

# All about Automotive Apprenticeships and EPA (England)

Newsletter January 2024



# All about Auto EPA and Apprenticeships England Issue 2 January 2024

A newsletter from City & Guilds on updates in Automotive EPA and Apprenticeships

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This is the second newsletter all about Auto Apprenticeships and EPA for England, written by Paul Tunnicliffe with assistance from one of our Full Time IEPA's Paul Winskill.

We hope you find it useful.

## Welcome

Welcome back and I hope you all managed to get some down time and well-deserved rest over the festive period.

We are continuing to be very busy with our EPA service, with Automotive Apprenticeships going from strength to strength. The introduction of the Paint, Panel and MET Apprenticeships has seen us continuing to build up resources for these, starting with our fantastic ATM's (Apprenticeship Training Manuals) – more news on this later in this letter.

As we move into 2024, we will continue to keep you updated on our SmartScreen resources to complement your Apprenticeship Training. We will also keep you informed on any assessment plan updates, as we are expecting updated versions of the Light, Heavy Vehicle & Autocare Apprenticeship Assessment plans at some point from IFATE (Institute for Apprenticeships and Technical Education) during 2024.

We are also working on small amendments to the Paint, Panel & MET knowledge tests

Congratulations to all your apprentices who were successful in 2023, we wish them all the best in their careers.

### Keep in touch and up to date

For regular updates and further information please follow us on:



Paul Tunnicliffe (Technical Advisor) – [LinkedIn Link](#)



Paul Winskill (IEPA) - [LinkedIn Link](#)

## **Vehicle Damage Technician**

The Vehicle Damage Technician Standards team have seen EPA booking numbers progressing steadily, since the inaugural Vehicle Damage Paint Refinish EPA event in February last year.

Since this initial event, several other training providers have had their own Vehicle Damage Technician EPA events, and these have also passed without issue. The feedback from providers is that the booking of events has been uncomplicated, information supplied through EPA Pro regarding setting up of the EPA is clear, and of the events themselves, all elements have been delivered professionally and that the provider and apprentice experience has been of a high standard. Pass percentage rates for their apprentices have also been high, when compared with other awarding organisations.

Currently, the team are starting to see other training providers across the country enquire about availability for Paint, Panel or MET apprentice EPA events. Event bookings are healthily increasing month on month. The team is also growing in line with this demand, with a number of new IEPAs planned to join us later this year.

The Vehicle Damage Paint & Panel ATM (Apprenticeship Training Manual) is now completed and is available for download as part of the SmartScreen resources for the standard. We are currently putting the finishing touches to The MET training manual, which will be available soon. These fantastic and well thought out manuals are packed with tasks related to the apprentice's expected level of skill, as their skills progress throughout their standard. The manuals can also be used to develop and supplement evidence for the "Showcase Portfolio" for EPA.

If you are delivering any of the Vehicle Damage Standards, Paint, Panel or MET, please get in touch with the EPA team for more information or to book your event.

Jan Slater - LIEPA

## **Apprentices, Tutors & Workshop Technicians an IEPA's View**

Travelling extensively in England to carry out EPAs at colleges, training providers & even an employer premises, I meet a lot of apprentices from a wide variety of employers; dealerships, independent garages as well as national & international businesses. Many apprentices started when they left school or have been involved from a young age. However, I have met a number of apprentices who came into the trade later in life & from a variety of previous jobs, including a former baker & a horse trainer. One thing that is obvious about every apprentice going through EPA is the hard work they have put in to get to that point. It isn't an easy journey to get there & many have had to achieve Functional Skills English & maths in addition to their Automotive studies, both theoretical & practical.

There are others involved in this process, they are the tutors & assessors whose dedication in guiding the apprentices towards their goal must not be overlooked. The tutors/assessors have provided knowledge & support throughout the journey, many going above & beyond to ensure the apprentices are prepared for the most important days of their careers so far. On many occasions I can't decide who is more nervous about the EPA, the apprentice or the tutor.

