

Transitioning to the new Motor Vehicle
Service and Maintenance
Technician (Light Vehicle)
apprenticeship standard

Pat Santos, Industry Manager – City & Guilds

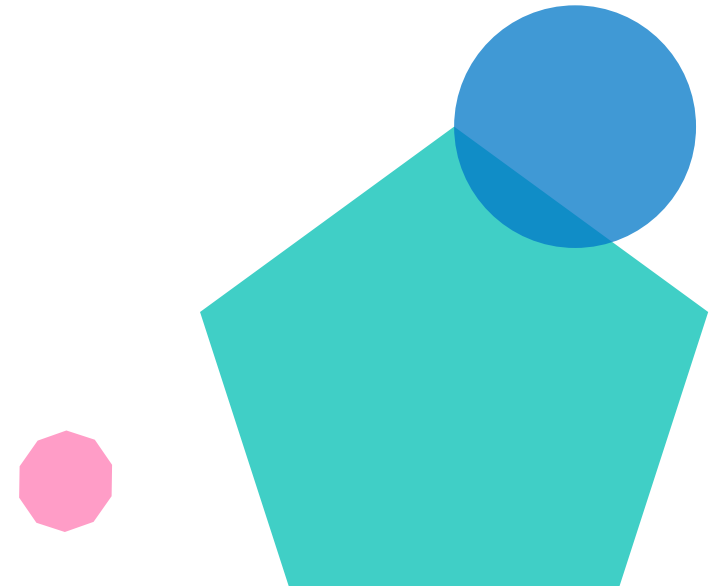
Paul Tunnicliffe, Automotive Technical Advisor – City & Guilds

Thursday 8 March 2018



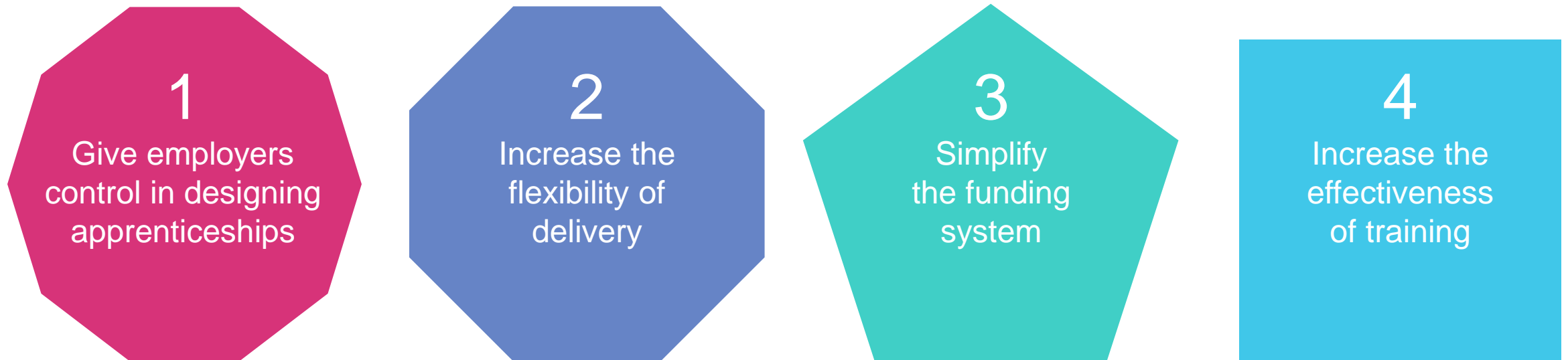
Agenda

- Overview of the apprenticeship reforms
- Motor Vehicle Service and Maintenance Technician (Light Vehicle) apprenticeship standard
- Motor Vehicle Service and Maintenance Technician (Light Vehicle) end-point assessment (EPA)
- How we can support you to prepare for delivery and EPA
- How it works
- Next steps
- Q&A



Overview of the apprenticeship reforms

Apprenticeships are changing.
You are part of that change.

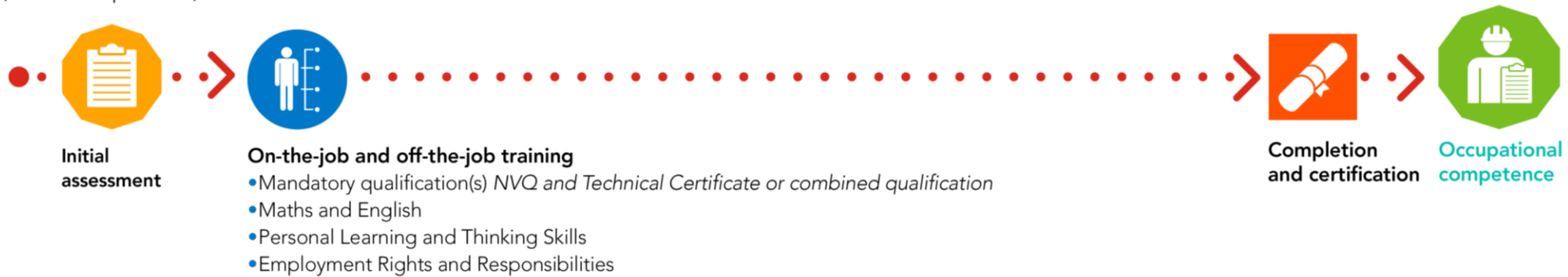


If you'd like a summary of the main changes between the new apprenticeship standards and SASE frameworks, our [25-minute recorded session](#) is a really useful watch.

