

# Level 2

APPRENTICESHIP STANDARD

## Autocare Technician



**For careers in autocare**

- Tyre technician
- Autocare technician
- Vehicle mechanic
- Mobile tyre technician
- Fast-fit technician

# Standard overview

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An autocare technician carries out a range of services and repairs to cars, car derived vans and light goods vehicles, working in an auto-care or 'fast-fit' centre. They will use a range of tools, measuring and diagnostic equipment to identify and repair simple system faults. An effective autocare technician will develop a unique blend of technical, retail and customer service skills.

As an autocare technician you must apply your technical and theoretical skills to the vehicle systems you service. You must also be a team player with strong customer service and problem solving skills.

The course is aimed at school leavers, those working in a 'fast-fit' centre undertaking tasks such as changing tyres, exhausts, steering, suspensions and batteries, starting cars, charging batteries and servicing tasks.

## Standards – the benefits

At Learning Unlimited, we provide high quality training and development solutions for organisations across the UK. The Level 2 apprenticeship standard offered by Learning Unlimited brings together a range of benefits. From start to finish, we work with your business to tailor our training to meet your needs. With a good track record in delivering automotive training to a variety of organisations and businesses, we can find a solution to help you take your staff to the next level.

## Entry requirements

- Must achieve Level 1 English and maths and take the exam for Level 2 before reaching the Gateway stage.

## Duration

- 24-30 months depending upon the apprentices skills and prior experience.

## Workplace behaviours development

- Act in a manner that promotes the professional image of the automotive sector.
- Communicate effectively with colleagues and customers on a range of topics.
- Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience.
- Work as an effective team member taking responsibility for your own actions, being honest and accountable when issues arise and things don't go as planned.
- Commit to learning to improve your own performance and that of the business. Work in an organised way to ensure work is carried out in an effective and efficient manner.

## End Point Assessment (EPA)

- Knowledge test.
- Practical observations.
- Professional review with supporting portfolio.

## Skills and knowledge development

- Tyre legislation and technical information including EU tyre labelling, tyre pressure monitoring systems and sidewall markings.
- Vehicle 4-wheel geometry principles.
- How to carry out vehicle safety inspections and routine maintenance.
- The importance of following workplace procedures.
- Using IT systems within the workplace.

## Qualifications or Industry Accreditation gained

- On completion of this standard, the autocare technician will be eligible to apply for IMI membership as a Registered Young Professional or if they wish as an Associate Member. They would also gain entry onto the IMI Professional Register.

# Delivery plan and apprentice progression

Throughout the apprenticeship, the apprentice is supported by their work-based tutor, employer mentor and class-based tutor to ensure that they are progressing at the right pace and developing the skills and knowledge expected.

## Health and Safety

- Appropriate health and safety legislation and requirements for the workplace.
- Hybrid/electric vehicle system and safe working procedures.
- The importance of following workplace procedures and the consequences of not doing so.

## Commercial and Legislative

- Basic consumer legislation relevant to the occupation.
- Data protection requirements to protect customer and payment information.
- General sales principles including, identifying customer and vehicle needs, presenting solutions, closing the sale and dealing with buying resistance.
- How the business works and how you contribute to the overall results, demonstrating commercial awareness.

## Technical

- Tyre legislation and technical information including EU tyre labelling, tyre pressure monitoring systems, sidewall markings, homologated fitments relating to cars, car derived vans and light good vehicles.
- Vehicle 4-wheel geometry principles.
- How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements.

## Off-the-job training

Every apprenticeship includes off-the-job training – equivalent to one day per week. This takes place during time normally spent at work but does not include the usual daily duties and responsibilities carried out as part of their normal role. It can consist of work and tasks ranging from projects, lectures and seminars to day release, blended learning and training to use specialist equipment.

It can form part of regular weekly sessions or be combined for larger blocks of time, depending on the approach that works best for the employer. A proportion of off-the-job training will be addressed via the one day per week day release in college to complete the NVQ Level 2 qualification.

## Progression

Upon successful completion of the apprenticeship, you can choose to progress on to a number of roles in the industry including:

- Tyre technician
- Autocare technician
- Vehicle mechanic
- Mobile tyre technician
- Fast-fit technician

The delivery plan may be subject to change.