There is one more group who work hard to ensure the practical tasks section of the EPA run smoothly, these are the workshop technicians. Their role isn't an easy one, setting up the tasks correctly, resetting tasks, often in a short timeframe, as well as repairing equipment if it breaks or isn't working as it should, which has happened numerous times.

Paul Winskill - IEPA

## Where do I find my EPA Set up instructions?

Our EPA Team will email the Task Version to the contact's name you have provided within our EPA Pro system.

You will also see the "Task Version" confirmed in the "Notes" section of EPA pro.

We aim to send this out to you as early as we can but no more than 21 working days prior to the EPA taking place, this gives you plenty of time to set up the EPA in your workshop.

Please see screen shot below of EPA pro showing the task version. Please let the EPA team know if you believe the version is incorrect.

The screenshot displays the EPA Pro system interface. On the left is a navigation menu with items: To-do's & Notifications, Caseload, Gateway Review, Planning, Assessment, Support Materials, and Reporting. The main content area is titled 'Apprentice Profile' and includes a status 'In Assessment from 27/09/2022'. Below this are tabs for Overview, Profile, Notes, and Files. A '+ New Note' button is visible. The 'Notes' section contains several entries: 'Task Version' (added 24/10/2022 13:44), 'Assessment booking' (added 29/09/2022 11:09), 'Venue' (added 29/09/2022 11:08), and 'Allocation' (added 29/09/2022 11:08). The 'Task Version' note is circled in purple. The City & Guilds and ilm logos are in the top left, and the epaPRO logo is in the bottom left.

## **Showcase Portfolio advice and guidance “Top Tips”**

Tip 1: Always refer to the “Showcase Portfolio Checklists” we provide on the Website for each Apprenticeship standard, as the evidence is different for each apprenticeship including behaviors.

Tip 2: Remember, this is a “Showcase” only showing the “Best” evidence that meets the standard. Focus on recent evidence, within the last 6-12 month. Don't use any Training Manual tasks or Job Cards from years 1 or 2, or workplace evidence that goes back too far, unless there is something specific that has been done well such as a behavior or something really interesting.

Clearly mark on the evidence if any behaviors have been covered or submit the behavior evidence in a separate file.

Tip 3: Ensure that the job cards are detailed and include diagnostic procedures, technical data and, if available, fault codes. They must also contain the vehicle details; Make, Model, Reg No, Mileage and VIN as well as the Apprentice's & Mentor's names & signatures. Photos can be added to each job card to show the diagnostic & repair process It is advisable to use job cards from the previous 6 – 8 months as the details will be fresher in the Apprentice's mind & easier to recall.

Tip 4: Only upload the required number of job cards as well as the Behaviours evidence (if these are not clearly referenced on the job cards).

Tip 5: Refer to the ‘Exemplar materials’ on EPA Pro, there is a lot of really useful information and examples.

Tip 6: Make sure the Apprentice has a copy of or access to their Showcase Portfolio to bring to the Professional Discussion/Review.



## **What must an Apprentice bring on the day of EPA?**

There are several essential things your Apprentices will need to bring on the day/s of your EPA:

- 1 Work wear, either overalls or work trousers (not shorts) & suitable work top.
- 2 Safety shoes or boots.
- 3 Photo ID – Driving License or Passport.
- 4 Food and drink for allocated breaks.

*(Occasionally Apprentices bring their own tools, such as digital torque wrenches, multimeters, or other specialist tools, which is optional, however please remind Apprentices who bring their own equipment that they are responsible for its safety and operational use)*

## **The start of EPA – settling in**

As an experienced Independent End Point Assessor (IEPA) I know there can be uncertainty about the EPA, which is understandable, therefore I'll explain a little more about the process and the IEPA's role.

Before the EPA gets underway your IEPA will introduce themselves, talk to centre staff and the Apprentices about the EPA as well as giving the opportunity to ask any questions.

