles

Basic consumer legislation relevant to the occupation

Appropriate Health & Safety legislation and requirements for the workplace

Hybrid/Electric Vehicle system and safe working procedures

Data protection requirements to protect customer and payment information

General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance

How the business works and how you contribute to the overall results, demonstrating commercial awareness

How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements

The importance of following work place procedures and the consequences of not doing so

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