Understanding apprenticeships: old and new

SASE frameworks

(multi-occupational)



Apprenticeship standards

(individual standards per occupation)



Off-the-job training, the vital 20%

Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours. This [publication](#) provides policy context and some best-practice examples around off-the-job training. It can include:



Teaching of theory - lectures



Simulated exercises and role play



Attendance at competitions



Manufacturer training
e.g. new equipment or technologies



Learning support provided by employer or the provider



Some online learning
e.g. webinars or blended learning



Shadowing or being mentored



Practical training



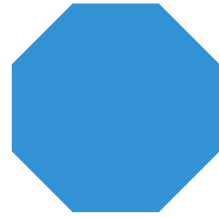
Visiting the employer's other departments



Time spent by the apprentice writing assessments/assignments



Industry visits or visiting other companies or suppliers



Motor Vehicle Service and Maintenance Technician (Light Vehicle) apprenticeship standard

Employer groups

The Motor Vehicle Service and Maintenance Technician (Light Vehicle) standard was developed by:

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

Funding information:

Funding band: 12

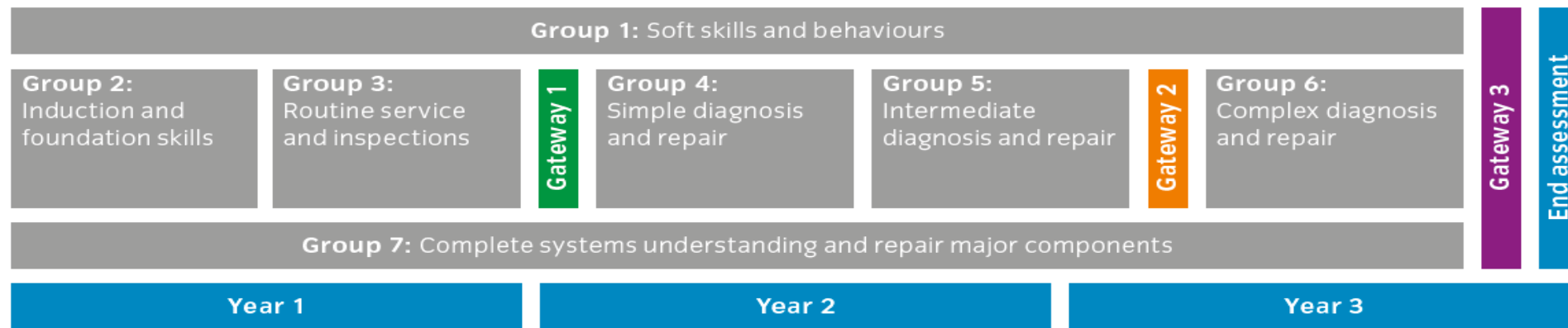
Funding band maximum: £18,000



Motor Vehicle Service and Maintenance Technician (Light Vehicle)

The apprenticeship is designed for three years (minimum 12-month)

Get it right from the start!
Employer aware of changes?



This is my apprenticeship - how are you going to get me here and through my EPA?

On-programme

- The apprentice completes practical tasks as part of their training, alongside an ongoing review of their workplace soft skills and behaviours by their trainer and workplace mentor
- They will also complete 20% off-the-job training (day release to college and other activities)
- At gateways 1 and 2, City & Guilds gives centres an online **knowledge test** and a **practical skills test** to help to assess the progress of the apprentices.

Final gateway

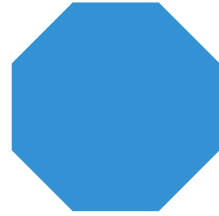
- The employer confirms that the apprentice is ready for their EPA
- The apprentice must also have achieved the maths and English qualifications at the level expected and the F-Gas licence (7543)

EPA

A synoptic assessment with three parts:

- Online knowledge tests (two)
- Skills test examination
- Professional discussion

The apprenticeship journey: <https://goo.gl/QuamrF>



Motor Vehicle Service and Maintenance
Technician (Light Vehicle) our on-programme offer

On-programme: time to showcase the holistic journey



Show:

- application of knowledge
- acquisition of skills
- demonstration of behaviours

This is the opportunity for the **apprentice to showcase and present the learning journey they have made up to the final gateway.**

You can include:

- witness testimony
- case studies
- job cards.

Show a selection of different types of evidence
The EPA is graded. The apprentice must present their **'best work'**

Maths and English – what can we offer?

Qualifications

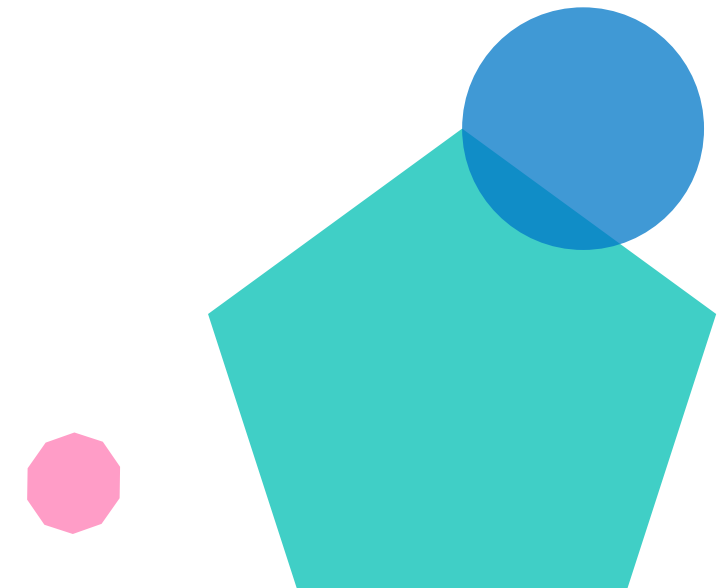
- Full suite of Functional Skills qualifications (3748)
- ‘Bite-sized’ maths and English qualifications (3847 and 3844)
 - can be used to support progression towards Functional Skills or GCSE

Learning resources

- e-Functional Skills
- Maths and English e-toolkit
- Functional Skills SmartScreen resources

Workforce support

- Qualifications for literacy and numeracy practitioners
- Specialist support, especially with maths and English integration



English and maths resources available in SmartScreen

QUALIFICATIONS

3748 (PLUS) Functional Skills qualifications in English

3748 (FREE) Functional Skills qualifications in English

3748 (PLUS) Functional Skills qualifications in information and communication technology (ICT)

3748 (FREE) Functional Skills qualifications in information and communication technology (ICT)

