

# The new Motor Vehicle Service and Maintenance Technician (Light Vehicle) apprenticeship standard

**Wednesday 31 May 2017**

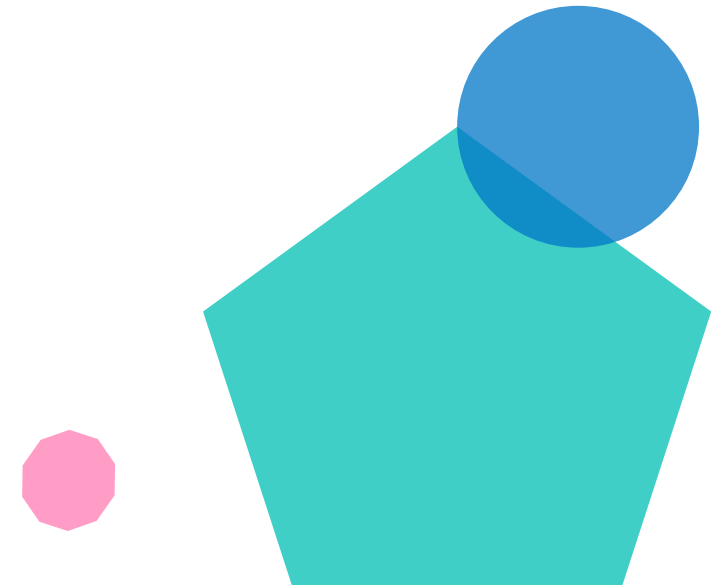
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- Current automotive occupations under development
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# Understanding apprenticeships: old and new

## SASE frameworks

(multi-occupational)



## Trailblazer apprenticeships

(individual standards per occupation)



# Automotive occupations under development



- Vehicle Damage Panel Technician
- Vehicle Damage Paint Technician
- Vehicle Damage Mechanical Technician
- Vehicle Damage Assessor
- Automotive Glazing Technician
- Automotive Industry Customer Service Advisor
- Vehicle Parts Operator
- Vehicle Sales Advisor
- Fork Lift Truck Technician
- Specialist Tyre Technician
- Tyre and Auto-care Technician



- Accident Repair Technician (Multi-collision Repair)
- Motorcycle Technician (Repair and Maintenance)



- Motor Vehicle Service and Maintenance Technician (Light Vehicle)
- Bus and Coach Engineering Manager
- Bus and Coach Engineering Technician
- Heavy Vehicle Service and Maintenance Technician

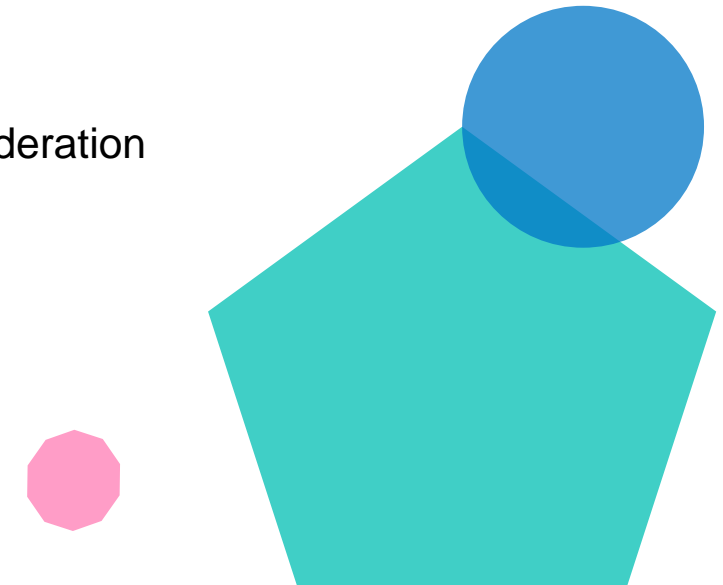
# Motor Vehicle Service and Maintenance Technician (Light Vehicle)

The standard was developed by these employers:

