

# Motor Vehicle Maintenance and Service Technician (Light Vehicle)

## Apprenticeship Level 3

Competent motor vehicle technicians and mechanics can be hard to come by. You need someone reliable with the knowledge and skills to diagnose faults and carry out service and repairs to your standards, someone with a professional, team-oriented approach and a 'can do' attitude.

Taking on an apprentice can be a smart, cost-effective way of recruiting a new technician to fit your way of working. With our support, you can train them to uphold your service standards and become part of your team. Research shows an exceptionally high staying-on rate for apprentices once they have been trained, and you gain a productive member of staff. Importantly, this new apprenticeship has been designed by employers in your industry to meet your specific requirements.

### Key Areas of Study

Your apprentice will cover essential knowledge, skills and behaviours on their programme. The full menu of options for what can be covered is outlined below, and you can select the areas of most importance for your organisation.

#### Quick Information:

#### New Apprenticeship Standard designed by employers for employers

**Sector:**

Automotive

**Who is it for?**

New recruits and existing staff

**Start date:**

Flexible to suit employers

**Level:**

Level 3

**Duration:**

Minimum 36 months

**How does it work?**

Delivered in your workplace with one day a week at College during term time for 3 years and tutor workplace visits every 6 weeks.

**Content:**

Menu of options that can be tailored to your business

**Assessment:**

Gateway test for progression to the next stage at the end of Years 1 and 2; End Point Assessment including logbook review, peer review and synoptic testing

**Qualification:**

Motor Vehicle Maintenance and Service Technician Apprenticeship

**Additional Qualifications:**

F-Gas qualification



### **Knowledge and understanding of:**

---

- The fundamentals of vehicle technologies e.g. vehicle systems such as chassis, engine, transmission, electrical, air conditioning, high voltage vehicles, etc.
- The types, and associated characteristics, of light vehicles e.g. front- or rear-wheel drive, four-wheel drive, etc.
- Diagnostic principles and logical problem-solving techniques.
- Emerging automotive technologies and the impact they will have on the knowledge and skills technicians will require in the future.

### **The competency to achieve the following in the workplace:**

---

- Carry out the foundation tasks common to all procedures e.g. removing and replacing bolts, screws and clips, replacing seals, extracting damaged fasteners, cutting, drilling, filing, using fabrication skills etc.
- Contribute to the maintenance of a safe and efficient workshop and adhere to the dealership/garage's business processes (e.g. environmental awareness, servicing a vehicle, record keeping, customer contact) and standard workshop operations.
- Access specific information e.g. vehicle repair information, wiring diagrams, maintenance tables, technical production information and apply appropriately.
- Use diagnostic, mechanical and electrical measuring equipment.
- Inspect and prepare a vehicle to the required quality standard for handover to the customer e.g. following a service, complex repair, pre-delivery inspection etc.
- Service and maintain a vehicle without supervision.
- Remove repair/replace components in line with manufacturer's standards.
- Investigate symptoms of vehicle fault(s) and identify the likely underlying causes.
- Apply advanced diagnostic principles and logical problem-solving techniques, supported by diagnostic tools and testing regimes, to establish electrical, mechanical and electronic faults.
- Use current flow diagrams and electrical test equipment to carry out standard diagnostic and repair procedures.

### **The soft skills and behaviours to achieve the following in the workplace:**

---

- Communicate effectively with customers on a range of topics e.g. draw from a customer the description of symptoms in a way that will support the process of diagnosing faults.
- Behave in accordance with the values of the company they work for; treat customers with respect and courtesy, quickly respond to their requirements and win their trust using effective communication skills to ensure they receive an excellent experience.
- Operate as an effective team member taking responsibility when required and be honest and accountable when things don't go as planned.
- Constantly learn in order to improve their own performance and that of the business; plan effectively and be highly organised when carrying out service and repairs.

## Training, Tutoring and Assessment

---

The whole programme takes a minimum of 36 months to complete, at which point your apprentice can start their final assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training in College and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a log book to track their learning and development throughout the apprenticeship.

All apprentices are required to obtain the F-Gas qualification before completion of the apprenticeship, in line with the current EU regulation.

### End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

- 1. Logbook:** The final year of your apprentice's logbook will be reviewed to assess the progress they have made over time, with particular focus on the development of their soft skills and how their behaviours have progressed.
- 2. Behaviour Assessment:** This is a peer review, considering your apprentice's immediate working circle. It will evidence the quality of the apprentice's soft skills and the degree to which their behaviours meet the requirements of the workplace.
- 3. Knowledge Test:** An in-depth, online test using a range of question types to explore both the knowledge and understanding of your apprentice. The question types will be designed to test the ability of your apprentice and how they apply their knowledge to real-world problems.
- 4. Skills Test:** A two-day practical examination of the skills your apprentice has learnt and their understanding of the underpinning theory. There will be approximately ten exercises, and the test will be carried out in your normal working environment.

The final assessment will take place over a period of several weeks, building progressively to the practical test.

For more information on the assessment for Butchery Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.

## Apprenticeship Entry Requirements

As the employer you can set the selection criteria for the applicant. If the applicant does not have English or Maths at GCSE grade C or above, we will provide tuition for this.

## Future/Other Opportunities

Motor Vehicle Body & Paint Apprenticeship Level 2 and MOT Testing Qualifications.

## More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

## Get In Touch

**Email:**

[employer@sheffcol.ac.uk](mailto:employer@sheffcol.ac.uk)

**Call:**

0114 260 2600

**Twitter:**

[@sheffcol](https://twitter.com/sheffcol)

**Facebook:**

[facebook.com/thesheffieldcollege](https://facebook.com/thesheffieldcollege)

**LinkedIn:**

[linkedin.com/company/the-sheffield-college](https://linkedin.com/company/the-sheffield-college)