3748 (FREE) Functional Skills qualifications in mathematics

3748 (PLUS) Functional Skills qualifications in mathematics

QS Qualification Support

E1 Entry 1 (FREE) Functional Skills English at Entry 1 resources

E2 Entry 2 (FREE) Functional Skills English at Entry 2 resources

L1 Level 1 (FREE) Functional Skills English at Level 1 resources

E3 Entry 3 (FREE) Functional Skills English at Entry 3 resources

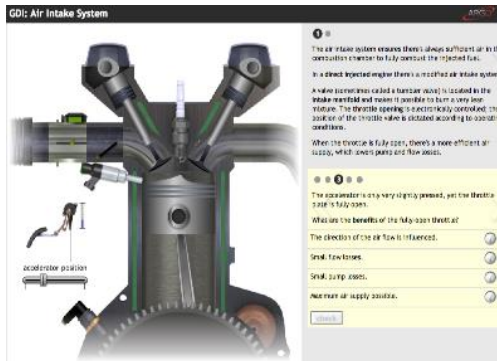
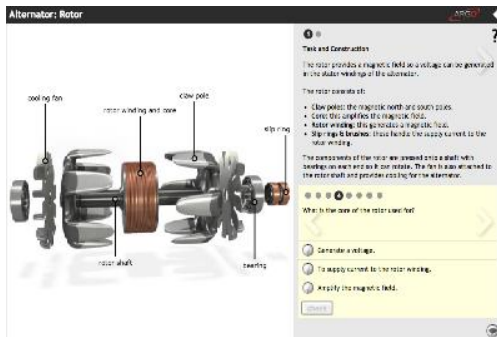
L2 Level 2 (FREE) Functional Skills English at Level 2 resources

Developing skills Guidance documents

Preparing for exams Videos



Our offer – virtual learning (on-programme)

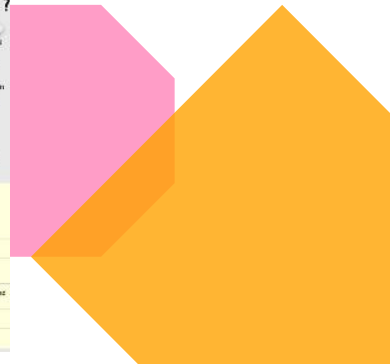
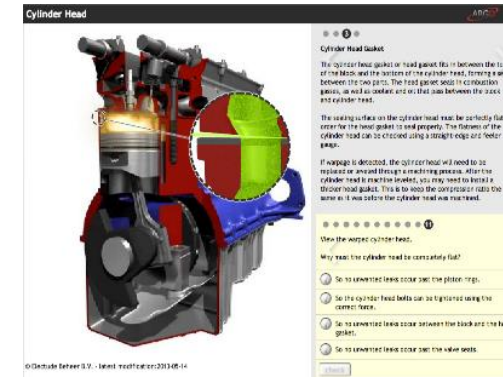
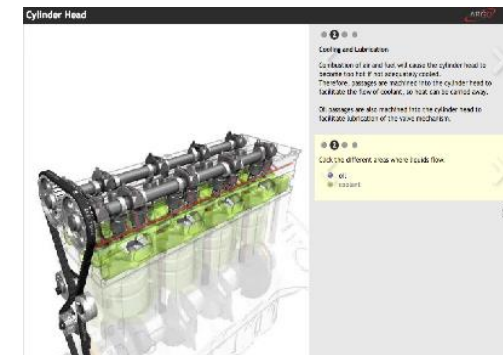
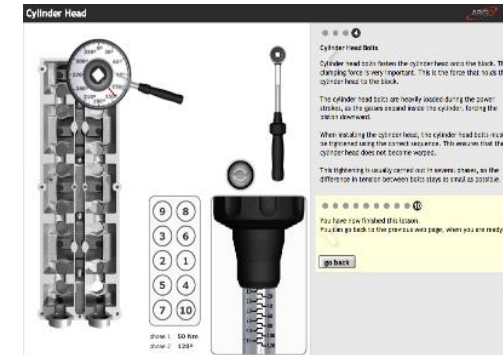


Time to flip the classroom!

Let apprentices learn and progress at their own pace in their own time.

Learning can be more fun with games

Counts toward 20% off-the-job training
https://www.youtube.com/watch?v=GBe_DHASmcg



Our offer – SmartScreen (on-programme)



Have your apprentices ready for delivery from day one

Schemes of work and lesson plans signposted to the virtual learning materials and workplace soft skills and behaviours to facilitate the delivery of the apprenticeship.

9301 Automotive Retail Motor Vehicle Service & Maintenance Technician Apprenticeship

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

Unit 306: Complex diagnosis and repair

Sample scheme of work

Course/qualification: _____ Tutor's name: _____

Number of sessions: 06 Delivery hours: 18 Venue: _____ Group: _____

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

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

Gateway assessments (now live) password required

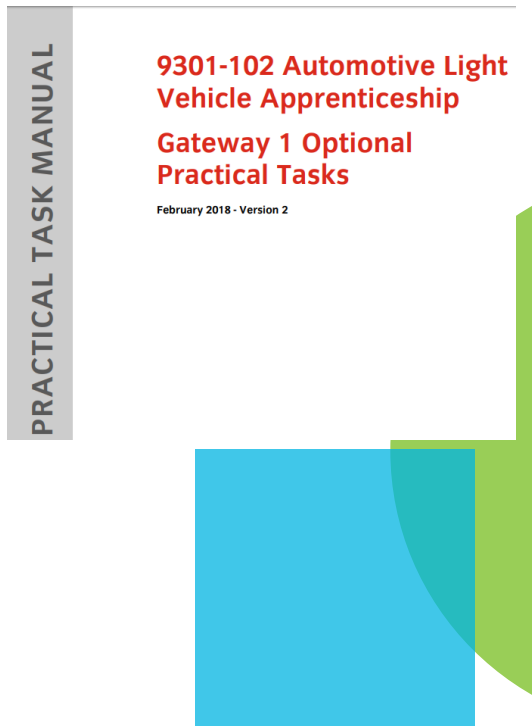
City & Guilds gives you these aids for training and to prepare apprentices for EPA:

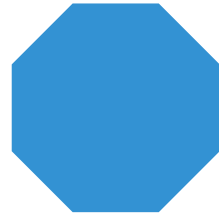
End of training towards gateway one

- Gateway 1 – 40 questions underpinning knowledge (multiple choice test)
- Gateway 1 – practical skills test

End of training towards gateway two

- Gateway 2 – 60 questions underpinning knowledge (multiple choice test)
- Gateway 2 – practical skills test

