

# City & Guilds Levels 1 - 4 Automotive Qualifications (4101/4121)

## Qualification handbook

NVQ/SVQ/VRQ Levels 1, 2 and 3	4101
VRQ level 4	4121



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# City & Guilds Levels 1 - 4 Automotive Qualifications (4101/4121)

## Qualification handbook

Version 2.8

<b>Version number</b>	<b>Changes made</b>	<b>Section</b>
2.7 October 2017	Added GLH and TQT details	Qualifications and routes overview
2.8 March 2022	GLH and TQT clarified and highlighted	Qualifications and routes overview

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# Contents

<b>1</b>	<b>How to use this document</b>	<b>5</b>
1.1	The Automotive Qualification handbook	5
1.2	Other documents and sources of further information	6
1.3	Units	7
1.4	Symbols and abbreviations used in this handbook	8
<b>2</b>	<b>Information for Centres</b>	<b>9</b>
2.1	Centre and qualification approval, and GOLLA approval	9
2.2	Administration	10
<b>3</b>	<b>The City &amp; Guilds Automotive Qualifications</b>	<b>12</b>
3.1	The aim of the qualifications	12
3.2	Qualifications and routes overview	13
3.3	Entry and progression	15
3.4	The Units	17
<b>4</b>	<b>The City &amp; Guilds Automotive N/SVQs</b>	<b>18</b>
4.1	Introduction	18
4.2	The available N/SVQ qualifications	19
4.3	N/SVQ route tables	21
4.4	N/SVQ Maintenance and repair units and routes	22
4.5	N/SVQ Body and paint units and routes	24
4.6	N/SVQ Vehicle fitting units and routes	26
4.7	N/SVQ Roadside assistance and recovery units and routes	28
4.8	Assessment requirements Level 1 – 3 N/SVQ	29
4.9	Realistic working environments	30
4.10	Role and occupational expertise requirements	32
<b>5</b>	<b>The City &amp; Guilds Automotive VRQs</b>	<b>33</b>
5.1	Introduction	33
5.2	The available VRQ qualifications	34
5.3	VRQ Route Tables	35
5.4	VRQ Vehicle Maintenance and Repair	36
5.5	VRQ Automotive body and paint routes	38
5.6	VRQ Vehicle fitting	40
5.7	VRQ Roadside Assistance and Recovery	42
5.8	Diplomas and the Level 4 VRQ	43
5.9	The units	44
5.10	Assessment requirements Levels 1- 4 VRQS	45
5.11	Guidance for tutors	46
5.12	Producing centre-devised tasks	47
5.13	Preparing an assignment	48

5.14	Quality assurance	49
<b>6</b>	<b>Recording forms</b>	<b>50</b>
<b>7</b>	<b>Opportunities for evidence</b>	<b>52</b>

# 1 How to use this document

## 1.1 The Automotive Qualification handbook

This guide provides the following information for Centres and Candidates who are involved with City & Guilds Automotive Qualifications:

- centre resource requirements
- candidate entry requirements
- progression to other qualifications
- qualification structure
- assessment requirements
- evidence recording forms
- Apprenticeships
- candidate assessment
- quality assurance
- links to other useful sources of information.

It covers the following qualification types:

- National Vocational Qualifications (NVQs) Levels 1 – 3
- Scottish Vocational Qualifications (SVQs) Levels 1 – 3
- Vocationally Related Qualifications (VRQs) Levels 1 – 4.

The information contained in this guide has been arranged as follows:

Section 2      **Information for centres** contains an overview of how centres work with City & Guilds to provide qualifications.

Section 3      **City & Guilds Automotive Qualifications** contains information relevant to all the City & Guilds Automotive Qualifications.

Section 4      **City & Guilds Automotive N/SVQs** contains information relevant for NVQ and SVQ candidates and centres.

Section 5      **City & Guilds Automotive VRQs** contains information relevant for VRQ candidates and centres.

# 1 How to use this document

## 1.2 Other documents and sources of further information

This guide should be used in conjunction with the following City & Guilds publications, available from our website:

- *N/SVQ Guide for centres and candidates*
- *Providing City & Guilds Qualifications – a guide to centre and scheme approval*

Up-to-date information on assessment and verification is given in *Ensuring quality: policy and practice for externally verified assessment*. This document for centres and external verifiers identifies best practice and advises on any changes in delivery and assessment procedures. *Ensuring quality* is available from the City & Guilds website.

Additional information on running City & Guilds qualifications is given in a CD-ROM, the City & Guilds *Centre Toolkit*, which links to the internet for access to the latest documents, reference materials and templates. The *Centre Toolkit* is available from City & Guilds Publication Sales.

Details of general regulations, registration and certification procedures, and fees, are given in the City & Guilds *Directory of Awards* on the City & Guilds Walled Garden website (**[www.walled-garden.com](http://www.walled-garden.com)**).

Please note: If there are any differences between the information in this guide and the *Directory of Awards*, the *Directory* contains the more up-to-date information.



# 1 How to use this document

## 1.3 Units

Centres will also need to obtain the units on which these qualifications are based.

The **National Occupational Standards** (NOS) – devised by Automotive Skills, the automotive industry's sector skills council – describe the criteria against which candidates are assessed for these qualifications. These standards are arranged into 'units'.

The qualifications referred to in this guide – both NVQ and VRQ – are based on the NOS units, and on City & Guilds devised units.






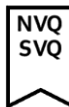


All of the units required for the City & Guilds Automotive Qualifications are available from **[www.cityandguilds.com/automotive](http://www.cityandguilds.com/automotive)**.

# 1 How to use this document

## 1.4 Symbols and abbreviations used in this handbook

### Symbols

Throughout this guide, the following symbols have been used to help you find the information you need:

Symbol	Meaning	Symbol	Meaning
	Reference to an observed practical assessment		Reference to NVQ qualifications
	Reference to an oral/ verbal assessment		Reference to SVQ qualifications
	Reference to a recording sheet to be completed		Reference to NVQ and SVQ qualifications
	Reference to an online assessment		Reference to VRQ qualifications

### Abbreviations

The following abbreviations are used in this guide:

Abbreviation	Meaning
<b>AE</b>	Auto-Electrician
<b>AS</b>	Automotive Skills
<b>EV</b>	External Verifier
<b>GOLA</b>	Global Online Assessment
<b>HV</b>	Heavy Vehicle
<b>IV</b>	Internal Verifier
<b>LV</b>	Light Vehicle
<b>MC</b>	Motor Cycle
<b>MET</b>	Mechanical Electrical Trim
<b>NVQ</b>	National Vocational Qualification
<b>SVQ</b>	Scottish Vocational Qualification
<b>VRQ</b>	Vocationally Related Qualification (Certificate or Diploma)

## 2 Information for Centres

### 2.1 Centre and qualification approval, and GOLLA approval

#### Centre and scheme approval

Centres wishing to offer City & Guilds qualifications must gain approval.

- New centres must apply for centre approval.
- Existing City & Guilds centres will need to get further scheme approval to run these qualifications.

City & Guilds reserves the right to suspend an approved centre, or withdraw approval from an approved centre to conduct a particular City & Guilds scheme or schemes for reasons of debt, malpractice or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications, or that may prejudice the name of City & Guilds.

Full details of the process for both centre and scheme approval are given in *Providing City & Guilds Qualifications – a guide to centre and scheme approval*, available from our regional offices and **[www.cityandguilds.com](http://www.cityandguilds.com)**

#### GOLLA approval

As the multiple-choice assessment for these qualifications is delivered online, scheme approval needs to be updated to include approval of the set-up and function of the centre's online delivery systems.

Centres are required to register as a GOLLA centre before any tests can be scheduled. The form for this is available from **[www.cityandguilds.com/e-assessment](http://www.cityandguilds.com/e-assessment)**. A centre only needs to register once for GOLLA.

The following leaflets are available from our website:

- *A centre's guide to global online assessment.*
- *A centre's guide to technical requirements for global online assessment.*
- *A centre's guide to administering global online assessment.*
- *A learner's guide to global online assessment.*

Please note: the Regulations for the conduct of examinations apply to GOLLA tests.

Centres should use the following contact for general or technical enquiries about GOLLA:

**Tel:** 0845 241 0070  
**Email:** [gola@cityandguilds.com](mailto:gola@cityandguilds.com)

## 2 Information for Centres

### 2.2 Administration

Full details of City & Guilds' administrative procedures for the qualifications are provided online to City & Guilds registered centres at **[www.walled-garden.com](http://www.walled-garden.com)**. The Walled Garden is a qualification administration service for approved centres where centres will find information on the following

- registration
- certification
- enrolment
- fees
- entry for tests.

These details are also available in City & Guilds *Directory of Awards*.

Centres should follow all guidance carefully, particularly noting that fees, registration and certification end dates for the qualification/s may be subject to change from time to time.

#### **Regulations for the conduct of examinations**

Regulations for the conduct of examinations for online and written tests and examinations are given in *Providing City & Guilds Qualifications – a guide to centre and scheme approval* and the *Directory of Awards*.

Centres should ensure they are familiar with all requirements prior to offering assessments.

#### **Health and Safety**

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments.

It is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment (eg practical assignment), the assessment must be stopped. The candidate should be informed that they have failed the assessment and why. Candidates may retake the assessment at a later date, at the discretion of the centre.

If the centre is in any doubt about a violation of health and safety, guidance should be sought from the external verifier.

#### **Guidance on risk management of pre 16 candidates**

Centres offering the City & Guilds Automotive qualifications at levels 1 and 2 to candidates under the age of 16 must assume responsibility for the safe delivery of the qualification. This will include those units that require using and working with power tools and machinery and using and working under lifts and hoists.

### **City & Guilds requirements**

In order to ensure that the risk related to the delivery and assessment of these qualifications is managed appropriately City & Guilds requires the Head of Centre to provide a satisfactory risk assessment. The risk assessment should outline those activities within the units which, specific to the centre, may pose a risk or hazard to the safety of the candidate and identify how these risks/hazards will be managed to reduce or alleviate risk.