The IEPA will be observing your Apprentices while they carry out the practical tasks, which doesn't mean we will be sitting on their shoulder as it is possible to see what they're doing without being up close and personal.

We will come over to ask the Apprentice questions relating to the task they are carrying out as well as, quite often, having a general chat between tasks. It's also an opportunity for Apprentices to talk to us and find out we are approachable while remaining professional.

The Professional Discussion/Review can seem the most intimidating part of the EPA. However, during their practical tasks, they will have been able to get to know their IEPA a little more, which means they are not going into the discussion with a stranger.

Please remind your Apprentices they are talking to someone who is really interested in what they do, however the IEPA doesn't know much about them at this point, or what level of knowledge they have and therefore will want to know in as much detail as possible about the task they are working on *(There will be questions relating to behaviors as well as technical areas and the Apprentices can have their Showcase Portfolio with them to refer to as well as being allowed to make notes).*

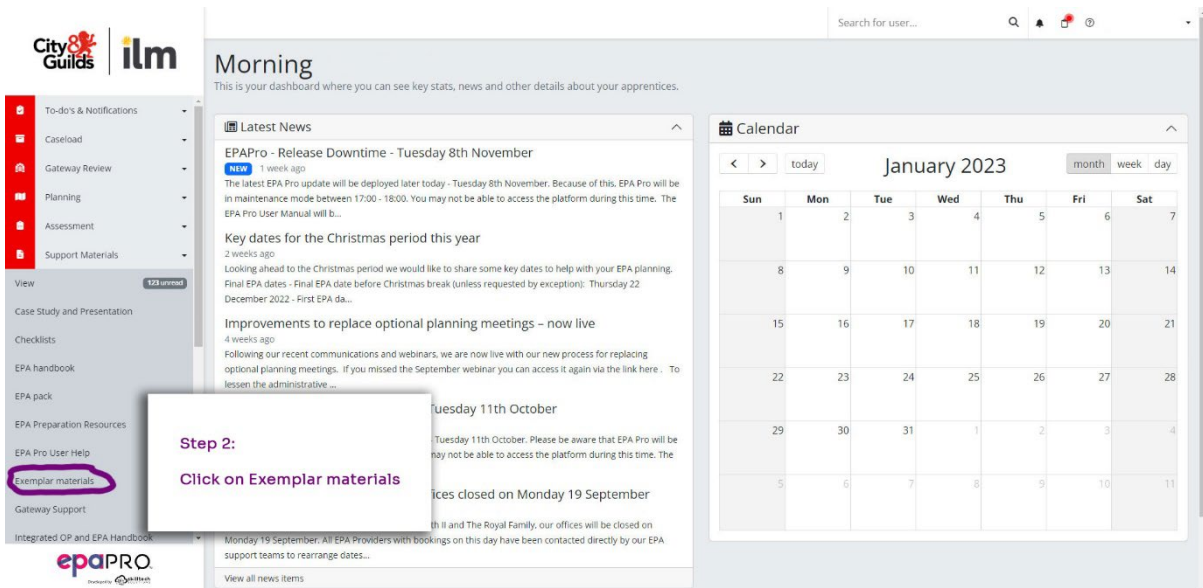
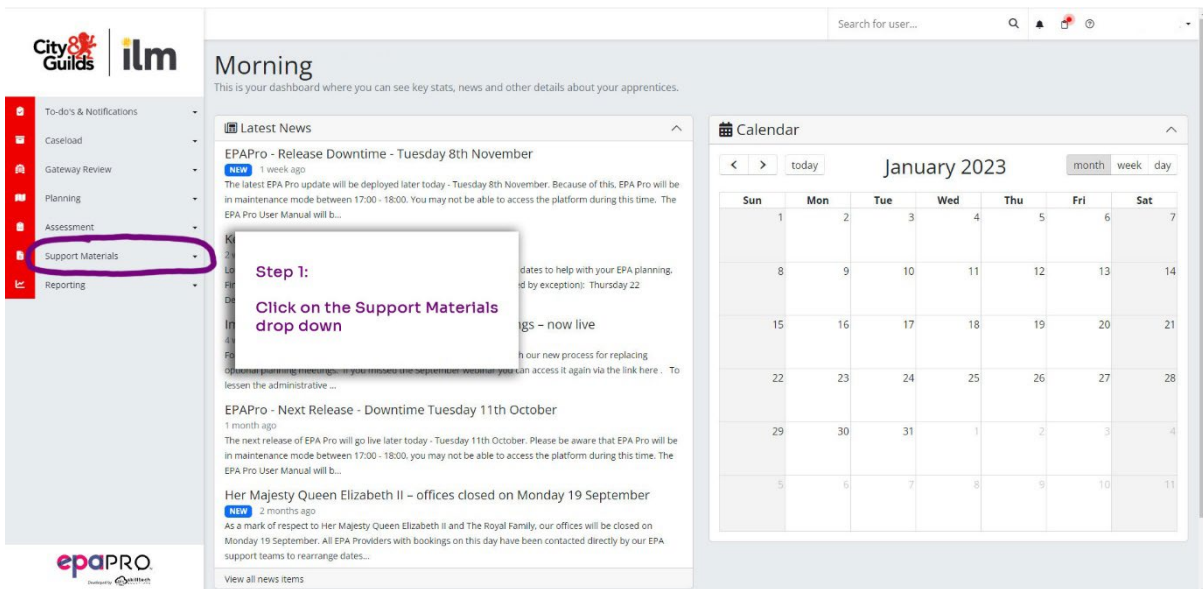