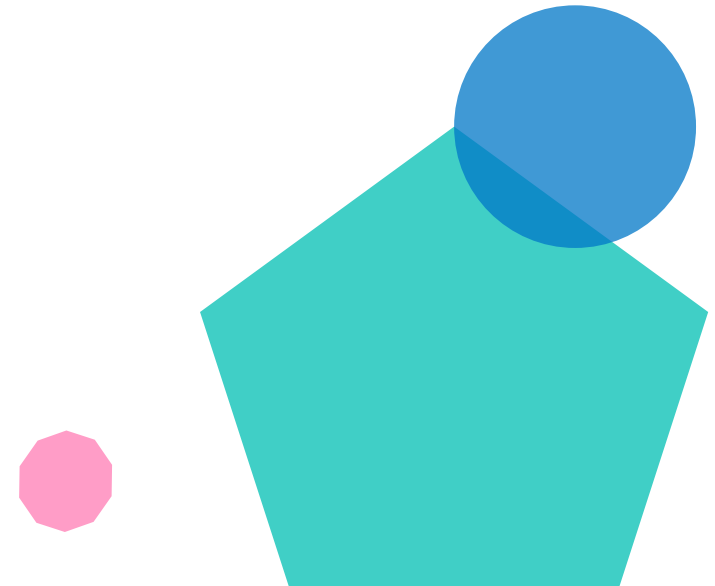




Motor Vehicle Service and Maintenance Technician (Light Vehicle) EPA

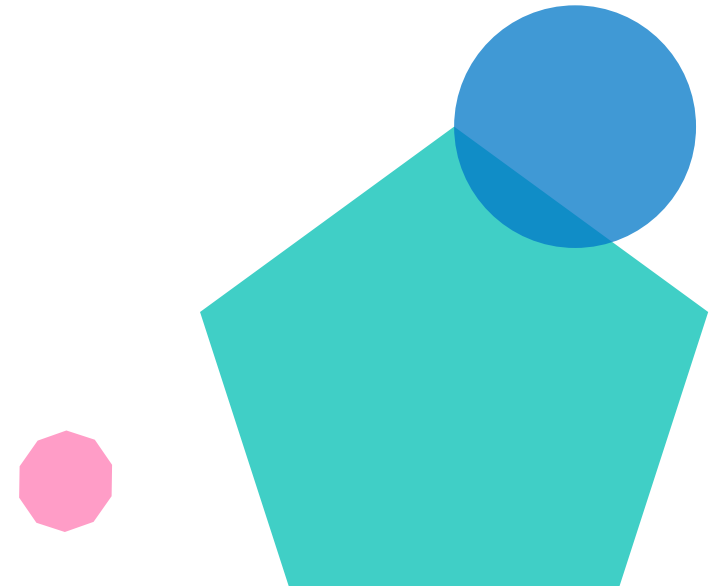
Gateway prior to EPA

- Employer/tutor review progress and confirm apprentice is eligible for EPA.
- Complete a three-way declaration and upload to EPA portal.
- Apprentice has been on-programme for a minimum of 12 months, 20% off-the-job.
- Confirmation of all on-programme achievements (logbook, maths, English and F-gas).
- Book EPA 90 days in advance of EPA taking place.



Entry requirements for EPA

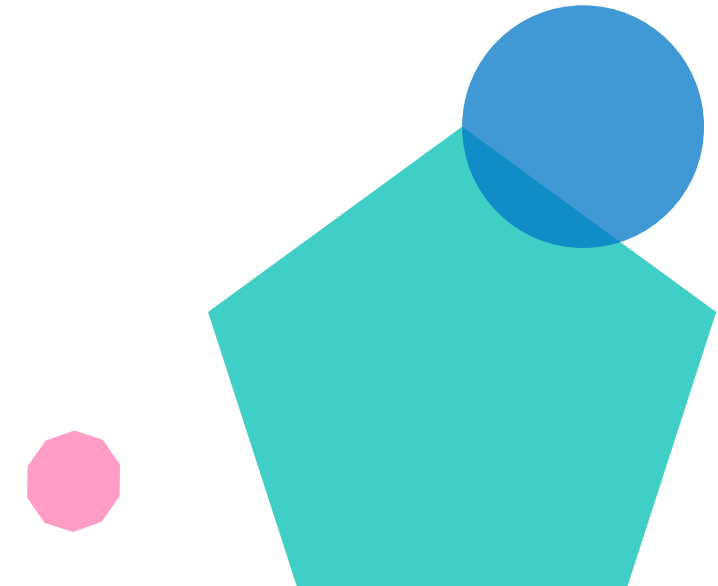
- Gateway can be triggered after 12 months of starting the apprenticeship
- Complete gateway declaration form
- Book EPA 90 days in advance of EPA taking place



EPA facts and information

EPA (three components)

- **Knowledge tests (2)** – designed to test ability of apprentice to apply knowledge to real world problems (range of question types) **65% pass, 85% distinction (these must be passed before the skills test).**
- **Skills tests** – two-day 10-hour total practical exam (day one: six hours, day two: four hours).
- **Professional discussion** (one-hour) broken down into two parts.



EPA theory exams

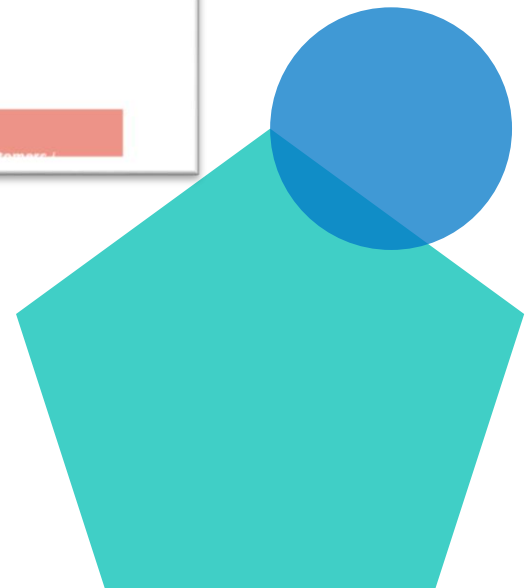
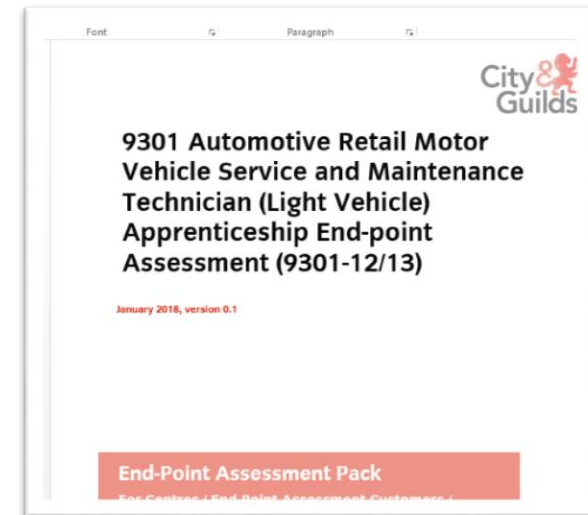
Exam 1:

- 40 questions, 45 minutes

Exam 2:

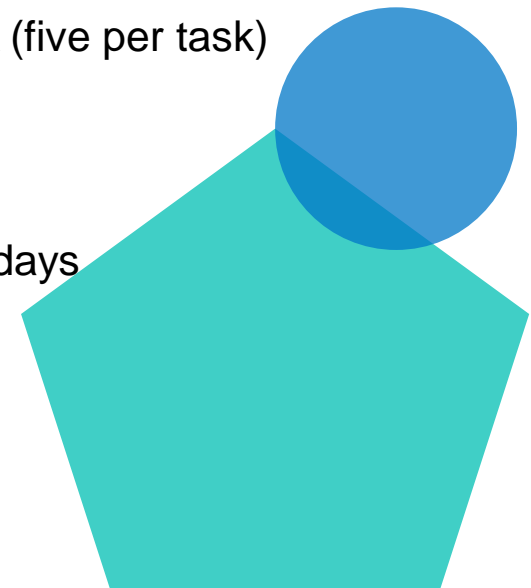
- 60 questions, 75 minutes
- Must be at least 30 minutes break between exams
- Pass 65%
- Distinction 85%
- Types of questions: multiple-choice, drag and drop, ordering of items

You can use our guide to see the requirements and help prepare the apprentices for the exam



EPA skills test

- The skills test cannot be taken until both knowledge tests have been passed
 - The skills test will take place at an **assessment centre approved by us and in a controlled environment that simulates the workplace to ensure they provide an insight into the individual's competence**
 - Where possible, the assessment organisations will use the apprentice's normal tools, systems, processes and work documentation during the observation
 - Four to six tasks in total (depending on the tasks designed to cover requirements from the skill sets)
 - 1:3 ratio of independent end-point assessors (IEPA) to candidates
- The apprentice will be expected to carry out inspection, tests and measurements as appropriate to identify the repairs that need carrying out:
 - ask questions
 - obtain data and repair procedures
 - present verbally what is involved in the repair and any further action required after the repair
 - answer questions from IEPA (five per task)
 - complete a job card
 - 10 hours of repair tasks over two days



EPA professional discussion

- Will be included in the second day of the EPA practical to maximise the efficient use of the IEPA's time
- IEPA will review the logbook which will then form the basis of the professional discussion
- Carried out on day two



Professional discussion

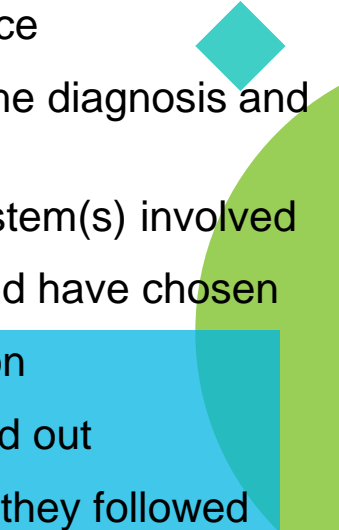
Part one (20 minutes)

Will determine how well the apprentice achieved the four behaviour elements:

- working together and building trust
- customer experience and communication
- making it happen and commercial awareness
- learn to learn and striving for excellence

Part two (40 minutes)

Will determine the apprentice's knowledge and understanding involved in carrying out the vehicle inspection and one of the four repairs chosen at random:

- details of fault presented to the apprentice
 - health, safety and legal implications of the diagnosis and repairs
 - knowledge and understanding of the system(s) involved
 - possible actions that the apprentice could have chosen
 - strengths and weaknesses of each action
 - diagnostic and repair actions they carried out
 - why they chose the particular route that they followed
- 

Grading of EPA

- **Theory exams** – 65% pass, 85% distinction
- **Skills test** – grade descriptors are used, (fail, pass, distinction)
- To achieve a pass for the skills test all grade descriptors must be demonstrated at a minimum of pass. **Any fail grading will lead to an overall fail** of the skills test
- To achieve a distinction for the skills test: **six out of the ten grading descriptors need to be demonstrated as distinctions** with a minimum of pass grade for any other grading descriptors not at distinction
- **Professional discussion** - grade descriptors are used
- To achieve an overall pass grade for the professional discussion all grade descriptors must be demonstrated at a minimum of pass. **Any fail grading will lead to an overall fail** of the professional discussion
- To achieve an overall distinction for the professional discussion **13 out of 18 grading descriptors need to be demonstrated as distinctions** with a minimum of pass grade for any other grading descriptors not at distinction
 - Final grade (fail, pass or distinction)
 - Pass (65% in all three)
 - Distinction (distinction in all three)



How we can support you to prepare for delivery
and EPA

Documents to help you understand the process



Manual for the End-Point Assessment Service

Version 1.0
January 2018

Available now and includes terms and conditions:

https://www.cityandguilds.com/~media/cityandguilds-site/documents/apprenticeships/manual_for_the_end_point_assessment_service-30_jan_18%20pdf.ashx



9301 Automotive Retail Motor Vehicle Service and Maintenance Technician (Light Vehicle) Apprenticeship End-point Assessment (9301-12/13)