The risk assessment should be forwarded to your local City and Guilds regional office to be held on file. A copy should be retained by the centre and made available to a City & Guilds external verifier or representative on request.

### **Equal opportunities**

It is a requirement of centre approval that centres have an equal opportunities policy.

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds Qualifications – a guide to centre and scheme approval*, in the Directory of Awards, and is also available from the City & Guilds Customer Relations department.

### **Access to assessment**

City & Guilds' guidance and regulations on access to assessment are designed to facilitate access to assessment and qualifications for candidates who are eligible for adjustments in assessments.

Access arrangements are designed to allow attainment to be demonstrated.

See City & Guilds Access to assessment and qualifications (available from the City & Guilds website) for further information.

### **Appeals**

Centres must have their own auditable appeals procedure. This must be explained fully to candidates during their induction.

Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier or City & Guilds upon request.

Further information on appeals is given in *Providing City & Guilds Qualifications – a guide to centre and scheme approval*. There is also appeals information for centres and learners available on the City & Guilds website or from the Customer Relations department.

Data protection and confidentiality

Centres offering the qualification/s may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds Qualifications – a guide to centre and scheme approval*.

## 3 The City & Guilds Automotive Qualifications

### 3.1 The aim of the qualifications

The City & Guilds automotive qualifications are designed to meet the needs of Technicians in the Automotive Service and Repair sector in the following areas:

- Vehicle fitting
- Vehicle maintenance and repair
- Vehicle body and paint
- Vehicle roadside assistance and recovery

VRQs are available at Levels 1 – 4.

N/SVQs are available at Levels 1 – 3.

Structure and assessment strategy as produced by Automotive Skills, the Sector Skills Council for the automotive industry.



N/SVQs are work based qualifications and they are aimed at candidates who are already working in the automotive sector. They are assessed in the workplace by the following methods:

- workplace observation
- witness testimony
- verbal questioning of essential knowledge
- City & Guilds GOLLA multiple choice test.



VRQs are qualifications that are primarily aimed at candidates who do not have access to N/SVQs. They emphasise theoretical knowledge and practical skills and are assessed by the following methods:

VRQs are assessed by:



- City & Guilds GOLLA multiple choice tests
- Practical tasks in a controlled training environment.

Although VRQs bear a close relationship to the National Occupational Standards, they do not infer occupational competence. They provide a progression route to N/SVQs.



The separate unit documents contain the essential knowledge specification (for the technical units only), evidence requirements and recording forms for both N/SVQs and VRQs. In some instances, however, information is provided that is specific to a particular qualification.

A Level 4 qualification in Advanced Automotive Diagnostic Techniques is also available. This qualification is aimed at qualified and experienced technicians who wish to gain training, education and recognition of advanced knowledge and skills. The qualification can be assessed either in a training and assessment environment or in the workplace, provided either facility has the equipment necessary to meet the criteria for advanced automotive diagnostic techniques.





Further information on the assessment requirements for VRQs and N/SVQs can be found in:



- Section 4 The City & Guilds Automotive N/SVQs
- Section 5 The City & Guilds Automotive VRQs.

### 3 The City & Guilds Automotive Qualifications



#### 3.2 Qualifications and routes overview

N/SVQs and VRQs all use the same scheme number **4101**. This is the number that should be used when registering candidates on a qualification. Further details can be found on the directory pages for 4101. Those qualifications which are available as VRQs only are indicated.

Level	Title	
1	Vehicle Fitting Operations (Tyre Fitting)	
2	Vehicle Fitting Operations (General Tyre Fitting )	
2	Vehicle Fitting Operations (Specialist Fitting)	
3	Vehicle Fitting Operations	
1	Vehicle Maintenance & Repair	
2	Vehicle Maintenance and Repair (Light Vehicle)	
2	Vehicle Maintenance and Repair (Heavy Vehicle)	
2	Vehicle Maintenance and Repair (Motorcycle)	
2	Vehicle Maintenance and Repair (Autoelectrical)	
2	Vehicle Maintenance and Repair (Mobile Electronics and Security)	
3	Vehicle Maintenance and Repair (Light Vehicle)	
3	Vehicle Maintenance and Repair(Heavy Vehicle)	
3	Vehicle Maintenance and Repair (Motorcycle)	
3	Vehicle Maintenance and Repair (Autoelectrical)	
3	Vehicle Air Conditioning and Climate Control	
1	Vehicle Body & Paint (Body Repair)	

Level	Title	
1	Vehicle Body & Paint (Refinishing)	
2	Vehicle Body and Paint Operations (MET/Body Fitting )	
2	Vehicle Body and Paint Operations (Body Repair)	
2	Vehicle Body and Paint Operations (Refinishing)	
3	Vehicle Body and Paint Operations (MET/Body Fitting )	
3	Vehicle Body and Paint Operations (Body Repair)	
3	Vehicle Body and Paint Operations (Refinishing)	
2	Roadside Assistance and Recovery (Roadside Recovery)	
3	Roadside Assistance and Recovery (Roadside Assistance)	
3	Roadside Assistance and Recovery (Roadside Recovery)	

The Level 4 Certificate in Advanced Automotive Diagnostic techniques uses scheme number 4121.

Level	Title	
4	Advanced Automotive Diagnostic Techniques	

### Apprenticeship programmes

Information on national Apprenticeship programmes can be obtained from Automotive Skills. Please visit [www.automotiveskills.org.uk](http://www.automotiveskills.org.uk).

### Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 3 IVQ Specialist Advanced Diploma in Vehicle Maintenance and Repair	525	735
City & Guilds Level 4 Certificate in Advanced Automotive Diagnostic Techniques (4121-01)	250	375



## **3 The City & Guilds Automotive Qualifications**

### **3.3 Entry and progression**

#### **Entry**

No specific prior qualifications, learning or experience are required for candidates undertaking the level 1 qualification. However, the nature of both the learning and assessment required for the qualification is such that candidates will need basic literacy and numeracy skills: they must have the ability to read and interpret written tasks, and to write in a legible and understandable form. Candidates will also need to be able to organise written information clearly and coherently, although they will not be assessed for spelling or grammatical accuracy unless this is part of the assessment criteria.

It is possible to enter directly at any level however, City & Guilds recommends that candidates who wish to start a Level 3 qualification should either have successfully completed a Level 2 qualification, or have sufficient practical experience to enable them to complete the qualification.

Without evidence of formal qualifications, candidates must be able to demonstrate adequate prior knowledge and experience necessary to complete the course.

Centres should ensure that candidates are not entered for qualifications that they already hold. Neither should they be entered for a qualification if they are already registered for a similar subject qualification at the same level with City & Guilds or another Awarding Body.

#### **Legal Considerations**

There are no age limits for candidates undertaking these qualifications unless this is a legal requirement of the process or environment (eg Health and safety legislation).

#### **Initial assessment and induction**

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification/s.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification/s they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

Further guidance about initial assessment and induction, as well as a learning contract that centres may use, are available in the *Centre toolkit*.

## **Progression**

There follow some examples of progression to other qualifications at each level:

### **Level 1**

Candidates who are successful at Level 1 will be able to progress to a range of further education and professional body qualifications. For example:

- City & Guilds level 2 Automotive qualifications and their equivalents offered by other awarding bodies
- Institute of Leadership and Management level 2 Team Leader Qualifications

### **Level 2**

Candidates who are successful at Level 2 will be able to progress to a range of further education and professional body awards. For example:

- City & Guilds level 3 automotive qualifications and equivalents offered by other awarding bodies.
- Institute of Leadership and Management level 2 or 3 Team Leader Qualifications.

### **Level 3**

Candidates who are successful at Level 3 will be able to progress to a range of further education and professional body awards. For example:

- City & Guilds level 4 Automotive qualifications and equivalents offered by other awarding bodies.
- Institute of Leadership and Management level 3 Supervisor or level 4 Management Qualifications.
- Professional institution membership.

### **Level 4**

Candidates who are successful at Level 4 will be able to progress to a range of further education and professional body awards. For example:

- Institute of Leadership and Management level 4 or 5 Management Qualifications.
- Degree in Automotive Engineering.
- Other level 4 (and above) units or qualifications.
- Professional institution membership.

## **3 The City & Guilds Automotive Qualifications**

### **3.4 The Units**

The qualifications are made up of units expressed in a standard format. There are two sets of documents: The National Occupational Standards (set by Automotive Skills) and the City & Guilds Units.

The National Occupational standards contain:

- unit overview.
- key words and phrases.
- scope of the unit.
- essential knowledge.
- performance objectives.

The City & Guilds units contain:

- evidence requirements.
- evidence summary recording form.
- performance objectives recording form.
- scope recording form.
- essential knowledge recording form.
- key and core skills mapping.
- knowledge outcomes.
- test specification.

## **4 The City & Guilds Automotive N/SVQs**

### **4.1 Introduction**

This section of the document deals with the aims, structure and specific assessment requirements for the Level 1 – 3 Automotive N/SVQs.

The automotive N/SVQs (National and Scottish Vocational qualifications) have been designed by City & Guilds to support Government initiatives towards the National Qualifications Framework. They may be used as standalone qualifications or as part of the Automotive Skills apprenticeship frameworks.

The units should be used in conjunction with the Automotive Skills National Occupational Standards and Assessment Strategy.

This section should also be read in conjunction with the generic N/SVQ candidate and centre guide.

#### **Aims of the qualifications**

The qualifications have been designed to:

- provide evidence of occupational competence for candidates working in the Automotive Service and Repair Sector
- replace the following NVQs which closed for registration on 31 August 2005
  - Level 1 and 2 Vehicle Fitting (4000)
  - Level 1, 2 and 3 Vehicle Maintenance and Repair (4001)
  - Level 2 and 3 Vehicle Body and Paint Operations (4002)
  - Level 2 and 3 Roadside Assistance and Recovery (4003)
- replace the following SVQs which closed for registration on 31 July 2005
  - Level 1 and 2 Vehicle Fitting (4004)
  - Level 1 and 2 Vehicle Maintenance and Repair (4005)
  - Level 1 and 2 Vehicle Body and Paint Operations (4006)
  - Level 2 and 3 Roadside Assistance and Recovery (4007)

The qualifications are aimed at candidates who:

- already work within the automotive sector
- are following apprenticeships.