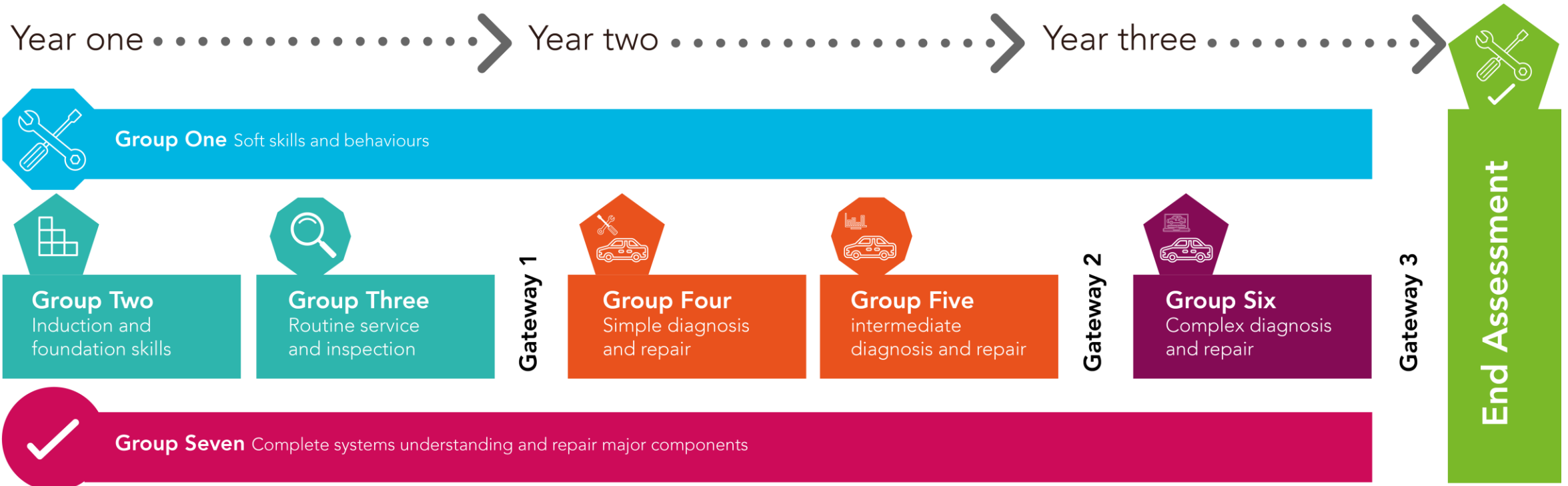
- Jaguar Land Rover
- HONDA
- Mercedes Benz
- BMW
- VW Group (Volkswagen Passenger Cars, Audi, SEAT, Skoda and Volkswagen Commercial Vehicles)
- Stratstone Group
- Arnold Clark Group
- Cavalier Garages
- Quality Car Service
- Jim Steel Garages
- Retail Motor Industry Federation

The standards and assessment plan are online:

<https://www.gov.uk/government/publications/apprenticeship-standard-customer-service-practitioner>



# Motor Vehicle Service And Maintenance Technician (Light Vehicle)



## On Programme

- The apprentice as part of their training completes practical tasks alongside an on-going review of their workplace soft skills and behaviours by their trainer and workplace mentor.
- At gateways 1 and 2 the apprentice is assessed via: online knowledge test, practical tests and ongoing review by the trainer and workplace mentor of their soft skills and behaviours.

## Gateway 3

- The employer and the training provider confirm that the apprentice is ready for the End Point Assessment.
- The apprentice must also have achieved the maths and English qualifications at the level expected and the F-Gas licence (7543).

## End Point Assessment

A synoptic assessment with four components:

- final review of logbook
- behaviour assessment
- online knowledge test
- two-day practical examination.

# Our offer

## Registrations under 9301-01 Apprenticeship package include:

- Access to training support materials
- Access to gateways 1 and 2 assessments
- Registration for the F-Gas mandatory unit compliant with EU legislation (7543-001)
- Registration for the end-point assessment

Product	Description
<b>E-Portfolio</b>	A competence management system to track the progress of the apprentice during their Apprenticeship.
<b>Training Manual</b>	Include tasks to support the apprentice's progression during the on-programme phase. Accessible via Walled Garden (ISBN: 9780851933757).
<b>Virtual Learning</b>	Allows apprentices to learn at their own pace in their own time. Accessible via <a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a>
<b>Smartscreen</b>	Schemes of work signposted to the virtual learning materials and workplace behaviours for trainers to facilitate the delivery of the Apprenticeship during the on-programme phase. Accessible via <a href="http://www.smartscreen.co.uk">www.smartscreen.co.uk</a>





# Our offer - training manual (on-programme)

- Apprentices receive a hard copy of their three-year training plan that they can always have to hand.
- Activities are repeated over a number of recommended tasks, giving the apprentice the opportunity to improve their technical skills and develop the specific soft skills and behaviours expected by employers.