January 2018, version 0.1

End-Point Assessment Pack

For Centres / End-Point Assessment Customers /
Employers / Training Providers



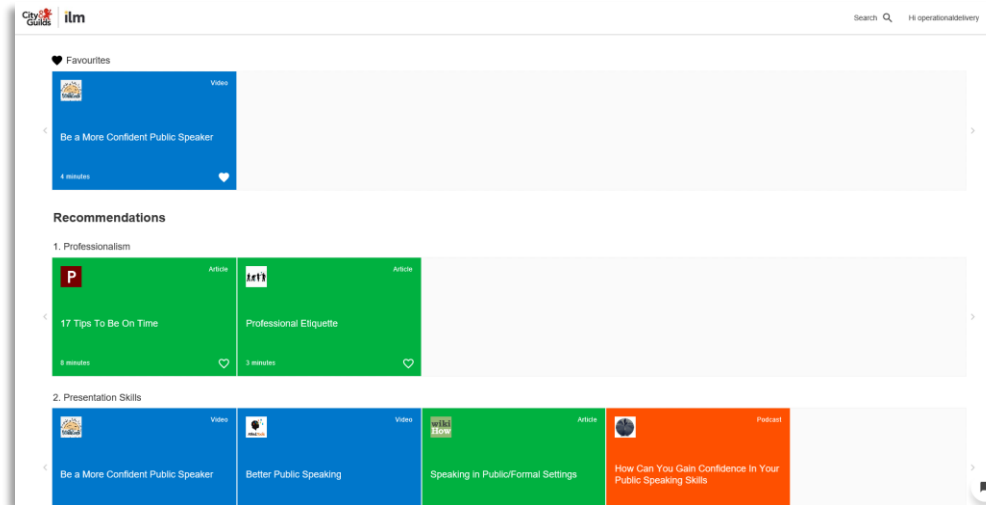
EPA preparation tool (available after you register for EPA)

Personalised to each apprentice with up to six hours of generic content per standard

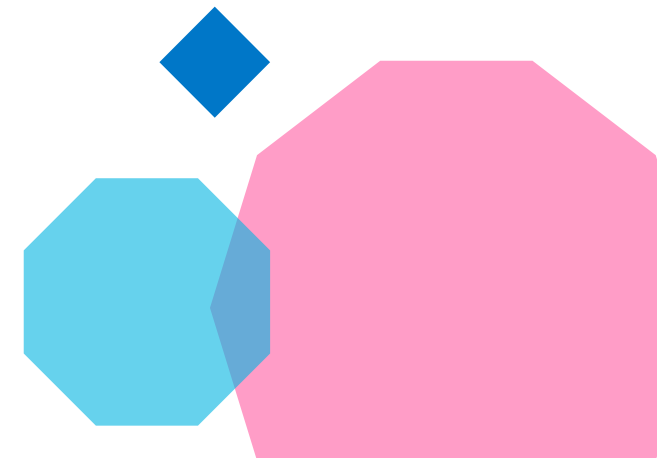
Useful and relevant learning resources relevant to the standard and assessment method

Organised by assessment skills most relevant to the apprentice and to the standard

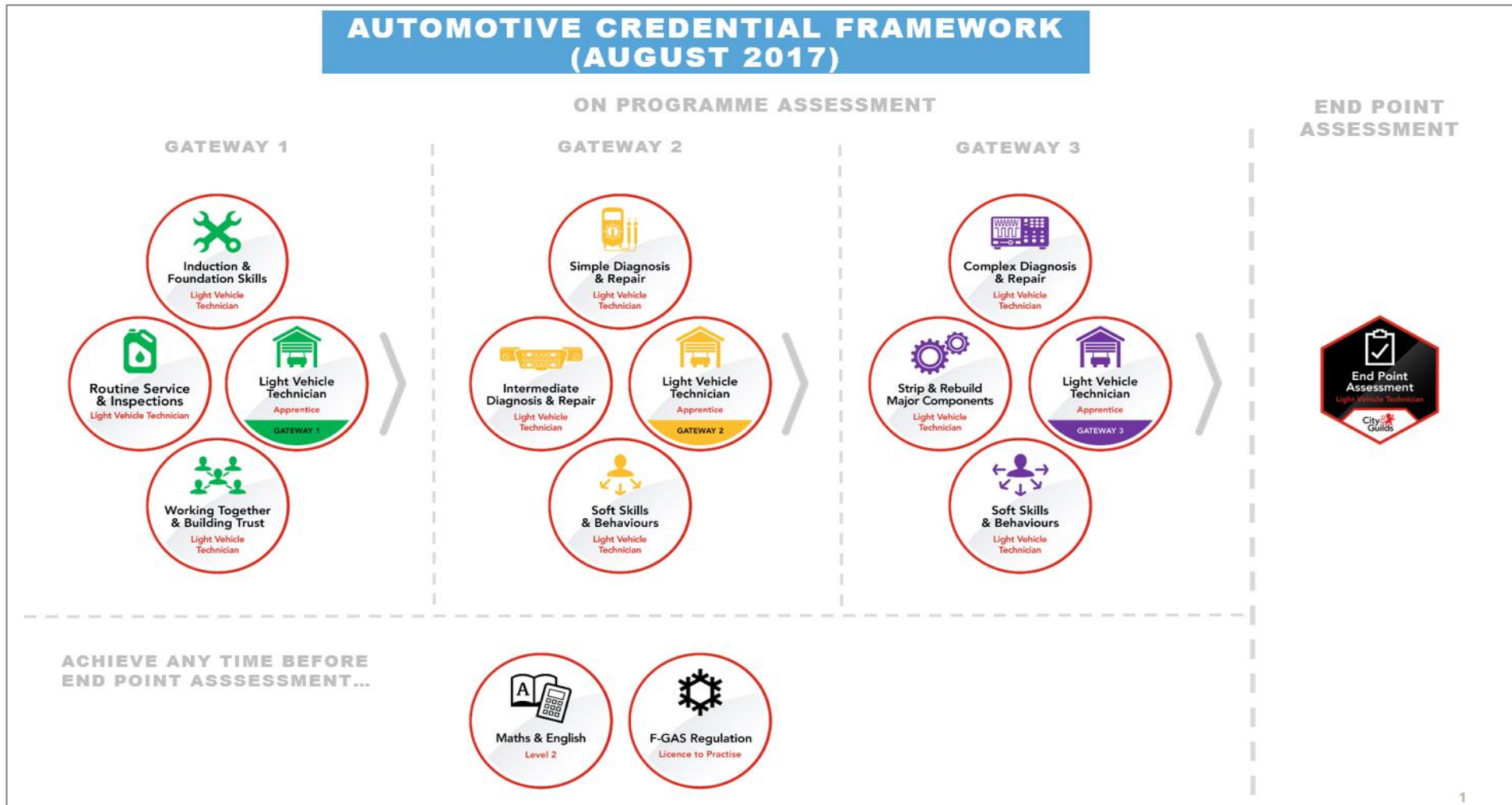
Apprentices can gain confidence in areas like interviews, presentation skills, writing and exam revision