## Set up – top tips

### Documentation and Resources – EPA Pro.

EPA pro has a fantastic range of EPA resources available to you for use with your Apprentices, for each of our standards, including PD Transcripts, Showcase Portfolio Guidance and much more.

Please see the screenshots below to help you locate these in EPA pro:



**CityGuides | ilm**

Search for user...

### View Support Materials

Search... Filter By Standard Filter by Category

Apply Filters Clear Filters

Categories

**Exemplar materials**

**Step 3:**  
Click on the Exemplar materials drop down

View

122 items

Case Study and Presentation

Checklists

EPA handbook

EPA pack

EPA Preparation Resources

EPA Pro user help

Exemplar materials

Gateway Support

Integrated OP and EPA Handbook

**epaPRO**

**CityGuides | ilm**

Search for user...

### View Support Materials

Search... Filter By Standard Filter by Category

Apply Filters Clear Filters

Categories

**Exemplar materials**

Type	Title	Description	View
File	<b>NEW</b> Apprentice job card example (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	This is a sample document giving apprentices guidance on how to complete a job card for the practical skills component of the end-point assessment.	05/10/2020 13:10 <a href="#">Open</a>
File	<b>NEW</b> Apprentice job card example (9301-13 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	This is a sample document giving apprentices guidance on how to complete a job card for the practical skills component of the end-point assessment.	05/10/2020 15:24 <a href="#">Open</a>
File	<b>NEW</b> Apprentice Training Manual - apprentice guidance (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	These guidance notes will help the apprentice complete the Apprentice Training Manual, in readiness for their end-point assessment.	05/10/2020 13:16 <a href="#">Open</a>
File	<b>NEW</b> Apprentice Training Manual - apprentice guidance (9301-13 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	These guidance notes will help the apprentice complete the Apprentice Training Manual, in readiness for their end-point assessment.	05/10/2020 15:25 <a href="#">Open</a>
File	<b>NEW</b> Apprentice Training Manual - apprentice report example (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	This document provides a sample apprentice report for learners to use as a guide when preparing for their end-point assessment.	05/10/2020 13:18 <a href="#">Open</a>
File	<b>NEW</b> Apprentice Training Manual - apprentice report example (9301-13 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	This document provides a sample apprentice report for learners to use as a guide when preparing for their end-point assessment.	05/10/2020 15:27 <a href="#">Open</a>
File	<b>NEW</b> Apprentice Training Manual - tutor overview (9301-12 Level 3 Motor Vehicle Service and Maintenance Technician Light Vehicle)	These guidance notes will help tutors to support apprentices completing the Apprentice Training Manual, in readiness for the end-point assessment.	05/10/2020 13:18 <a href="#">Open</a>