## 4 The City & Guilds Automotive N/SVQs

### 4.2 The available N/SVQ qualifications

The tables below show the NVQ and SVQ qualifications available with City & Guilds:



#### NVQs

<b>Complex number</b>	<b>Qualification title</b>
4101-01	Level 2 NVQ in Vehicle Maintenance and Repair (Light Vehicle)
4101-02	Level 2 NVQ in Vehicle Maintenance and Repair (Heavy Vehicle)
4101-03	Level 2 NVQ in Vehicle Maintenance and Repair (Motorcycle)
4101-04	Level 2 NVQ in Vehicle Maintenance and Repair (Auto electrics)
4101-05	Level 2 NVQ in Vehicle Maintenance and Repair (Mobile Electrics and Security)
4101-06	Level 3 NVQ in Vehicle Maintenance and Repair (Light Vehicle)
4101-07	Level 3 NVQ in Vehicle Maintenance and Repair (Heavy Vehicle)
4101-08	Level 3 NVQ in Vehicle Maintenance and Repair (Motorcycle)
4101-09	Level 3 NVQ in Vehicle Maintenance and Repair (Autoelectrical)
4101-10	Level 2 NVQ in Vehicle Body and Paint Operations (MET/Body Fitting)
4101-11	Level 2 NVQ in Vehicle Body and Paint Operations (Body Repair)
4101-12	Level 2 NVQ in Vehicle Body and Paint Operations (Refinishing)
4101-13	Level 3 NVQ in Vehicle Body and Paint Operations (MET/Body Fitting)
4101-14	Level 3 NVQ in Vehicle Body and Paint Operations (Body Repair)
4101-15	Level 3 NVQ in Vehicle Body and Paint Operations (Refinishing)
4101-16	Level 1 NVQ in Vehicle Fitting Operations (Tyre Fitting)
4101-17	Level 2 NVQ in Vehicle Fitting Operations (General Vehicle Fitting)
4101-18	Level 2 NVQ in Vehicle Fitting Operations (Specialist Tyre Fitting)
4101-19	Level 3 NVQ in Vehicle Fitting Operations
4101-20	Level 2 NVQ in Roadside Assistance and Recovery (Roadside Recovery)
4101-21	level 3 NVQ in Roadside Assistance and Recovery (Roadside Assistance)
4101-22	level 3 NVQ in Roadside Assistance and Recovery (Roadside Recovery)



## SVQs

<b>Complex number</b>	<b>Qualification title</b>
4101-23	Level 2 SVQ in Vehicle Maintenance and Repair (Light Vehicle)
4101-24	Level 2 SVQ in Vehicle Maintenance and Repair (Heavy Vehicle)
4101-25	Level 2 SVQ in Vehicle Maintenance and Repair (Motorcycle)
4101-26	Level 2 SVQ in Vehicle Maintenance and Repair (Autoelectrics)
4101-27	Level 2 SVQ in Vehicle Maintenance and Repair (Mobile Electrics and Security)
4101-28	Level 3 SVQ in Vehicle Maintenance and Repair (Light Vehicle)
4101-29	Level 3 SVQ in Vehicle Maintenance and Repair (Heavy Vehicle)
4101-30	Level 3 SVQ in Vehicle Maintenance and Repair (Motorcycle)
4101-31	Level 3 SVQ in Vehicle Maintenance and Repair (Autoelectrical)
4101-32	Level 2 SVQ in Vehicle Body and Paint Operations (MET/Body Fitting)
4101-33	Level 2 SVQ in Vehicle Body and Paint Operations (Body Repair)
4101-34	Level 2 SVQ in Vehicle Body and Paint Operations (Refinishing)
4101-35	Level 3 SVQ in Vehicle Body and Paint Operations (MET/Body Fitting)
4101-36	Level 3 SVQ in Vehicle Body and Paint Operations (Body Repair)
4101-37	Level 3 SVQ in Vehicle Body and Paint Operations (Refinishing)
4101-38	Level 1 SVQ in Vehicle Fitting Operations (Tyre Fitting)
4101-39	Level 2 SVQ in Vehicle Fitting Operations (Specialist Tyre Fitting)
4101-40	Level 2 SVQ in Vehicle Fitting Operations (General Vehicle Fitting)
4101-41	Level 3 SVQ in Vehicle Fitting Operations
4101-42	Level 2 SVQ in Roadside Assistance and Recovery (Roadside Recovery)
4101-43	Level 3 SVQ in Roadside Assistance and Recovery (Roadside Assistance)
4101-44	Level 3 SVQ in Roadside Assistance and Recovery (Roadside Recovery)

## 4 The City & Guilds Automotive N/SVQs

### 4.3 N/SVQ route tables

**The route tables on the following pages show:**

- all the possible routes and levels available as City & Guilds N/SVQs
- the mandatory and optional units which make up the qualifications
- the City & Guilds GOLA or practical assessment reference number which should be quoted for certification.

Please refer to the City & Guilds Directory of Awards for further details on the structure of these N/SVQs and for guidance on registering candidates.

**Key:**

**M = mandatory unit**

**O = optional unit**

**A = additional unit**

## 4 The City & Guilds Automotive N/SVQs

### 4.4 N/SVQ Maintenance and repair units and routes

Automotive Skills unit reference	N/SVQ Maintenance and Repair Routes	GOLA Test	Practical Assessment	Light vehicle Level 2	Light vehicle Level 3	Heavy vehicle Level 2	Heavy vehicle Level 3	Motor cycle Level 2	Motor cycle Level 3	Auto-electrical Level 2	Mobile Elec/security Level 2	Auto-electrical Level 3
G1	Contribute to Workplace Good Housekeeping	N/A	001	M	M	M	M	M	M	M	M	M
G2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A	002	M	M	M	M	M	M	M	M	M
G3	Maintain Positive Working Relationships	N/A	003	M	M	M	M	M	M	M	M	M
G6	Enable Learning Through Demonstrations and Instruction	N/A	006		O		O		O			
49	Process Payment Transactions	N/A	010								O	
MR01	Carry Out Routine Vehicle Maintenance	100	101	M		M		M				
MR02	Remove and Replace Engine Units and Components	102	103	M		M		M				
MR03	Remove and Replace Auxiliary Electrical Unit and Components	104	105	M		M		M				
MR04	Remove and Replace Chassis Units and Components	106	107	M				M				
MR04HV	Remove and Replace Heavy vehicle Chassis Units and Components	108	109			M						
MR05	Conduct Pre and Post Work Vehicle Inspections	110	111	O		O		O		O	O	
MR06	Inspect Vehicles	112	113		O		O		O			
MR07	Diagnose & Rectify Vehicle Engine System and Component Faults	114	115		M		M		M			
MR08	Diagnose & Rectify Vehicle Chassis Systems and Component Faults	116	117		M				M			
MR08HV	Diagnose & Rectify Commercial Vehicle Chassis Systems and Component Faults	118	119				M					
MR09	Valet Vehicles	120	121	O		O		O				



Automotive Skills unit reference	N/SVQ Maintenance and Repair Routes	GOLA Test	Practical Assessment	Light vehicle Level 2	Light vehicle Level 3	Heavy vehicle Level 2	Heavy vehicle Level 3	Motor cycle Level 2	Motor cycle Level 3	Auto-electrical Level 2	Mobile Elec/security Level 2	Auto-electrical Level 3
MR10	Identify and Agree Customer Vehicle Needs	122	123		O		O		O			
MR11	Overhaul Mechanical Units	124	125		O		O		O			
MR12	Remove and Replace Vehicle Transmission and Driveline Units and Components	126	127	O				O				
MR12HV	Remove and Replace Commercial Vehicle Transmission and Driveline Units and Components	128	129			O						
MR13	Diagnose and Rectify Vehicle Transmission and Driveline System Faults	130	131		O				O			
MR13HV	Diagnose and Rectify Heavy Vehicle Transmission and Driveline System Faults	132	133				O					
AE01	Locate and Correct Simple Electrical Faults	200	201							M		
AE01ME	Locate and Correct Electrical Faults	202	203								M	
*AE02	Enhance Vehicle Electrical System Features	204	205							M		
AE02ME	Enhance Vehicle System Features	206	207								M	
*AE03	Repair Electrical Units	208	209							M	O	
AE04	Diagnose and Rectify Engine Electrical Faults	210	211									M
AE05	Diagnose and Rectify Transmission and Chassis Electrical Faults	212	213									M
AE06	Diagnose and Rectify Auxiliary Equipment Electrical Faults	214	215		M		M					O
AE06MC	Diagnose and Rectify MC Auxiliary Equipment Electrical Faults	216	217						M			O
BP01	Remove and Fit Basic MET Components to Vehicles	300	301							O	M	
BP03	Remove and Fit Non Welded Non-Structural Motorcycle Body Panels	304	305					O				
	Number of optional units to be completed			1	1	1	1	1	1	1	1	1
	Total number of units			8	7	8	7	8	7	6	7	6

\* Only one of these mandatory units needs to be completed for level 2 Autoelectrical the other can be used as an optional unit if required.