ON-PROGRAMME:  
TRAINING TOWARDS GATEWAY 1

**TASK 1**  
**SAFE LIFTING: WHEELS AND TORQUE WRENCH**

Apprentice name \_\_\_\_\_ Task start date \_\_\_\_\_

Lift a vehicle to remove two wheels and refit following correct workshop procedures.  
**TWO** apprentices working together.

You **must** work safely in an automotive workshop, following correct health and safety requirements.  
You **must** wear the correct personal protective equipment (PPE).

**Data and equipment to be used:**  
Apprentice to complete before starting. Mentor/Trainer to tick if used correctly.

Trolley jack – state SWL:	<input type="checkbox"/>
Axle stands – state SWL:	<input type="checkbox"/>
Torque wrench – state range and figure used:	<input type="checkbox"/>
Power wrench – state type:	<input type="checkbox"/>







**Behaviours sign-posting:** The following behaviours are relevant to this task but this is not an exhaustive list.

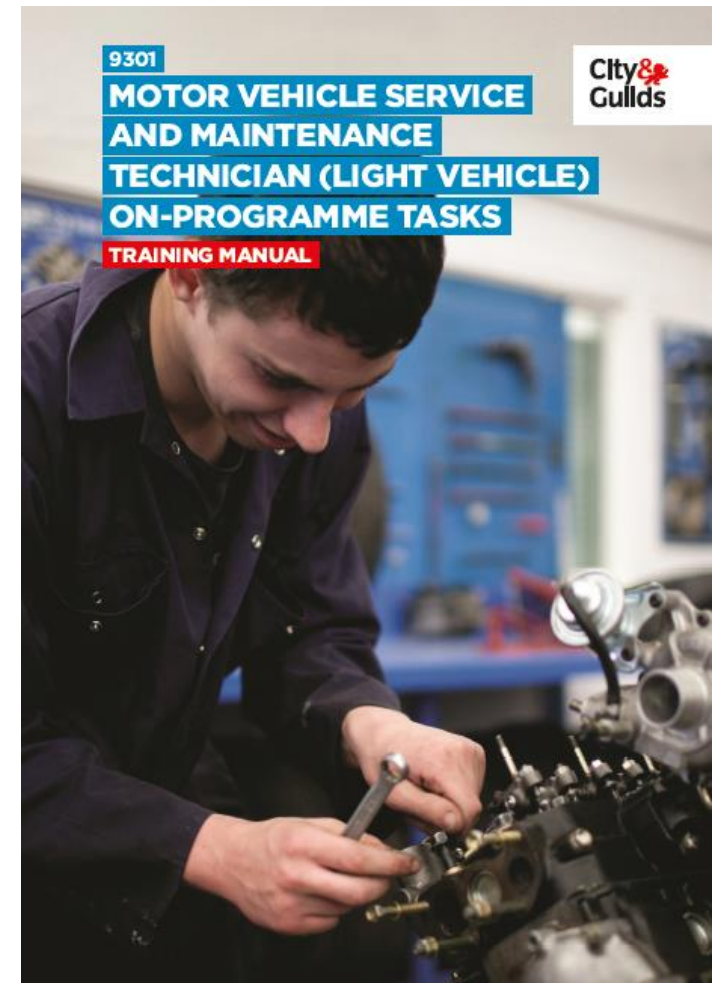
- Work with others to achieve target
- Maintain positive working relationships
- Accept the task to quickly recognise abilities and seek help appropriately
- Demonstrate honesty with the team

ON-PROGRAMME:  
TRAINING TOWARDS GATEWAY 1

**TOOLS AND EQUIPMENT**

The following is an example of the necessary resources, tools and equipment needed to support the practical skills for Gateway 1.

