

Apprenticeship standard (England only)

# Heavy Vehicle Service and Maintenance Technician




Industry: Automotive

City & Guilds code: 9302

LARS number: 135



A City & Guilds Group Business

-  **Minimum duration: 36 months**
-  **Funding band: 12 (£18,000)\***
-  **Level 3**

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** We're on the register of approved EPA organisations

A heavy vehicle service and maintenance technician inspects and repairs heavy vehicles, categorised by the Department of Transport as category N2 or N3, and associated trailers and ancillaries. They work in either a dealership that focuses on a particular manufacturer, or for an independent garage, franchise or large fleet operator that deals with many different makes. They work on all the systems in the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. Day-to-day tasks change constantly and technologies and diagnostic techniques become more complex.

Apprentices who succeed at EPA can apply for registration with a relevant professional body. They can also progress to master technician, management or develop in their current role.

The new standard has been approved for delivery and replaces the intermediate and advanced Specification of Apprenticeship Standards for England (SASE) frameworks in vehicle maintenance and repair (pathway two).

## City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

## The apprentice journey



### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

## 1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours. You can track and authorise the 20% through our e-portfolio, Learning Assistant.

Apprentices should complete regular evaluations, at least annually through their learning and development journey with their employer. These will be referenced in the professional discussion at EPA.

## Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



### Apprenticeship training manual

Includes tasks to support the apprentice's progression during the on-programme phase plus signposted opportunities to demonstrate/develop soft skills, behaviours and maths and English. It also includes appraisal documentation to be used for the annual reviews.



### Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidence 20% off-the-job learning.

## Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



## 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



## 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



## 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

A formal meeting will be held once the apprentice has completed their training, development and on-programme assessment over a minimum 12-month (typically three-year) period, and demonstrated competence across the standard. This meeting must include the people that have responsibility and accountability for the apprenticeship, e.g. the line manager or continuous assessor. The meeting is to confirm the apprentice is ready for EPA and to plan the assessment activities.

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must show their learning to an independent end-point assessor and the overall grades are pass, merit, distinction, fail. Assessment events for this standard are:



### Multiple choice examinations

There are two parts to the exam section of the independent end assessment which are both graded pass or fail, these are:

- one-hour multiple choice exam on the engineering requirements of the standard
- one-hour multiple choice exam on the wider requirements of the standard.



### Professional task observations

Five observed tasks all graded pass or fail:

- a 30-minute 'walk and talk' around all vehicle systems. The apprentice must show understanding of how to complete a full visual safety check on the vehicle, describing which areas would be checked, how and why
- four tasks, one from each section of the engineering categories.

Apprentices write up a job card after each observation, which will be accompanied by two or three key questions about the process. Graded pass, merit, distinction or fail.



### Professional discussion and review of behaviours

Apprentices must keep a progression log during the apprenticeship to: evidence their journey; development of knowledge, skills and behaviours; include the records of an annual review between the employer and apprentice of progress and evaluation against gateway targets. The training provider can participate if they want. The evidence must go to the assessment organisation two weeks before assessment window opens to form the basis of the discussion. Graded pass or fail.

## Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

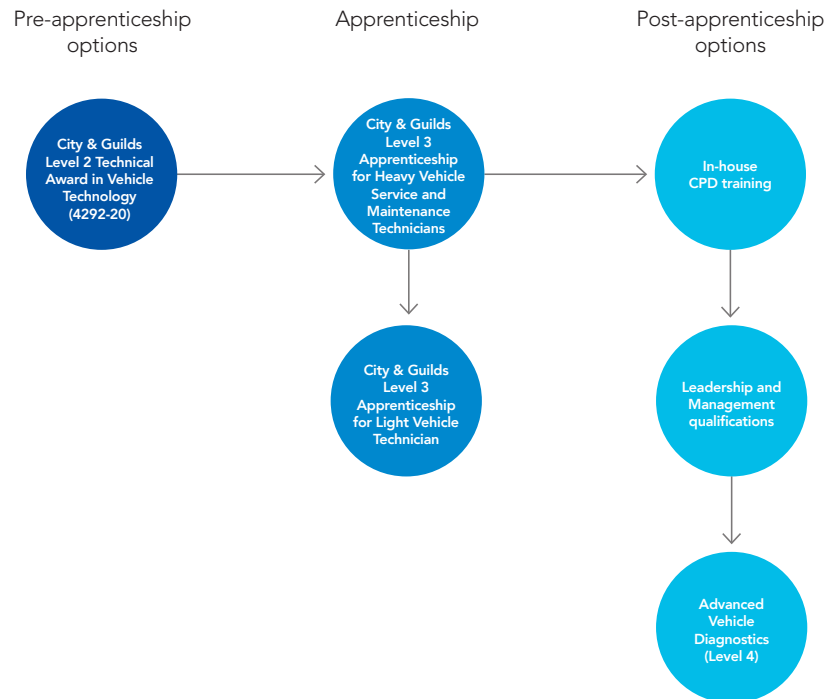


## 4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector. Develop new and existing talent at all levels with ILM management apprenticeships including: Team Leader/ Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



It has been developed to meet the needs of employers and designed with input from the employer group including: Arriva Plc, ISUZU Truck (UK) Ltd, Iveco Ltd, London General Services Ltd, MAN Truck and Bus Ltd, Nottingham City Transport Ltd, Renault Trucks UK Limited, SCANIA (Great Britain) Ltd, Stagecoach Group PLC, Volvo Group UK Ltd and People 1st.

## How our offer supports you:

### Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](https://www.cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](https://www.i-l-m.com/apprentice) for information on management apprenticeships.