## 4 The City & Guilds Automotive N/SVQs

### 4.5 N/SVQ Body and paint units and routes

Automotive Skills unit reference	N/SVQ Body and Paint Routes	GOLA Test		Practical Assessment					
		MET /Body Fitting Level 2	Body Repair Level 2	Refinishing Level 2	MET /Body Fitting Level 3	Body Repair Level 3	Refinishing Level 3		
G1	Contribute to Workplace Good Housekeeping	N/A	001	M	M	M	M	M	M
G2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A	002	M	M	M	M	M	M
G3	Maintain Positive Working Relationships	N/A	003	M	M	M	M	M	M
MR06	Inspect Vehicles	112	113				M		
MR09	Valet Vehicles	120	121			A			
AE01	Locate and correct simple electrical faults	200	201	A					
AE02	Enhance vehicle electrical system features	204	205	A					
BP01	Remove and Fit Basic MET Components to Vehicles	300	301	M					
BP02	Remove and Fit Non Welded Non-Structural Vehicle Body Panels	302	303	M	M				
BP03	Remove and Fit Non Welded Non-Structural Motorcycle Body Panels	304	305						
BP04	Remove Renew and Refit MET Units within Vehicle Systems	306	307	M					
BP05	Remove and Replace Vehicle Non-Structural Body Panels	308	309		M				
BP06	Repair Vehicle Non Structural Body Panels	310	311		M				
BP07	Prepare Vehicle Panels to Accept Foundation and Topcoats	312	313			M			
BP08	Prepare and Apply Foundation Materials to Vehicles	314	315			M			

Automotive Skills unit reference	N/SVQ Body and Paint Routes	GOLA Test		Practical Assessment					
				MET /Body Fitting Level 2	Body Repair Level 2	Refinishing Level 2	MET /Body Fitting Level 3	Body Repair Level 3	Refinishing Level 3
BP09	Repair Minor Vehicle Paint Defects	316	317			M			
BP10	Carry Out Complete Vehicle Refinishing Operations	318	319						M
BP11	Mix and Match Vehicle Paint Colours	320	321						M
BP12	Identify and Rectify Vehicle Paint Defects and Faults	322	323						M
BP13	Remove and Replace Vehicle Body Panels	324	325					M	
BP14	Repair Vehicle Body Panels	326	327					M	
BP15	Remove & Reinststate Vehicle Mechanical & Electrical Systems & Assemblies Following Accident Damage	328	329				M		
BP16	Remove and Reinststate Vehicle Trim Fitments Following Accident Damage	330	331				M		
BP17	Rectify Vehicle Misalignment	332	333					M	
BP18	Repair Glass Reinforced Panels and Vehicle Bodies	334	335	A				A	
	Number of optional units to be completed			0	0	0	0	0	0
	Total number of units			6	6	6	6	6	6

## 4 The City & Guilds Automotive N/SVQs

### 4.6 N/SVQ Vehicle fitting units and routes

Automotive Skills unit reference	N/SVQ Vehicle Fitting Routes	GOLA test		Tyre Fitting Level 1	General Fitting Level 2	Specialist Tyre Fitting Level 2	Vehicle Fitting Operations Level 3
			Practical Assessment				
G1	Contribute to Workplace Good Housekeeping	N/A	001	M	M	M	
G2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A	002	M	M	M	
G3	Maintain Positive Working Relationships	N/A	003	M	M	M	
G4	Monitor Procedures to Control Risks to Health & Safety	N/A	004				M
G5	Work with Others to Improve Customer Service	N/A	005				M
44	Receive and Store Stock	N/A	008	M			
45	Co-ordinate the Receipt and Storage of Parts	N/A	009				M
49	Process Payment Transactions	N/A	010				M
55	Monitor and Solve Customer Service Problems	N/A	011				M
57	Help Customers to Choose Products	N/A	012				M
62	Plan, Monitor and Adjust Staffing Levels and Schedules	N/A	013				M
MR10	Identify Customer Vehicle Needs	122	123		O	O	
VF01	Inspect, Repair and Replace Standard Light Vehicle Tyres	400	401	O			
VF02	Inspect, Repair and Replace High Performance Light Vehicle Tyres	402	403		O	O	
VF03	Inspect, Repair and Replace Heavy Vehicle Tyres	404	405	O		O	

Automotive Skills unit reference	N/SVQ Vehicle Fitting Routes	GOLA test	Practical Assessment	N/SVQ Vehicle Fitting Routes			
				Tyre Fitting Level 1	General Fitting Level 2	Specialist Tyre Fitting Level 2	Vehicle Fitting Operations Level 3
VF04	Inspect, Repair and Replace Motorcycle Tyres	406	407		0	0	
VF05	Inspect, Repair and Replace Agricultural Equipment Tyres	408	409			0	
VF06	Inspect, Repair and Replace Industrial Equipment Tyres	410	411			0	
VF07	Carry Out Light Vehicle Front Wheel Alignment	412	413		0	0	
VF08	Inspect and Replace Light Vehicle Clutches	414	415		0		
VF09	Inspect and Replace Light Vehicle Exhaust Components	416	417		0		
VF10	Inspect, Test and Replace Vehicle Batteries and Related Components	418	419		0		
VF11	Inspect and Replace Light Vehicle Suspension Dampers	420	421		0		
VF12	Inspect, Adjust and Replace Light Vehicle Braking Systems & Components	422	423		0		
RA03	Assess and Secure the Roadside Situation	504	505		0	0	
	<b>Number of optional units to be completed</b>			<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>
	<b>Total number of units</b>			<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>

## 4 The City & Guilds Automotive N/SVQs

### 4.7 N/SVQ Roadside assistance and recovery units and routes



Automotive Skills unit reference	N/SVQ Roadside Assistance and Recovery Routes	Practical Assessment		Roadside recovery Level 2	Roadside assistance Level 3	Roadside recovery Level 3
		GOLA Test				
G1	Contribute to Workplace Good Housekeeping	N/A	001	M	M	M
G2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A	002	M	M	M
G3	Maintain Positive Working Relationships	N/A	003	M	M	M
G5	Work with Others to Improve Customer Service	N/A	005		O	O
37	Give Customers a Positive Impression of Yourself and Your Organisation	N/A	007		M	M
49	Process Payment Transactions	N/A	010		O	O
55	Monitor and Solve Customer Service Problems	N/A	011		O	O
RA01	Carry Out Roadside Diagnostic Activities	500	501		M	
RA02	Carry Out Roadside Repair Activities	502	503		M	
RA03	Assess and Secure the Roadside Situation	504	505	M	M	M
RA04	Remove and Transport Vehicles from the Roadside	506	507	M	O	M
*RA05	Recover Vehicles Following Accidents	508	509		O	*M
*RA06	Recover Commercial Vehicles Following Accidents	510	511			*M
	<b>Number of optional units to be completed</b>			<b>0</b>	<b>1</b>	<b>1</b>
	<b>Total number of units</b>			<b>5</b>	<b>8</b>	<b>8</b>

\*Only one of these units needs to be completed depending on the type of vehicle being worked on.

## 4 The City & Guilds Automotive N/SVQs

### 4.8 Assessment requirements Level 1 – 3 N/SVQ

The assessment for the Automotive N/SVQs is made up from the following:



- Workplace observation is the primary source of practical evidence. However, where permitted in individual units, a realistic work environment (RWE) may be used. It is essential that the majority of the evidence is assessed in the workplace. Further information on RWEs can be found overleaf.



- Witness testimony from workplace mentors.



- Verbal questioning of essential knowledge.



- A City & Guilds GOLA multiple choice test which samples the knowledge across the unit. NB: If the N/SVQ is being taken as part of an Apprenticeship programme, it is only necessary to take the GOLA test once.

### Grading and Marking

The GOLA tests listed on Certificates of unit credit are graded as follows:

- Pass 60%
- Credit 70%
- Distinction 80%.

A pass is the minimum level required. Credit and distinction represent increasing levels of knowledge indicating the ability to face changing circumstances and carry out independent problem solving.

### Recording N/SVQ assessment and evidence requirements

- Candidates must produce a portfolio of evidence
- The specific evidence requirements are detailed in the *evidence requirements* section of the unit, available to download as separate documents from **[www.cityandguilds.com](http://www.cityandguilds.com)**
- The following should be completed to demonstrate that the candidate has met the requirements of the unit:
  - completed and signed performance objective checklist
  - completed and signed scope and knowledge statements
  - job cards and/or reports completed by the candidate with the recommendations and details as appropriate to the practical task.
  - the above will be signed off by an expert witness as appropriate.

## 4 The City & Guilds Automotive N/SVQs

### 4.9 Realistic working environments

The following definitions of a realistic work environment are those which Automotive Skills will accept as meeting the requirements of the general evidence specifications of each unit. Each of the four industry sectors requires different definitions to reflect the differences in the normal workplace between sectors.

#### Vehicle Fitting

The following criteria must be met for a realistic working environment to be accepted as meeting the requirements of the vehicle fitting sector (fast-fit operations and tyre specialists):

- **General** - A facility must offer sufficient space for candidates to work independently on vehicles. For the majority of fast-fit operations and tyre specialists this will comprise a permanent facility; however the realistic working environment may need to replicate specialist vehicle fitting operations carried out 'on-site' (eg customer premises).
- **Vehicles** - Candidates must have access to a number of complete vehicles which reflect the range of vehicles encountered in the workplace. Note: Assessors must ensure that where vehicles or components etc. are used on more than one occasion for assessment purposes, their condition reflects those found in the workplace.
- **Information Sources** - All technical and procedural data must be relevant, up to date, accessible, and in a format which accords to commercial practice.
- **Tools, Equipment, Parts and Materials** - Candidates must have access to the tools and equipment (including special tools) required to meet the performance objectives of the units offered. A comprehensive range of parts and materials must also be available and accessible.
- **Documentation** - Work records, such as job sheets, parts requisitions etc, must be utilised in line with commercial practices.
- **Completion Times** - Tasks must be completed in accordance with recognised time schedules.
- **Care and Security** - A responsible attitude must be taken to all aspects of care and security appropriate to the premises, equipment and vehicles.
- **Health and Safety** - Health and safety legislation must be complied with in full

#### Vehicle Maintenance and Repair

The following criteria must be met for a realistic working environment to be accepted as meeting the requirements of the vehicle maintenance and repair sector (including franchised dealerships, independent garages and heavy vehicle workshops):

- **General** - A permanent facility must offer sufficient space for candidates to work independently on vehicles.
- **Vehicles** - Candidates must have access to a range of complete vehicles which reflect current levels of technology. To meet this criterion, the majority of vehicles used for assessment purposes must be 5 years old or less or have current technology for the task being assessed. Note: Assessors must ensure that where vehicles, units or components etc. are used on more than one occasion for assessment purposes, their condition reflects those found in the workplace.
- **Information Sources** - All technical and procedural data must be relevant, up to date, accessible, and in a format which accords to commercial practice.
- **Tools, Equipment, Parts and Materials** - Candidates must have access to the tools and equipment (including manufacturers' special tools) required to meet the performance objectives of the units offered. A comprehensive range of parts and materials must also be available and accessible.
- **Documentation** - Work records, such as job sheets, parts requisitions etc, must be utilised in line with commercial practices.