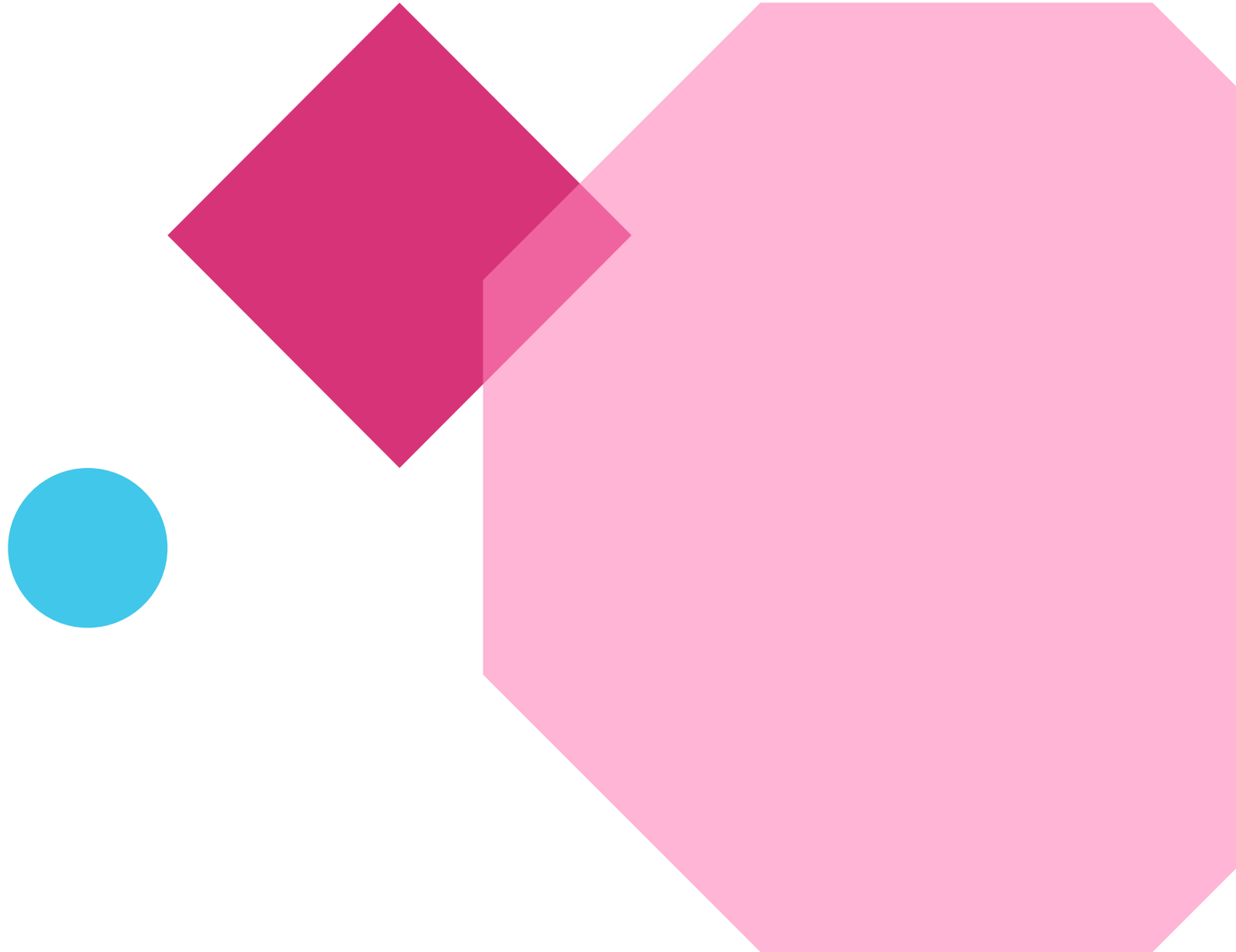


Tools to help your apprentice calmly approach EPA



Research, development and innovation





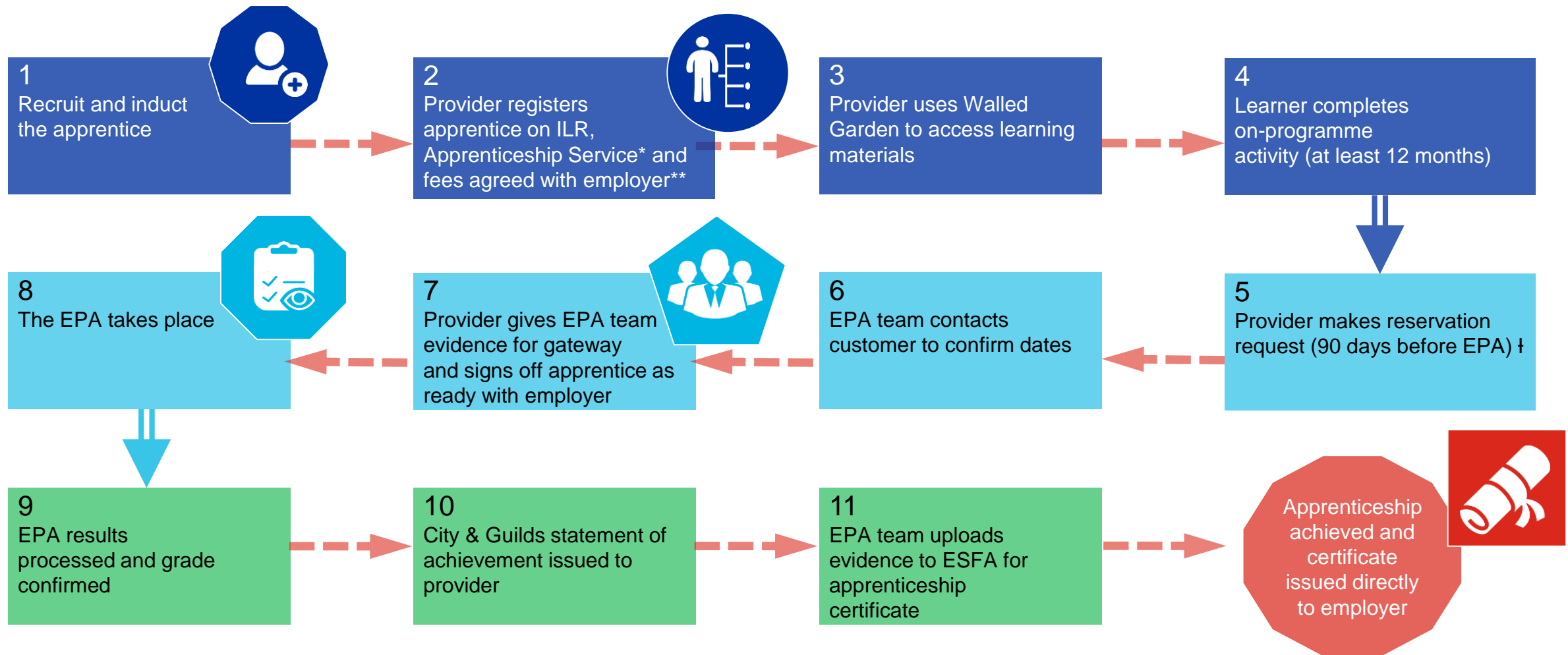
How it works

Our EPA offer

- **Flexibility to meet your business model:** inclusion of an EPA offer **with or without venue** so apprentices can be assessed in-house or at a test centre at a convenient date/place for the apprentice
- You do **not** need to book the EPA up until three months before you need it
- You do **not** have to decide whether you need a venue or not until you book the EPA. When you book the EPA, that's when you will make the choice
- Booking is made on Walled Garden



The EPA journey step-by-step



* Can also be done by employer ** Where known; if not known the EPA cost and awarding organisation can be added later

† Ideally done alongside stage 4

EPA payment structure

Simple payment structure – two charging points:

- **Registration:** small amount (£25) when they register the apprentice on Walled Garden
- **After EPA:** the balance once our assessors have submitted their results



- You'll have received nearly all of your funding by this point so can help manage your cash flow
- No hidden charges – the price includes any third-party fees related to external quality assurance
- Registration releases materials to help apprentices prepare for their EPA

9301-13 Automotive Retail Motor Vehicle Service and Maintenance Technician (Light Vehicle) – EPA (at centre venue)

Registration fee: £25

Balance fee: £1,325 (after results have been submitted by independent assessor)

Re-sits (if needed):

Online test: £15

Practical test: £1,000

Professional discussion: £310



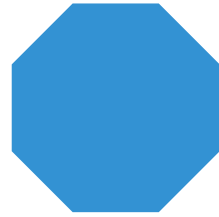
Coming soon...

- The updated EPA plan from the employer group is yet to go live on the Government website. (This is causing us a delay in releasing our EPA handbook)
- We're awaiting guidance (and we have offered suggestions) from the employer group, on the timeline to release the actual version of the EPA skills tasks to you as centres, in order for you to set up the workshop
- How/if/will new employers engage with this system going forward as their responsibilities increase?



The screenshot shows the City & Guilds website. At the top left is the City & Guilds logo with the tagline 'A City & Guilds Group Business'. To the right is a search bar with three tabs: 'SEARCH EVERYTHING', 'FIND A COURSE OR QUALIFICATION', and 'FIND A CENTRE'. Below the search bar is a navigation menu with items: 'WHAT WE OFFER', 'QUALIFICATIONS', 'APPRENTICESHIPS', 'TECHBAC', 'DELIVERING OUR QUALIFICATIONS', 'INTERNATIONAL', 'NEWS & INSIGHT', and 'HELP & SUPPORT'. The main heading is 'Become an Independent End-point Assessor' with a red octagon icon to the left. Below the heading is a circular image of a young man in a red shirt looking at a laptop. A breadcrumb trail reads: 'Home > Apprenticeships > New Apprenticeships Standard Offers > Become an Independent End Assessor'. Below the breadcrumb are social media icons for Facebook, Twitter, and LinkedIn. The main text reads: 'Become an Independent End-point