	Garage tool box/kits: spanner, sockets, screwdriver, hammer		Allen keys
	Torque wrenches – selection of sizes		Spline and Torx sockets
	Coolant pressure test equipment		Pullers

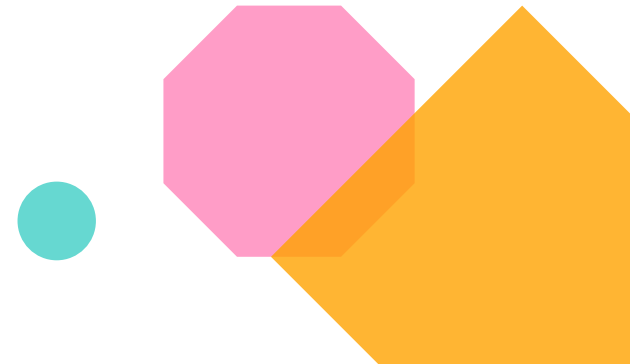




# Our offer – competence management system

- Tailor it according to your own organisation's needs
- Watch how it works: [https://www.youtube.com/watch?v=nWwTeljcl\\_o](https://www.youtube.com/watch?v=nWwTeljcl_o)

The screenshot displays the 'City & Guilds Learning Assistant' homepage. On the left is a dark sidebar with navigation options: Home, Learners, News & Events, Appointments, Forums, PDR, Messages, and Processes. The main content area is titled 'Homepage' and includes a welcome message: 'Hi Automotive, Welcome to Learning Assistant.' Below this is a paragraph explaining the system's purpose. A navigation bar contains tabs for Assessor Tasks, Process Tasks, Messages, Appointments, Resources, and LA Anywhere. The 'LA Anywhere' tab is active, showing sections for 'Login to your apps' (with a VMDEMO login instruction), 'For your Mobiles and Tablets' (with App Store and Google Play download buttons), and 'And for your Desktop' (with a 'Download LA ANYWHERE' button). On the right, there is a 'clever college' logo and a social media widget for 'City & Guilds' showing Facebook and website links. Below the widget are three news items with images and text, including one about a levy and another about a conference.



# Our offer – competence management system

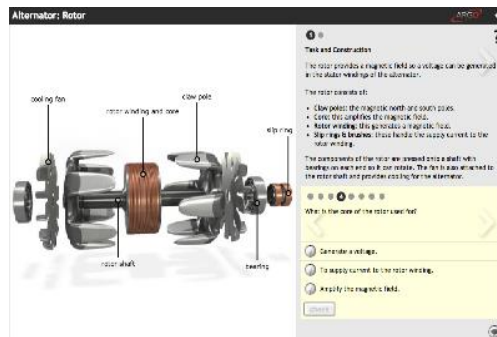
- Employer and training organisation have access to track the progress of the apprentices
- Apprentices are in control of their learning!

The screenshot displays the 'City & Guilds Learning Assistant' interface. The main content area is titled 'Course Folder' and shows details for 'FL Test001' (dated 02 July). It lists assessors and verifiers, and includes progress bars for 'Started 25%', 'Completed 0%', and 'Expected 0%'. Below this, a navigation bar includes 'Course', 'Evidence', 'Registration', 'Contact', 'Reviews', and 'Journey'. The main task list is titled 'G1 - Training Towards Gateway 1' and is marked as 'REFERRED'. The tasks are as follows:

Task	Status	Assessor	Date
> G1.1 - Task 1 Safe lifting: Wheels and torque wrench Total Docs: 1	Recall	Automotive Assessor	Referred
> G1.2 - Task 2 Vehicle lift/under-body service Total Docs: 1	Recall	Automotive Assessor	Reviewed and Accepted 12 Jan 2017 (Automotive Assessor)
> G1.3 - Task 3 Brakes inspection Total Docs: 1	Recall	Automotive Assessor	Reviewed and Accepted 12 Jan 2017 (Automotive Assessor)
> G1.4 - Task 4 Under-bonnet service Total Docs: 1	Recall	Automotive Assessor	Reviewed and Accepted 12 Jan 2017 (Automotive Assessor)
> G1.5 - Task 5 Diesel: Under-bonnet service Total Docs: 1	Recall	Automotive Assessor	Reviewed and Accepted 12 Jan 2017 (Automotive Assessor)
> G1.6 - Task 6 Workshop hand skills Total Docs: 1	Recall	Automotive Assessor	Reviewed and Accepted 12 Jan 2017 (Automotive Assessor)

# Our offer – virtual learning (on-programme)

- Time to flip the classroom!
- Let apprentices learn and progress at their own pace in their own time
- Learning can be so much fun with games
- Contributes to the 20% off the job
- [https://www.youtube.com/watch?v=GBe\\_DHASmccg](https://www.youtube.com/watch?v=GBe_DHASmccg)