- **Completion Times** - Tasks must be completed in accordance with manufacturers' recommendations or other recognised time schedules.
- **Care and Security** - A responsible attitude must be taken to all aspects of care and security appropriate to the premises, equipment and vehicles.
- **Health and Safety** - Health and safety legislation must be complied with in full.

### Body and Paint Operations

The following criteria must be met for a realistic working environment to be accepted as meeting the requirements of the body and paint sector:

- **General** - A permanent facility must offer sufficient space for candidates to work independently on vehicles.
- **Vehicles** - Candidates must have access to a range of complete vehicles which they can reinstate to pre-accident condition and/or to meet manufacturers' specifications
- **Information Sources** - All technical and procedural data must be relevant, up to date, accessible, and in a format which accords to commercial practice.
- **Tools, Equipment, Parts and Materials** - Candidates must have access to the tools and equipment (including manufacturers' special tools) required to meet the performance objectives of the units offered. A comprehensive range of parts and materials must also be available and accessible.
- **Documentation** - Work records, such as job sheets, parts requisitions etc, must be utilised in line with commercial practices.
- **Completion Times** - Tasks must be completed in accordance with recognised time schedules, such as the Motor Industry Research and Repair Centre or manufacturers' recommendations.
- **Care and Security** - A responsible attitude must be taken to all aspects of care and security appropriate to the premises, equipment and vehicles.
- **Health and Safety** - Health and safety legislation must be complied with in full.

### Roadside assistance and recovery

The following criteria must be met for a realistic working environment to be accepted as meeting the requirements of the Roadside Assistance and Recovery sector:

- **General** - A facility, other than a vehicle workshop, must offer sufficient space for candidates to work independently on vehicles. Candidates should encounter a range of weather conditions.
- **Vehicles** - Candidates must have access to a number of complete vehicles which reflect the range of vehicles encountered in the workplace. Note: Assessors must ensure that where vehicles or components etc are used on more than one occasion for assessment purposes, their condition reflects those found in the workplace.
- **Information Sources** - All technical and procedural data must be relevant, up to date, accessible, and in a format which accords to commercial practice.
- **Tools, Equipment, Parts and Materials** - Candidates must have access to the tools and equipment (including special tools), parts and materials that would normally be carried in the vehicle used to provide roadside assistance.
- **Documentation** - Work records, such as job sheets, parts requisitions etc, must be utilised in line with commercial practices.
- **Completion Times** - Where appropriate, tasks must be completed within commercially acceptable timescales.
- **Care and Security** - A responsible attitude must be taken to all aspects of care and security appropriate to the environment, equipment and vehicles.
- **Health and Safety** - Health and safety legislation must be complied with in full.

## 4 The City & Guilds Automotive N/SVQs

### 4.10 Role and occupational expertise requirements

There are specific requirements for the N/SVQs with which centres must comply.

#### **All assessors will need to be**

- occupationally competent
- competent and qualified as assessors

#### **It is recommended that internal verifiers are**

- occupationally competent
- competent and qualified as verifiers

To be occupationally competent assessors and verifiers should ideally possess an industry related qualification at the level they are assessing or verifying. This could be a vocationally related qualification or an NVQ/SVQ or both. Where an assessor or verifier does not possess formal qualifications, industry experience should be taken into account, but the assessor or verifier must be encouraged to seek relevant technical qualifications.

#### **Additionally, assessors and verifiers must:**

- have an awareness of the tasks identified for assessment
- have a working knowledge of the retail motor sector
- provide evidence of continuous professional development where they keep up to date with current industry developments
- understand the national occupational standards described in the units
- be conversant with the requirements of the appropriate awarding body.

Depending how assessors assess candidates, they must:

- hold or be working towards one of the following units:
  - A1 Assess candidates using a range of methods or
  - A2 Assess candidates' performance through observation

or

- hold D32 Assess candidate performance and/or D33 Assess candidate using differing sources of evidence as appropriate and be working to the practice of A1 and/or A2.

#### **Internal verifiers must**

- hold or be working towards unit V1 – Conduct internal quality assurance of the assessment process.

or

- hold unit D34 – Internally verify the assessment process and be working to the practice of V1.

It should be noted that assessors/IVs working towards A/V units must have all assessor /IV records countersigned by an occupationally competent/qualified assessor/IV.

Assessors and verifiers involved in the assessment of imported units must also comply with the requirements of the SSC responsible for those units.

#### **Continuing Professional Development**

Centre staff are expected to ensure their knowledge of the occupational area and best practice in delivery, assessment and verification remains current, and takes account of any national or legislative developments.

## 5 The City & Guilds Automotive VRQs

### 5.1 Introduction

This section of the document deals with the aims, structure and specific assessment requirements for the **Level 1 – 3 Automotive VRQs**. It also includes information about the **Level 4 Advanced Diagnostic Technician VRQ** and how the **Level 1 – 3** qualifications may be converted to **Diplomas**.

The automotive VRQs (Vocationally related qualifications) have been designed by City & Guilds to support Government initiatives towards the National Qualifications Framework. They may be used as standalone qualifications or as Technical Certificates within automotive apprenticeship frameworks. For further information on the Apprenticeship frameworks contact Automotive Skills or visit [www.automotiveskills.org.uk](http://www.automotiveskills.org.uk).

#### Aims of the qualifications

The qualifications have been designed:

- as stand alone qualifications
- to provide valuable accreditation of skills and/or knowledge for candidates not following N/SVQ and apprenticeship programmes
- to provide some of the knowledge and understanding for the related N/SVQs
- to allow candidates to learn, develop and practice the skills required for employment and/or career progression within the automotive sector.
- to provide a unit framework of bite size chunks of learning
- to replace the Progression award in Automotive Vehicle Servicing and Repair (4100) which closed for registration on 31 October 2005.

They are aimed at:

- candidates who want to work in the Automotive Sector
- candidates who are following Apprenticeship programmes.

The Level 4 Advanced Automotive Diagnostic Technician qualification is:

- aimed at qualified and experienced technicians who wish to gain training, education and recognition of advanced knowledge and skills.

## 5 The City & Guilds Automotive VRQs

### 5.2 The available VRQ qualifications

#### Levels 1 – 3

<b>Complex number</b>	<b>Qualification title</b>
4101-96	Level 1 Certificate/Diploma in Vehicle Maintenance (Vehicle Valeting)
4101-45	Level 1 Certificate/ Diploma in Vehicle Maintenance
4101-46	Level 2 Certificate/ Diploma in Vehicle Maintenance and Repair (Light Vehicle)
4101-47	Level 2 Certificate/ Diploma in Vehicle Maintenance and Repair (Heavy Vehicle)
4101-48	Level 2 Certificate/ Diploma in Vehicle Maintenance and Repair (Motorcycle)
4101-49	Level 2 Certificate/ Diploma in Vehicle Maintenance and Repair (Autoelectrics)
4101-50	Level 2 Certificate/ Diploma in Vehicle Maintenance and Repair (Mobile Electrics and Security)
4101-51	Level 3 Certificate/ Diploma in Vehicle Maintenance and Repair (Light Vehicle)
4101-52	Level 3 Certificate/ Diploma in Vehicle Maintenance and Repair (Heavy Vehicle)
4101-53	Level 3 Certificate/ Diploma in Vehicle Maintenance and Repair (Motorcycle)
4101-54	Level 3 Certificate/ Diploma in Vehicle Maintenance and Repair (Autoelectrical)
4101-55	Level 3 Certificate/ Diploma in Vehicle Maintenance and Repair (Air conditioning and climate control)
4101-56	Level 1 Certificate/ Diploma in Vehicle Body and Paint Operations (Body Repair)
4101-57	Level 1 Certificate/ Diploma in Vehicle Body and Paint Operations (Refinishing)
4101-58	Level 2 Certificate/ Diploma in Vehicle Body and Paint Operations (MET/Body Fitting)
4101-59	Level 2 Certificate/ Diploma in Vehicle Body and Paint Operations (Body Repair)
4101-60	Level 2 Certificate/ Diploma in Vehicle Body and Paint Operations (Refinishing)
4101-61	Level 3 Certificate/ Diploma in Vehicle Body and Paint Operations (MET/Body Fitting)
4101-62	Level 3 Certificate/ Diploma in Vehicle Body and Paint Operations (Body Repair)
4101-63	Level 3 Certificate/ Diploma in Vehicle Body and Paint Operations (Refinishing)
4101-64	Level 1 Certificate/ Diploma in Vehicle Fitting Operations (Tyre Fitting)
4101-65	Level 2 Certificate/ Diploma in Vehicle Fitting Operations (General Tyre Fitting)
4101-66	Level 2 Certificate/ Diploma in Vehicle Fitting Operations (Specialist Vehicle Fitting)
4101-67	Level 3 Certificate/ Diploma in Vehicle Fitting Operations
4101-68	Level 2 Certificate/ Diploma in Roadside Assistance and Recovery (Roadside Recovery)
4101-69	Level 3 Certificate/ Diploma in Roadside Assistance and Recovery (Roadside Assistance)
4101-70	Level 3 Certificate/ Diploma in Roadside Assistance and Recovery (Roadside Recovery)

Diploma qualifications require an additional unit. Please see Section 5.8.

#### Level 4

<b>Complex number</b>	<b>Qualification title</b>
4121-01	Level 4 Certificate in Advanced Automotive Diagnostic Techniques

## 5 The City & Guilds Automotive VRQs

### 5.3 VRQ Route Tables

The tables on the following pages show:

- all the possible routes and levels available as City & Guilds VRQs
- the mandatory and optional units which make up the qualifications
- the City & Guilds GOLA or practical assessment reference number which should be quoted for certification.