**Step 4:**  
Click Open to download the material you require

View

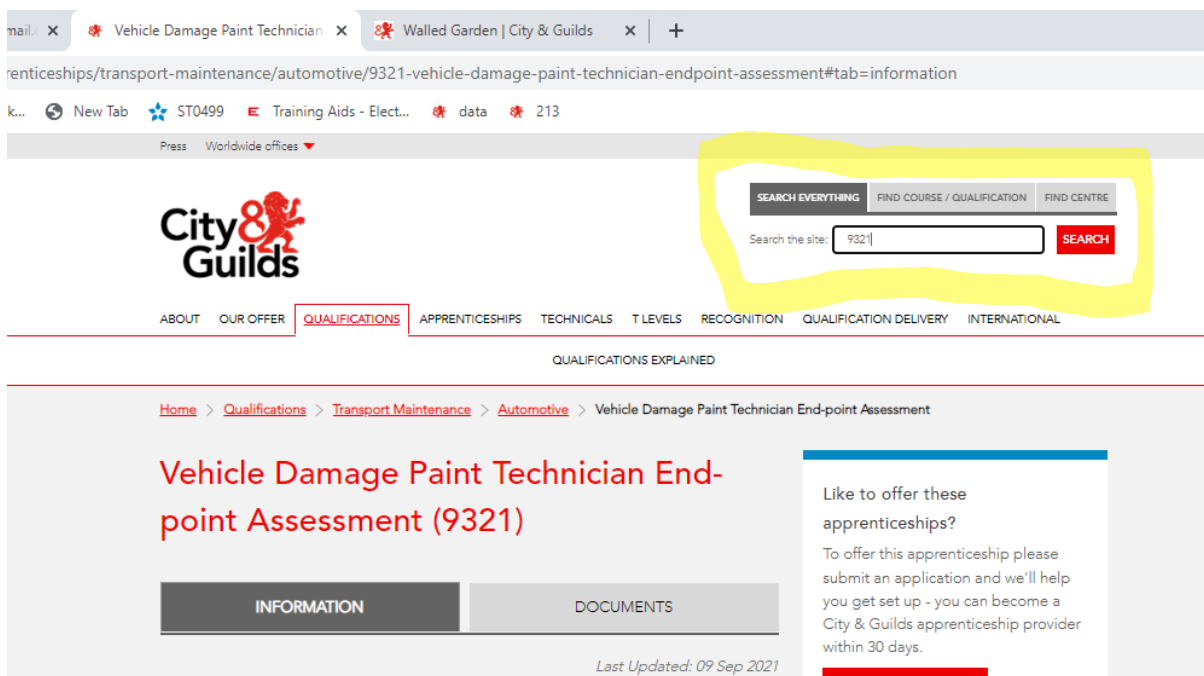
**epaPRO**

## Documentation and resources – website

Our website pages are your first point of call for all the information you need for EPA including:

EPA packs (Handbook for the EPA) including resource checklists Showcase Portfolio Checklists  
Mock Knowledge Tests  
Advice on EPA Set up

Remember each Automotive Apprenticeship has its own website which can be easily found using the search function at the top of the website:



The screenshot shows a web browser with two tabs: 'Vehicle Damage Paint Technician' and 'Walled Garden | City & Guilds'. The address bar shows the URL: 'renticeships/transport-maintenance/automotive/9321-vehicle-damage-paint-technician-endpoint-assessment#tab=information'. The browser's address bar also shows 'k...' and 'New Tab', 'ST0499', 'Training Aids - Elect...', 'data', and '213'. The City & Guilds logo is visible on the left. A search bar is highlighted with a yellow box, containing the text '9321' and a 'SEARCH' button. Below the search bar, the navigation menu includes 'ABOUT', 'OUR OFFER', 'QUALIFICATIONS', 'APPRENTICESHIPS', 'TECHNICALS', 'T LEVELS', 'RECOGNITION', 'QUALIFICATION DELIVERY', and 'INTERNATIONAL'. The main content area shows the title 'Vehicle Damage Paint Technician End-point Assessment (9321)' and two buttons: 'INFORMATION' and 'DOCUMENTS'. A sidebar on the right contains the text: 'Like to offer these apprenticeships? To offer this apprenticeship please submit an application and we'll help you get set up - you can become a City & Guilds apprenticeship provider within 30 days.' and a 'MAKE AN APPLICATION' button. The page footer indicates 'Last Updated: 09 Sep 2021'.

Some documents such as Mock Tests and the EPA Packs are password protected, please find the passwords on Walled Garden.

## Documentation and resources – SmartScreen

### **ATM's (Apprentice Training Manuals)**

ATM's are currently available for the following standards:

- (9304) Level 2 Autocare technician
- (9302) Level 3 Heavy vehicle service and maintenance technician
- (9301) Level 3 Motor vehicle service and maintenance technician (light vehicle)
- (9321) Level 3 Paint
- (9322) Level 3 Body
- (9323) Level 3 MET (available soon)

These training manuals provide apprentices with a range of practical tasks to apply their knowledge and skills in preparation for assessment. The manual supports formative learning, by allowing the apprentice to track their progress and record evidence. Each manual includes:

- tasks to support reflective learning and evidence literacy, numeracy and behavioural competencies
- integrated tasks to provide 'stretch' learning
- checklists for each task, where assessors and/or employers can authenticate work & provide feedback.

These training manuals can also be used to develop and supplement evidence for the "Showcase Portfolio" for EPA

### **As well as ATM's, we also offer Schemes of Work and E-Learning for the following Apprenticeships:**

- 9301 Light Vehicle (SmartScreen code SS9301)
- 9302 Heavy Vehicle (SmartScreen Code SS9302)
- 9304 Autocare (SmartScreen Code SS9304)

Speak to your Business Manager about adding these to your SmartScreen package.

### **Celebrating success – Digital Credentials:**

#### **Digital Credentials for Automotive.**

Digital credentials are now an integrated part of our apprenticeship offer for all our Apprenticeships and more recently, our wider qualification offer.

For more details, please go to <https://www.cityandguilds.com/digital-credentials>

Enable your learners to become brand ambassadors and reach new audiences with your Apprenticeship offer, as your participants share their achievements on social media and across the web in a secure and verifiable way.

\*These are awarded automatically on completion by providing the learners email address upon registration

Follow this link to see the guide on adding email addresses via walled garden including bulk upload.

<https://www.cityandguilds.com/digital-credentials/centres>

### **Examples**



## **Become an independent assessor (IEPA) for Light, Autocare, Heavy Vehicle, Paint, Panel & MET**

Role profiles for independent assessors and application forms can be found here:

**Independent End-point Assessors | City & Guilds Group Careers**  
([cityandguildsgroup.com](http://cityandguildsgroup.com))

For those who would like to apply for one of these roles, please remember you can access the standard and the assessment plan in the Institute for Apprenticeships' website: **Apprenticeship standards / Institute for Apprenticeships and Technical Education** . Just type in the sector you are looking for; example Light Vehicle then select vehicle-service and maintenance technician Light Vehicle Level 3 and all assessment and entry requirements information and documentation is freely available to access.

### **Tell us what you think**

*All about Automotive EPA and Apprenticeships* is a newsletter that brings together useful information from City & Guilds relevant to Apprenticeships and EPA.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to  
[Mike.Nightingale@cityandguilds.com](mailto:Mike.Nightingale@cityandguilds.com)

For specific queries and enquiries please contact our dedicated customer support team

Tel: 0192 4930 800

Email: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

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