Assessor'. Below this is a paragraph: 'We are currently accepting applications from suitable candidates to become Lead and Independent End-point Assessors.' followed by another paragraph: 'City & Guilds has been approved to deliver Independent End-point Assessments across a number of new Apprenticeship Standards.' and a link 'Apply now'. To the right is a box titled 'NEW APPRENTICESHIPS STANDARD OFFERS' with three items: 'Teaching & learning resources', 'End Assessment service', and 'New Apprenticeship Standards'.





Next steps

And if you want to take things further with us

If you need to develop your strategy, train your teams or update your processes, we live and breathe the new apprenticeship standards and our expert team can help.



1. Audit your current strategy

A root and branch audit that assesses current strategy and identifies opportunities for growth



2. Define your new offer

A carefully constructed plan defining new strategy and providing a framework for implementation



3. Upskill your team

Expert-led training courses that equip staff to deliver new apprenticeship strategy

Use all three services, or just the ones you need. And at any stage in your delivery plans.

<http://www.cityandguilds.com/what-we-offer/centres/consultancy-service>

How you and your team can stay up to date

- Register for email updates: cityandguilds.com/what-weoffer/centres/email-updates to hear about new standards, free webinars on the changes, regional networking sessions and other events.
- Get involved in the developments of new apprenticeship standards by emailing our product team through apprenticeships@cityandguilds.com or for specific motor vehicle queries email automotive@cityandguilds.com
- Watch our webinar on digital learning materials <https://attendee.gotowebinar.com/recording/1233325874002209283> or contact directsales@cityandguilds.com to request a demo
- For more information about EPA email the team on epa@cityandguilds.com



Support and resources available

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

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

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

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

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

Also look at the Government's information:

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

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

[Register of Apprenticeship Training Providers Guidance](#)

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

[Technical Funding Guidance](#)

[Apprenticeship standards](#)

[Becoming an Employer/Training Provider](#)



Thank you

- Keep up to date – register for email updates: <http://www.cityandguilds.com/what-we-offer/centres/email-updates>
- To be involved in the developments of the new qualifications: businessskills@cityandguilds.com
- For more information on the new standards, our learning resources (including demos), and how we can support your business: directsales@cityandguilds.com
- For additional information on end-point assessment: endpointassessment@cityandguilds.com



Any questions?