Please refer to the City & Guilds Directory of Awards for further details on the structure of these VRQs

**Key:**

**M = mandatory unit**

**O = optional unit**

**A = additional unit**

# 5 The City & Guilds Automotive VRQs

## 5.4 VRQ Vehicle Maintenance and Repair

City & Guilds unit reference	VRQ Maintenance and Repair Routes	GOLA test		Practical Assessment												
				Vehicle Valeting Level 1	Vehicle Maintenance Level 1	Light vehicle Level 2	Light vehicle Level 3	Heavy vehicle Level 2	Heavy vehicle Level 3	Motor cycle Level 2	Motor cycle Level 3	Auto-electrical Level 2	Mobile Elec/security Level 2	Auto-electrical Level 3	Air Con & Climate control Level 3	
V76	Introduction to vehicle technology and workshop methods and processes	700	701	M												
V77	Carry out basic routine maintenance	702	703	O												
V78	Vehicle Air Conditioning and Climate Control	704	705												M	
V1	Contribute to Workplace Good Housekeeping	N/A	962	M	M	M	M	M	M	M	M	M	M	M	M	
V2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A	963	M	O	M	M	M	M	M	M	M	M	M	M	
V3	Maintain Positive Working Relationships	N/A	964	O		M	M	M	M	M	M	M	M	M	M	
V6	Enable Learning Through Demonstrations and Instruction	N/A	967				O	O	O							
V10	Process Payment Transactions	N/A	971										O			
V14	Carry Out Routine Vehicle Maintenance	100	900			M		M	M							
V15	Remove and Replace Engine Units and Components	102	901	O	M		M	M								
V16	Remove and Replace Auxiliary Electrical Unit and Components	104	902	O	M		M	M							M	
V17	Remove and Replace Chassis Units and Components	106	903	O	M			M								
V18	Remove and Replace Commercial vehicle Chassis Units and Components	108	904	O			M									
V19	Conduct Pre and Post Work Vehicle Inspections	110	905	O	O		O	O	O	O	O					
V20	Inspect Vehicles	112	906				O	O	O							
V21	Diagnose & Rectify Vehicle Engine System and Component Faults	114	907				M	M	M							
V22	Diagnose & Rectify Vehicle Chassis Systems and Component Faults	116	908				M		M							
V23	Diagnose & Rectify Commercial Vehicle Chassis Systems and Component Faults	118	909					M								

City & Guilds unit reference	VRQ Maintenance and Repair Routes	GOLA test		Practical Assessment											
		Vehicle Valeting Level 1	Vehicle Maintenance Level 1	Light vehicle Level 2	Light vehicle Level 3	Heavy vehicle Level 2	Heavy vehicle Level 3	Motor cycle Level 2	Motor cycle Level 3	Auto-electrical Level 2	Mobile Elec/security Level 2	Auto-electrical Level 3	Air Con & Climate control Level 3		
V24	Valet Vehicles	120	910	M	O	O	O	O							
V25	Identify and Agree Customer Vehicle Needs	122	911	O			O	O	O						
V26	Overhaul Mechanical Units	124	912				O	O	O						
V27	Remove and Replace Vehicle Transmission and Driveline Units and Components	126	913	O	O				O						
V28	Remove and Replace Commercial Vehicle Transmission and Driveline Units and Components	128	914	O			O								
V29	Diagnose and Rectify Vehicle Transmission and Driveline System Faults	130	915				O		O						
V30	Diagnose and Rectify Commercial Vehicle Transmission and Driveline System Faults	132	916						O						
V31	Locate and Correct Simple Electrical Faults	200	917								M			M	
V32	Locate and Correct Electrical Faults	202	918									M			
*V33	Enhance Vehicle Electrical System Features	204	919								M				
V34	Enhance Vehicle System Features	206	920									M			
*V35	Repair Electrical Units	208	921								M	O			
V36	Diagnose and Rectify Engine Electrical Faults	210	922											M	
V37	Diagnose and Rectify Transmission and Chassis Electrical Faults	212	923											M	
V38	Diagnose and Rectify Auxiliary Equipment Electrical Faults	214	924				M	M						O	
V39	Diagnose and Rectify MC Auxiliary Equipment Electrical Faults	216	925							M				O	
V40	Remove and Fit Basic MET Components to Vehicles	300	926	A							O	M			
V42	Remove and Fit Non Welded Non-Structural Motorcycle Body Panels	304	928						O						
	<b>Number of optional units to be completed</b>			<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>
	<b>Total number of units</b>			<b>4</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>6</b>

\* Only one of these mandatory units needs to be completed for level 2 Autoelectrical the other can be used as an optional unit if required.

## 5 The City & Guilds Automotive VRQs

### 5.5 VRQ Automotive body and paint routes

City & Guilds unit reference	VRQ Body and Paint Routes	GOLA test	Practical Assessment	Body repair Level 1	Body refinishing Level 1	MET /Body Fitting Level 2	Body Repair Level 2	Refinishing Level 2	MET /Body Fitting Level 3	Body Repair Level 3	Refinishing Level 3
V76	Introduction to vehicle technology and workshop methods and processes	700 701		M	M						
V1	Contribute to Workplace Good Housekeeping	N/A 962		M	M	M	M	M	M	M	M
V2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A 963				M	M	M	M	M	M
V3	Maintain Positive Working Relationships	N/A 964				M	M	M	M	M	M
V20	Inspect Vehicles	112 906							M		
V24	Valet Vehicles	120 910		O	A			A			
V40	Remove and Fit Basic MET Components to Vehicles	300 926		O		M					
V41	Remove and Fit Non Welded Non-Structural Vehicle Body Panels	302 927		O		M	M				
V42	Remove and Fit Non Welded Non-Structural Motorcycle Body Panels	304 928		O							
V43	Remove Renew and Refit MET Units within Vehicle Systems	306 929				M					
V44	Remove and Replace Vehicle Non-Structural Body Panels	308 930						M			
V45	Repair Vehicle Non Structural Body Panels	310 931						M			
V46	Prepare Vehicle Panels to Accept Foundation and Topcoats	312 932			O			M			
V47	Prepare and Apply Foundation Materials to Vehicles	314 933						M			
V48	Repair Minor Vehicle Paint Defects	316 934						M			



City & Guilds unit reference	VRQ Body and Paint Routes	GOLA test	Practical Assessment	Body repair Level 1	Body refinishing Level 1	MET /Body Fitting Level 2	Body Repair Level 2	Refinishing Level 2	MET /Body Fitting Level 3	Body Repair Level 3	Refinishing Level 3
V77	Carry out basic routine vehicle maintenance	702	703	A							
V49	Carry Out Complete Vehicle Refinishing Operations	318	935								M
V50	Mix and Match Vehicle Paint Colours	320	936								M
V51	Identify and Rectify Vehicle Paint Defects and Faults	322	937								M
V52	Remove and Replace Vehicle Body Panels	324	938							M	
V53	Repair Vehicle Body Panels	326	939							M	
V54	Remove & Reinststate Vehicle Mechanical & Electrical Systems & Assemblies /Accident	328	940						M		
V55	Remove and Reinststate Vehicle Trim Fitments Following Accident Damage	330	941						M		
V56	Rectify Vehicle Misalignment	332	942							M	
V57	Repair Glass Reinforced Panels and Vehicle Bodies	334	943							A	
	<b>Number of optional units to be completed</b>			<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b>Total number of units</b>			<b>3</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>

## 5 The City & Guilds Automotive VRQs

### 5.6 VRQ Vehicle fitting

City & Guilds unit reference	VRQ Vehicle Fitting Routes	GOLA test		Tyre Fitting Level 1	General Fitting Level 2	Specialist Tyre Fitting Level 2	Vehicle Fitting Operations Level 3
			Practical Assessment				
V1	Contribute to Workplace Good Housekeeping	N/A	962	M	M	M	
V2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A	963	M	M	M	
V3	Maintain Positive Working Relationships	N/A	964	M	M	M	
V4	Monitor Procedures to Control Risks to Health & Safety	N/A	965				M
V5	Work with Others to Improve Customer Service	N/A	966				M
V8	Receive and Store Stock	N/A	969	M			
V9	Co-ordinate the Receipt and Storage of Parts	N/A	970				M
V10	Process Payment Transactions	N/A	971				M
V11	Monitor and Solve Customer Service Problems	N/A	972				M
V12	Help Customers to Choose Products	N/A	973				M
V13	Plan, Monitor and Adjust Staffing Levels and Schedules	N/A	974				M
V25	Identify and Agree Customer Vehicle Needs	122	911		O	O	
V58	Inspect, Repair and Replace Standard Light Vehicle Tyres	400	944	O			
V59	Inspect, Repair and Replace High Performance Light Vehicle Tyres	402	945		O	O	
V60	Inspect, Repair and Replace Heavy Vehicle Tyres	404	946	O		O	

City & Guilds unit reference	VRQ Vehicle Fitting Routes	GOLA test	Practical Assessment	Tyre Fitting Level 1	General Fitting Level 2	Specialist Tyre Fitting Level 2	Vehicle Fitting Operations Level 3
V61	Inspect, Repair and Replace Motorcycle Tyres	406	947		0	0	
V62	Inspect, Repair and Replace Agricultural Equipment Tyres	408	948			0	
V63	Inspect, Repair and Replace Industrial Equipment Tyres	410	949			0	
V64	Carry Out Light Vehicle Front Wheel Alignment	412	950		0	0	
V65	Inspect and Replace Light Vehicle Clutches	414	951		0		
V66	Inspect and Replace Light Vehicle Exhaust Components	416	952		0		
V67	Inspect, Test and Replace Vehicle Batteries and Related Components	418	953		0		
V68	Inspect and Replace Light Vehicle Suspension Dampers	420	954		0		
V69	Inspect, Adjust and Replace Light Vehicle Braking Systems & Components	422	955		0		
V72	Assess and Secure the Roadside Situation	504	958		0	0	
	<b>Number of optional units to be completed</b>			<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>
	<b>Total number of units</b>			<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>

## 5 The City & Guilds Automotive VRQs

### 5.7 VRQ Roadside Assistance and Recovery

City & Guilds unit reference	Roadside Assistance and Recovery Routes	GOLA test	Practical Assessment	Roadside Assistance and Recovery		
				Roadside recovery Level 2	Roadside assistance Level 3	Roadside recovery Level 3
V1	Contribute to Workplace Good Housekeeping	N/A 962		M	M	M
V2	Ensure Your Own Actions Reduce Risks to Health and Safety	N/A 963		M	M	M
V3	Maintain Positive Working Relationships	N/A 964		M	M	M
V5	Work with Others to Improve Customer Service	N/A 966			O	O
V7	Give Customers a Positive Impression of Yourself and Your Organisation	N/A 968			M	M
V10	Process Payment Transactions	N/A 971			O	O
V12	Monitor and Solve Customer Service Problems	N/A 973			O	O
V70	Carry Out Roadside Diagnostic Activities	500 956			M	
V71	Carry Out Roadside Repair Activities	502 957			M	
V72	Assess and Secure the Roadside Situation	504 958		M	M	M
V73	Remove and Transport Vehicles from the Roadside	506 959		M	O	M
*V74	Recover Vehicles Following Accidents	508 960			O	*M
*V75	Recover Commercial Vehicles Following Accidents	510 961				*M
<b>Number of optional units to be completed</b>				<b>0</b>	<b>1</b>	<b>1</b>
<b>Total number of units</b>				<b>5</b>	<b>8</b>	<b>8</b>

\* Only one of these units needs to be completed depending on the type of vehicle being worked on.

