

# AUTOCARE TECHNICIAN Apprenticeship

STUDENT FACTSHEET

YOUR FUTURE STARTS HERE

Carrying out a range of services and repairs to cars, car derived vans and light goods vehicles

## Key Information

Level	2
Duration	30 months (this does not include EPA period)
Entry requirements	- 16 years or over. - Please contact our Apprenticeship team for further entry requirements.
Delivery	A minimum of 30 hours of on the job training at work place per week including a day/ block release to study theory at the Uxbridge Campus
Qualifications & Professional Membership	On completion of this Standard the Auto-care Technician will be eligible to apply for IMI membership as a Registered Young Professional or if they wish as an Associate Member. They would also gain entry onto the IMI Professional Register.

### Employers involved in creating the standard:

Kwik Fit, National Tyre & Autocare, ATS Euromaster, Micheldever Pro-Tyre, Merityre, Selecta Tyre, Universal Tyre & Autocare, McConehy's Tyre & Autocentres, Horndean Tyres, Tyre City Autocentres, STS TyrePros, Formula 1 Autocentres

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## Overview of the Role

An Auto-care Technician carries out a range of services and repairs to cars, car derived vans and light goods vehicles, working in an Auto-care or "Fast-Fit" Centre, which may be part of a national chain or operated by a regional/local independent group/owner. 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.

The Auto-care Technician has to demonstrate expertise not only in the technical elements of their role and have a good grasp of the practical and theoretical aspects of the vehicle systems they service, but also needs to have excellent telephone, customer handling (including how to handle difficult customers and deal with customer disappointment) and effective sales skills, as well as strong problem solving and self-organisation skills. They must be able to work as part of a team but also operate independently, understand how their centre operates from a commercial perspective and how their actions contribute to business results, whilst maintaining a high standard of workmanship.

Please Note: This Standard does not on its own qualify apprentices to work on air-conditioning systems. Employers who require apprentices to work on air-conditioning systems must also provide the F-Gas qualification

## Sample Modules and Content

### An Auto-care Technician will demonstrate a knowledge and understanding of the following

1. 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.
2. Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems
3. Vehicle 4-wheel geometry principles
4. Basic consumer legislation relevant to the occupation
5. Appropriate Health & Safety legislation and requirements for the workplace
6. Hybrid/Electric Vehicle system and safe working procedures
7. Data protection requirements to protect customer and payment information
8. General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance
9. How the business works and how you contribute to the overall results, demonstrating commercial awareness
10. How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements
11. The importance of following work place procedures and the consequences of not doing so.

## Frequently Asked Questions

### What is new apprenticeship standard?

Apprenticeships in England are changing. Because of government reforms, a new style of apprenticeships has been designed to meet the needs of employers, learners and providers.

### How will I be assessed?

You will be assessed continually in knowledge, skills and behaviour areas at work. Towards the end of the apprenticeship, employers and providers will 'sign-off' the apprentice as ready for the end-point assessment (EPA).

Signing-off an apprentice indicates the employer and providers believe their knowledge, skills and behaviours are the level required to gain an apprenticeship. This sign-off is called the 'gateway'.

An end-point assessment (EPA) is a collection of assessments that offers confirmation of knowledge, skills and behaviours for a particular role. The EPA must be achieved before an apprenticeship certificate can be issued. The assessment organisation and the assessor must be independent of, and separate from the training provided by the provider and employer.

### Do I already need to have a job to start an apprenticeship?

You should be working a minimum of 30 hours per week in a job. If you are unemployed, view our vacancies to apply for a job:

[www.hruc.ac.uk/apprenticeships](http://www.hruc.ac.uk/apprenticeships)

### Can I start an apprenticeship after Year 11?

Yes, you can! Young people in England must stay in education or training until they turn 18. If you're looking for a different option after Year 11, an apprenticeship could be the answer for you!

### How much does an apprenticeship cost?

There is no cost for you to do an apprenticeship if you are 16 years old or over and you will be paid a wage.

[View our vacancies to apply](http://www.hruc.ac.uk/apprenticeships)

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