# Our offer – Smartscreen (on-programme)

- Have your trainers ready for delivery from day 1!
- Schemes of work and lesson plans signposted to the virtual learning materials and workplace soft skills and behaviours to facilitate the delivery of the apprenticeship



**9301 Automotive Retail Motor Vehicle Service & Maintenance Technician Apprenticeship**

- 301** Soft skills and behaviours
- 302** Induction and foundation skills
- 303** Routine services and inspections
- 304** Simple diagnostics and repair
- 305** Intermediate diagnosis and repair
- 306** Complex diagnosis and repair
- 307** Complete systems understanding and repair major components

## Unit 306: Complex diagnosis and repair

### Sample scheme of work

Course/qualification: \_\_\_\_\_ Tutor's name: \_\_\_\_\_

Number of sessions: 06 Delivery hours: 18 Venue: \_\_\_\_\_ Group: \_\_\_\_\_

Aims	To enable learners to:
<ul style="list-style-type: none"> <li>• Knowledge criteria: soft skills and behaviours</li> <li>• Complete a wide range of repairs that involve complex procedures, or in depth knowledge.</li> <li>• Identify causes of common faults associated with two stage removal and replacement and recommend suitable further actions.</li> <li>• Use current flow diagrams and electrical test equipment to carry out standard diagnostic and repair procedures.</li> <li>• Use diagnostic, mechanical and electrical, measuring equipment.</li> <li>• Follow a logical diagnostic sequence.</li> </ul>	<ul style="list-style-type: none"> <li>• carry out complex level diagnostics across fuel, induction, emissions and braking systems</li> <li>• undertake data logger read outs from engine and braking systems</li> <li>• identify the legal requirements for emission requirements</li> <li>• undertake de-gas and re-gas of air-conditioning system.</li> </ul>

Session	Objectives/learning outcomes The learner will:	Activities and resources	Skills and Behaviours check
1 3 hours	(Learning outcome 1,6 and 13) Diagnostic skills Engine inlet systems:	<b>Activities:</b> Refer to Electude modules for the following training material: <ul style="list-style-type: none"> <li>• Forced induction</li> <li>• Catalytic converters</li> <li>• Exhaust gas temperature sensor</li> </ul>	<b>Completion of Electude quiz</b> Forced induction Catalytic converters

# Our offer – end-point assessment

- Registration under 9301-01 gives you access to the end-point assessment (EPA) with or without venue
- Please note that you do **not** need to book the EPA up until three months before you need it
- You do **not** have to decide whether you need a venue or not until you book the EPA. When you book the EPA, that's when you will make the choice
- Booking is made via the EPA reservation units



# Price

- Registration fee for 9301-01 apprenticeship package: £300
- EPA needs to be booked no later than three months before you need it

## **EPA at City & Guilds venue:**

You need to submit 9301-12-300 unit

- Booking fee: £2,550

If any re-sits are needed:

- Re-sit fee: £15 (online test)
- Re-sit fee: £750 (practical)
- Please submit 9301-12-350 unit

## **EPA at centre venue:**

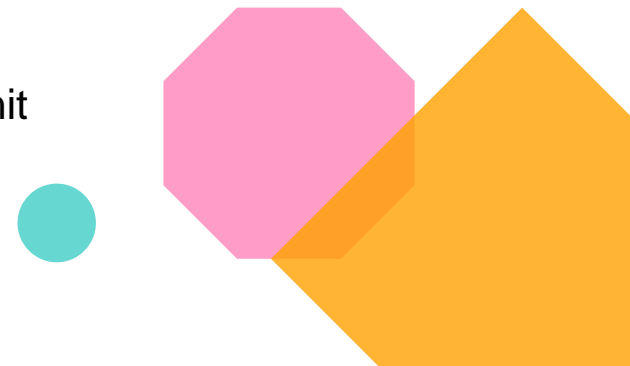
You need to submit 9301-13-300 unit

- Booking fee: £1,350

If any re-sits are needed:

- Re-sit fee: £15 (online test)
- Re-sit fee: £450 (practical)
- Please submit 9301-13-350 unit

*Note: We do not charge VAT so these prices are what you'll pay*



# Our offer

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# Approval process

- If you are a new centre you will need to gain both centre and qualification approval
- If you are a current City & Guilds centre you will need to apply for Qualification Approval