A suitable Level 1 for this occupation would be Maintenance and Repair.

## 5 The City & Guilds Automotive VRQs

### 5.8 Diplomas and the Level 4 VRQ

Certificates at Levels 1- 3 may be turned into Diplomas by completing the certificate requirements and the assessment components for the additional studies unit at the appropriate level.

<b>City &amp; Guilds unit number</b>	<b>Additional studies units</b>	<b>Level</b>	<b>GOLA test</b>	<b>Practical assessment</b>
V79	Maths, Science and Communication	1	800	801
V80	Maths, Science and Electronics	2	802	803
V81	Maths, Science and Electronics	3	804	805

Further information on how to claim these units can be found on the individual directory pages for the qualifications.

#### **Level 4 Certificate in Automotive Advances Diagnostic Techniques (4121-01)**

<b>City &amp; Guilds unit number</b>	<b>Level 4 Certificate in Automotive Advances Diagnostic Techniques (4121)</b>	<b>Practical assessment</b>
01	Advanced diagnostic techniques	600
02	Meeting the customers needs	601
03	Provide technical support and supervision	602
	<b>Total number of units</b>	<b>3</b>

## 5 The City & Guilds Automotive VRQs

### 5.9 The units

In order to make each available unit stand alone, there is some duplication of content. The main areas where this occurs relate to the use of tools and equipment, recording and reporting methods, and safe working practices. However, some technology content is duplicated, for example the Vehicle Servicing unit includes much of the technology that is also in the Remove and Replace unit.

Centres should take this into account when preparing schemes of work. One option may be to present some units in parallel and some in series.

#### **Level 1 qualifications**

Level 1 VRQs are available in some areas where there is no associated N/SVQ. These are:

- Maintenance and Repair
- Body and Paint
- Vehicle Fitting

Each of these qualifications includes Unit 76 Introduction to vehicle technology and workshop methods and processes. Maintenance and Repair also includes Unit 77 Carry out basic routine maintenance.

Level 1 qualifications provide an ideal foundation and allow credit to be accumulated as the candidate progresses.

## 5 The City & Guilds Automotive VRQs

### 5.10 Assessment requirements Levels 1- 4 VRQS

The assessment for the Automotive VRQs is made up from the following:

#### **GOLA tests**



Essential knowledge for the technical units for the technical units is assessed by means of a multiple choice test, carried out via the GOLA system.

#### **Grading and Marking**

The GOLA tests listed on Certificates of unit credit are graded as follows:

- Pass 60%
- Credit 70%
- Distinction 80%.

A pass is the minimum level required. Credit and distinction represent increasing levels of knowledge indicating the ability to face changing circumstances and carry out independent problem solving.

#### **Practical assessment**

The practical requirements for VRQs are assessed by completing a set number of tasks to ensure full coverage of the vehicle systems and range of practical skills required for each unit.

These assessments are carried out in centres and must be completed to current industry standards and practice.

**It is important to note that although the VRQ units bear a close relationship to the N/SVQ units, they do not infer occupational competence.**

The number and range of tasks required to meet the evidence requirements for each unit is specified within the individual unit documents, which also specify the performance objectives and scope which needs to be covered. These can be downloaded from [www.cityandguilds.com/automotive](http://www.cityandguilds.com/automotive). Centres are required to design or select an existing suitable task to meet the need which can be covered in one or multiple tasks. You may also want to build in evidence to support the essential knowledge requirement. These tasks are centre marked and **must** be made available to City & Guilds External Verifier when required who will ensure they meet the unit specification. The tasks do not need to be agreed in advance but any changes necessary will be action planned at that time. Any serious deficiencies may lead to sanctions being put in place.

#### **Technical Certificates**



If these qualifications are being used as Technical Certificates within the Automotive Skills Apprenticeship frameworks, observed N/SVQ evidence may be used.

## 5 The City & Guilds Automotive VRQs

### 5.11 Guidance for tutors

#### Course Design

City & Guilds does not itself provide courses of instruction or specify entry requirements.

Teachers/assessors should familiarise themselves with the structure and content of the qualification before designing an appropriate course; in particular they are advised to consider the knowledge and understanding requirements of the relevant N/SVQ national occupational standards.

As long as the requirements for the qualification are met, teachers/assessors may design courses of study in any way that they feel best meets the needs and capabilities of the candidates.

It is recommended that centres cover the following in the delivery of the course (where appropriate)

- key skills (such as communication, application of number, information technology, working with others, improving own learning and performance, problem solving). Key Skills mapping is contained within each unit
- health and safety considerations, in particular the need to impress on candidates that they must preserve the health and safety of others as well as themselves
- spiritual, moral, social and cultural issues
- environmental education
- European dimension.

#### Guided learning hours

It is recommended that as a minimum the following ranges of guided learning hours specified, depending on pathway, should be allocated by the centre for VRQ (Technical Certificate) courses:

##### *Certificates*

Level 1 - 460 hours

Level 2 - 460 hours

Level 3 - 460 hours

Level 4 - 250 hours

##### *Diplomas*

Level 1 - 575 hours

Level 2 - 575 hours

Level 3 - 575 hours



## 5 The City & Guilds Automotive VRQs

### 5.12 Producing centre-devised tasks

#### Tools and equipment

Centres must have access to sufficient equipment in the college, training centre or workplace to ensure candidates have the opportunity to cover all of the practical activities.

The centre-devised assessment must be made up of three sections:

#### 1 Assessor's Guidance Notes

This section is intended for use by the assessor only. It should contain:

- a health and safety statement
- the location of where the assignment should be taken
- the requirements for tools, equipment, materials and data
- notes on the content of the assignment to include any preparatory work required by the assessor/centre
- details of evidence and recording requirements
- time consideration.

#### 2 Candidate's Instructions

The candidate's instructions should contain:

- general advice to candidates about the need to understand the assignment before starting work and the need to seek guidance if clarification is required
- guidance on the time limits
- the importance of health and safety
- an assignment brief which sets the scene or a scenario to contextualise the task(s)
- clearly defined tasks covering a range of practical activities – an outline of each task should be provided rather than a series of marking checklists
- recording/report sheets for recording the progress of the activity
- notes which refer to how the evidence they produce should be stored and labelled.

Where the use of drawings/specifications is essential for the activity, relevant pages can be photocopied from workshop manuals etc, copyright and industrial confidentiality permitting. It is not usually necessary for such items to be copied out by the candidates. However, the use of sketches to show specific, important aspects of the work undertaken (eg points of wear, location of components within a system, alignment methods, and so on) should be encouraged.

CAD and word processing packages can be used but the time spent on the presentation should not be excessive. The final grade awarded will not necessarily depend upon presentation providing that the candidates' work is clear, neat and technically correct. Candidates generating evidence for IT Key Skills may wish to spend more time on this aspect of their work.

## 5 The City & Guilds Automotive VRQs

### 5.13 Preparing an assignment

#### Guidance

Centres should consider the following points when writing assignments:

- Planning and quality assurance are essential
- Working with colleagues will help to produce quality, interest and consistency

#### Stages

The following is a suggested list of stages to work through when producing an assignment:

- 1 Look at the unit specifications
- 2 Identify the activities required
- 3 Identify the criteria required for each grade
- 4 Prepare a context for the assignment
- 5 Plan appropriate tasks within this context
- 6 Review the context and tasks against:
  - the specification
  - the grading criteria
  - Key Skills signposting if appropriate
- 7 Prepare the first draft of the assignment using the template
- 8 Work through the assignment generating sample answers, measurements etc
- 9 Review and revise the draft with colleagues, including your internal verifier if possible
- 10 Make final revisions, finalise layout, print and copy

#### Quality assurance

The following points should be considered when reviewing an assignment.

- Is the purpose clear?
- Is it clear how the tasks relate to the learning outcomes?
- Is the assignment expressed in language that is appropriate to the level of study?
- Will it maintain the candidates' attention and interest?
- Will it enable the candidate to show initiative and make decisions? (ie provide opportunity to achieve the higher grades)
- Are there opportunities identified to generate Key Skills evidence within the automotive context, if appropriate?
- Are the content and tasks of the assignment sensitive to variations in age, ethnicity, disability and gender?
- Is the context realistic and up to date?
- Does the format and briefing conform to typical practice in the automotive sector?
- Is enough information supplied to allow candidates to complete the assignment?

## 5 The City & Guilds Automotive VRQs

### 5.14 Quality assurance

#### Internal quality assurance

It is important that approved centres have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

Full details and guidance on internal and external quality assurance requirements and procedures, are provided in *Providing City & Guilds Qualifications – a guide to centre and scheme approval* and the Centre toolkit. The guidance also explains the tasks, activities and responsibilities of quality assurance staff.

To meet the quality assurance criteria for the qualification/s, the centre must ensure that the following internal roles are undertaken

- quality assurance co-ordinator
- assessor
- internal verifier
- examinations secretary
- invigilator.