## Resource requirements

- The training manual includes information about the minimum equipment required to deliver the tasks to work towards the gateways of the on-programme stage of the apprenticeship
- The assessment pack contains information about the minimum equipment required to carry out the practical tasks which are part of the summative assessment of the gateways of the on-programme stage of the apprenticeship
- You must ensure that staff delivering these qualifications can demonstrate they have the occupational expertise required to train the apprentices up to the standard set up by the industry and successfully achieve the EPA
- In regards to the delivery of the 7543-01-001 Handle Refrigerants, which meets the minimum requirements of Regulation (EC) 307/2008, centres must refer to the resources requirements listed in the Level 3 Award in Basic Mobile Air Conditioning Systems (7543-01) qualification handbook available on our website

# Recognition of prior learning – from frameworks to standards

- Recognition of prior learning means using a person's previous experience, or qualifications which have already been achieved, to contribute to a new qualification
- Apprentices that have previously completed a Vehicle Maintenance and Repair Framework 1 Level 2 apprenticeship will automatically be exempt from completing gateways 1 and 2
- However, they will still be required to complete the logbook and behaviours assessments. For the purpose of grading they will be awarded a score of 60% at gateway 2. They will also have the option to take gateway 2 and obtain a higher score
- Apprentices that have previously completed a Level 2 Diploma in Light Vehicle Maintenance and Repair Principles (IMI 500/9818/4, City & Guilds 500/9707/6 (4290-12), Pearson 501/0269/2 or ABC 600/2143/3) will automatically be exempt from completing gateway 1 knowledge and skills tests
- It is a requirement that apprentices complete unit 001 from 7543-01 Level 3 Award in Basic Mobile Air Conditioning as a minimum. If this has already been achieved singularly or as part of the qualification (7543) then you will need to submit a result for 9301-601
- No other accreditations of prior learning will apply
- Proposal to withdraw Vehicle Maintenance and Repair framework by April 2018 not confirmed

# AUTOMOTIVE CREDENTIAL FRAMEWORK - PILOT



# Recap

**Quality with simplicity:** only one QAP and one registration point to access our full apprenticeship offer.

**One size fits all:** whether you want technology to facilitate cost efficiencies during the assessment and delivery and/or have print and digital materials to meet your apprentices' learning styles with 24/7 access, we provide this.

**Ready for delivery:** our schemes of work help plan teaching technical skills and integrate the development of behaviours during the on-programme training. These resources are linked to the apprentices' learning resources.

**Flexibility to meet your own business model:** inclusion of an end-point assessment offer *with or without venue* so apprentices can be assessed in-house or at a test centre at a convenient date/place for the apprentice.

**Affordability:** with a highly competitive one-box solution offer for all customers, regardless of size.

**Learning for the real world:** this is not just a job but the starting point for a career in the sector so the training materials and the assessment reflect current practices in the industry.

**Help achievement:** the mix of technology and print tools motivate apprentices to do their very best and increase their productivity at their work place.

# Support and resources available

Find all our past and forthcoming workshops, webinars and events [here](#).

See our apprenticeship, consultancy and events pages on the City & Guilds website:

<http://www.cityandguilds.com/apprenticeships>

<http://www.cityandguilds.com/what-we-offer/centres/what-is-advance>

<http://www.cityandguilds.com/what-we-offer/centres/improving-teaching-learning/events>

Also look at the Government's information:

[Provider/ employer apprenticeship funding rules 2017/18](#)

[Apprenticeship funding policy and funding bands sheets](#)

[Register of Apprenticeship Training Providers](#)

[Apprenticeship funding from May 2017 – policy paper](#)

[Technical Funding Guidance](#)

[Apprenticeship standards](#)

[Becoming an Employer/Training Provider Guidance](#)

# Thank you

- Keep up to date – register for email updates: <http://www.cityandguilds.com/what-we-offer/centres/email-updates>
- To be involved in the developments of new apprenticeship standards: [automotive@cityandguilds.com](mailto:automotive@cityandguilds.com)
- See a demo of our digital materials: <https://attendee.gotowebinar.com/recording/1233325874002209283>
- For more information on the new standards, our learning resources (including demos), and how we can support your business: [directsales@cityandguilds.com](mailto:directsales@cityandguilds.com)
- For additional information on end-point assessment: [epa@cityandguilds.com](mailto:epa@cityandguilds.com)



# Any questions?