In addition, centres must also ensure that staff satisfy the requirements for occupational expertise for the qualifications.

- Staff should be technically competent in the areas for which they are delivering training

#### Role and occupational expertise requirements

It is important that centre staff meet the criteria for delivering, assessing and internally verifying qualifications. While the assessor and verifier units are valued as qualifications for centre staff, they are not currently a requirement for assessors and tutors of VRQs.

#### Continuing Professional Development

Centre staff are expected to ensure their knowledge of the occupational area and best practice in delivery, assessment and verification remains current, and takes account of any national or legislative developments.

#### External quality assurance

External quality assurance for the qualifications will be provided by a City & Guilds appointed external verifier moderator.

#### Assessment requirements – Level 4

The qualification can be assessed either in a training and assessment environment or in the workplace, provided either facility has the equipment necessary to meet the criteria for advanced automotive diagnostic techniques

City & Guilds provides an assignment template for each unit to guide centres in devising and marking the assessments. Each assignment contains a number of tasks which require the candidate to demonstrate theoretical knowledge and practical skills. Copies of completed candidate assignments must be retained for sampling by City & Guilds External Verifiers and other quality audit agencies.

The units for the qualification are available to download as individual documents from the City & Guilds website.

## 6 Recording forms

The following recording forms are available to download from [www.cityandguilds.com](http://www.cityandguilds.com)

- **Candidate details**

- **AS1 Assessor report and action plan**

This is a dual record; one copy should be kept by the learner and one by the assessor.

It is used to record:

- What evidence has been assessed.
- If the evidence meets the standards.
- What the learner has to do next and by when.

It should be given a report number so that it can be referenced by the internal verifier if it is selected for sampling.

- **AS2 Assessor report summative**

This is a dual record; one copy should be kept by the learner and one by the assessor.

It is summative report designed to enable assessors to record:

- If the evidence presented by the learner meets the standards for a completed unit or units.
- Feedback, and if necessary any further action required by the learner.

It should be given a report number so that it can be referenced by the internal verifier if it is selected for sampling.

- **AS3 Progress record**

This form is used to record 'what learners have completed what units' and 'what assessor report (AS2) confirms this'.

An example of how to complete this form is provided.

- **AS4 Summary of achievement**

This form is used to record the learner's on going completion of units and progress to final achievement of the complete qualification. It also allows the internal verifier to confirm competence prior to claiming for certification.

- **Observation checklist – Maintenance & repair and fitting**

- **Observation checklist – Paint Re-finishing**

- **Observation checklist – Body Repair & MET**

- **Observation checklist – Roadside Assistance & Recovery**

- **Evidence record**

This form is designed to replace the 'old' City & Guilds job card. As such it can be used on its own or to support company job cards and work records.

When used for S/NVQ evidence it is imperative that the date carried out and location are completed to ensure an accurate audit trail.

- **IV1 Sampling plan**

This form is used primarily to plan internal verification activity.

- **IV2 Report on assessment decisions**

This is a dual record; one copy should be kept by the assessor and one by the internal verifier.

Internal verifiers should use this form when verifying diverse evidence. It can be used for interim and summative verification.

- **IV3 Report on assessor performance**

This is a dual record; one copy should be kept by the assessor and one by the internal verifier.

Internal verifiers should use this form when observing an assessor either carrying out an observation or assessing a portfolio of evidence with the candidate.

- **IV3a Candidate interview record**

Internal verifiers should use this form to check the learner's understanding and view of their progress, and the support they feel they receive.

- **IV3b Assessor review**

The purpose of this form is to help internal verifiers to support assessors by identifying potential CPD opportunities and reviewing existing quality assurance procedures.

- **IV4 Summative Record**

This form is used to record 'what has been internally verified' and 'what internal verification report (IV2 or IV3) confirms this'.

It is also useful to check if C.A.M.E.R.A. is being applied.

An example of how to complete this form is provided.

- **Tracking and assessment planning**
- **Witness Status list**
- **N/SVQ Tracking and Assessment Planning (18 pathway forms)**
- **VRQ Tracking and Assessment Planning (20 pathway forms)**

## 7 Opportunities for evidence

Identification of opportunities for evidence generation of moral, ethical, spiritual, European dimension, Environmental education and Health and Safety. ✓

Unit	Moral, spiritual and ethical	European dimension	Environmental education	Health and safety
G1 Contribute to Workplace Good Housekeeping		✓	✓	✓
G2 Ensure Your Own Actions Reduce Risks to Health and Safety	✓	✓		✓
G3 Maintain Positive Working Relationships	✓	✓		✓
G4 Monitor Procedures to Control Risks to Health & Safety		✓		✓
G5 Work with Others to Improve Customer Service	✓	✓		✓
G6 Enable Learning Through Demonstrations and Instruction	✓	✓		✓
37 Give Customers a Positive Impression of Yourself and Your Organisation	✓			
44 Receive and Store Stock			✓	
45 Co-ordinate the Receipt and Storage of Parts			✓	
49 Process Payment Transactions	✓			
55 Monitor and Solve Customer Service Problems	✓			
57 Help Customers to Choose Products	✓			
62 Plan, Monitor and Adjust Staffing Levels and Schedules	✓			
MR01 Carry Out Routine Vehicle Maintenance			✓	✓
MR02 Remove and Replace Engine Units and Components			✓	✓
MR03 Remove and Replace Auxiliary Electrical Unit and Components			✓	✓
MR04 Remove and Replace Transmission and Chassis Units and Components			✓	✓
MR04HV Remove and Replace Heavy Vehicle Transmission and Chassis Units and Components			✓	✓

Unit	Moral, spiritual and ethical	European dimension	Environmental education	Health and safety
MR05 Conduct Pre and Post Work Vehicle Inspections			✓	✓
MR06 Inspect Vehicles			✓	✓
MR07 Diagnose & Rectify Vehicle Engine System and Component Faults			✓	✓
MR08 Diagnose & Rectify Vehicle Transmission Systems and Component Faults			✓	✓
MR09 Valet Vehicles			✓	✓
MR10 Identify and Agree Customer Vehicle Needs			✓	✓
MR11 Overhaul Mechanical Units			✓	✓
AE01 Locate and Correct Simple Electrical Faults			✓	✓
AE01ME Locate and Correct Electrical Faults			✓	✓
AE02 Enhance Vehicle Electrical System Features			✓	✓
AE02ME Enhance Vehicle System Features			✓	✓
AE03 Repair Basic Electrical Units			✓	✓
AE04 Diagnose and Rectify Engine Electrical Faults			✓	✓
AE05 Diagnose and Rectify Transmission and Chassis Electrical Faults			✓	✓
AE06 Diagnose and Rectify Auxiliary Equipment Electrical Faults			✓	✓
AE06MC Diagnose and Rectify Motorcycle Auxiliary Equipment Electrical Faults			✓	✓
BP01 Remove and Fit Basic MET Components to Vehicles			✓	✓
BP02 Remove and Fit Non Welded Non-Structural Vehicle Body Panels			✓	✓
BP03 Remove and Fit Non Welded Non-Structural Motorcycle Body Panels			✓	✓
BP04 Remove Renew and Refit MET Units within Vehicle Systems			✓	✓
BP05 Remove and Replace Vehicle Non-Structural Body Panels			✓	✓
BP06 Repair Vehicle Non Structural Body Panels			✓	✓
BP07 Prepare Vehicle Panels to Accept Foundation and Topcoats			✓	✓

Unit	Moral, spiritual and ethical	European dimension	Environmental education	Health and safety
BP08 Prepare and Apply Foundation Materials to Vehicles			✓	✓
BP09 Repair Minor Vehicle Paint Defects			✓	✓
BP10 Carry Out Complete Vehicle Refinishing Operations			✓	✓
BP11 Mix and Match Vehicle Paint Colours			✓	✓
BP12 Identify and Rectify Vehicle Paint Defects and Faults			✓	✓
BP13 Remove and Replace Vehicle Body Panels			✓	✓
BP14 Repair Vehicle Body Panels			✓	✓
BP15 Remove & Reinstall Vehicle Mechanical & Electrical Systems & Assemblies following Accident			✓	✓
BP16 Remove and Reinstall Vehicle Trim Fitments Following Accident Damage			✓	✓
BP17 Rectify Vehicle Misalignment			✓	✓
BP18 Repair Glass Reinforced Panels and Vehicle Bodies			✓	✓
VF01 Inspect, Repair and Replace Standard Light Vehicle Tyres			✓	✓
VF02 Inspect, Repair and Replace High Performance Light Vehicle Tyres			✓	✓
VF03 Inspect, Repair and Replace Heavy Vehicle Tyres			✓	✓
VF04 Inspect, Repair and Replace Motorcycle Tyres			✓	✓
VF05 Inspect, Repair and Replace Agricultural Equipment Tyres			✓	✓
VF06 Inspect, Repair and Replace Industrial Equipment Tyres			✓	✓
VF07 Carry Out Light Vehicle Front Wheel Alignment			✓	✓
VF08 Inspect and Replace Light Vehicle Clutches			✓	✓
VF09 Inspect and Replace Light Vehicle Exhaust Components			✓	✓
VF10 Inspect, Test and Replace Vehicle Batteries and Related Components			✓	✓
VF11 Inspect and Replace Light Vehicle Suspension Dampers			✓	✓



Unit	Moral, spiritual and ethical	European dimension	Environmental education	Health and safety
VF12 Inspect, Adjust and Replace Light Vehicle Braking Systems and Components			✓	✓
RA01 Carry Out Roadside Diagnostic Activities			✓	✓
RA02 Carry Out Roadside Repair Activities			✓	✓
RA03 Assess and Secure the Roadside Situation			✓	✓
RA04 Remove and Transport Vehicles from the Roadside			✓	✓
RA05 Recover Vehicles Following Accidents			✓	✓

#### Level 4

Unit	Moral, spiritual and ethical	European dimension	Environmental education	Health and safety
Advanced Diagnostic Techniques	✓	✓	✓	✓
Meeting the Customers Needs	✓	✓		✓
Technical Support and Supervision	✓			✓

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