

Apprenticeships +

Motor Vehicle Service  
and Maintenance  
Technician  
(Light Vehicle)

Apprenticeship  
Level 3





## Quick Information

### New Apprenticeship Standard designed by employers for employers

**Sector**

Automotive & Motor Vehicle

**Who is it for?**

New or existing employees looking to develop a career in the automotive sector.

**Start date**

September

**Level**

Level 3

**Duration**

3 years

**How does it work?**

4 days in the work place and 1 day off-the-job training

**Assessment**

Gateway 1, Gateway 2, Gateway 3 leading to End-Point Assessment

**Qualification**

City and Guilds Motor Vehicle Technician Level 3

**Additional qualifications:**

Refrigerant Handling Course

**Review**

The apprenticeship Standard will be reviewed every three years.

## Motor Vehicle Service and Maintenance Technician (Light Vehicle)

Servicing and repairing light vehicles such as cars and vans, expanding their knowledge, skills and behaviours.

A motor vehicle service and maintenance technician services and repairs light vehicles such as cars and vans and works either in dealerships which focus on a particular manufacturer, or in an independent garage which deals with many different makes of vehicles.

The Automotive Retail Industry provides employment for over half a million employees who work for approximately 70,000 employers. It is a major contributor to the UK economy. In a large dealership the Technician will typically report to the Workshop Controller, who in turn reports to the Aftersales Manager and liaises with the Service Reception. In smaller garages the Technician will report directly to the owner or Garage Manager.

The technician must be able to work independently but also operate as an effective team member and have good customer handling skills. They will understand how their workshop and the dealership/garage functions from a commercial perspective and identify ways in which they can work more efficiently. Technicians working in large dealerships work with other departments, for example carrying out work for the Sales Department and ordering parts from the Parts Department, whereas apprentices in smaller independent garages may be called upon to carry out some of the function of the other departments themselves, for example managing their own delivery of parts.

The technician will work on all the systems found within the vehicle. The day-to-day work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. The tasks faced are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques.

The growing complexity of today's vehicles, and the pressure to deliver a high-quality customer experience, requires the retail automotive sector to attract and train high calibre individuals and this is reflected in the elements of the Standard described below.



## Key Areas of Study

Foundation Knowledge, Electrical, Engines, Transmissions and Chassis Systems

## Knowledge and Understanding

Motor vehicle service and maintenance technicians have the following knowledge and understanding:

- How vehicle service and repair is impacted by legislative, regulatory and ethical requirements, including health and safety law and environmental procedures;
- The structure of the industry and how the business works from an operational perspective, business targets, the systems and processes that make up the efficient running of a business;
- How to develop positive working relationships and communicate effectively and how to carry out self-evaluation and improve own performance;
- The procedures for the maintenance of tools and the workshop;
- Routine servicing and inspection procedures;
- Steering and suspension geometries; electrical circuit requirements and calculations;
- Construction and operation of vehicle components and systems;
- Common fault types, causes and effects of different types of faults;
- The implications and legal requirements of fitting accessories and carrying out vehicle modifications;
- How to diagnose faults using suitable fault finding strategies;
- Construction and operation of advanced electrical, braking and suspension systems, engine and transmission systems and engine and gear calculations;
- Vehicle emissions and legal requirements;
- Alternative fuels and hybrid and electric systems.

## Skills and Behaviour

Motor vehicle service and maintenance technicians require the following skills, and will be able to:

- Contribute to the maintenance of a safe and efficient workshop.
- Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage.
- Carry out fundamental tasks associated with removal and replacement procedures on a vehicle;
- Obtain diagnostic and repair information

- Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability.
- Use a range of diagnostic equipment.
- Follow recognised diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults.
- Report faults using company procedures and recommend suitable further actions.
- Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in depth knowledge.
- Test the function of repaired and fitted components.
- Adhere to business processes and complete documentation following workplace procedures.
- Use ICT to create emails, word-process documents and carry out web based searches.
- Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer.

Motor vehicle service and maintenance technicians demonstrate the following behaviours:

- Take responsibility when required and be honest and accountable when things don't go as planned
- Operate as an effective team member
- Behave in accordance with the values of the company and treat colleagues and customers with respect and courtesy.
- Build effective relationships with colleagues and customers
- Gain trust and pay attention to colleagues and customers concerns and needs
- Communicate effectively on a range of topics and with all sorts of different people
- Deliver excellent results and achieve challenging goals.
- Contribute to problem solving discussions and enjoy finding solutions to own and other people's problems.
- Suggest ways to make the business more efficient and contribute to its commercial growth.
- Constantly learn in order to improve own performance and that of the business
- Share knowledge and skills.
- Demonstrate a passion for engineering.

## Training, Tutoring and Assessment

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A common approach is a day release, involving 4 days in the work place and 1 day on campus.

Campus classes consist of a half day theory and half day practical.

At the end of each Gateway is an assessment that will allow the Apprentice to move onto the next Gateway. After Gateway 3, the Apprentice will be entered into the End-Point Assessment (see below).

## End Point Assessment

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This consists of 3 main areas after the successful completion of the Gateways.

- **Online knowledge test**
- **Synoptic skills test**
- **Synoptic professional discussion**

It's graded by a Refer, Pass or Distinction.

This process is conducted by an independent person (IEPA).

*For more information on the assessment for the Motor Vehicle Service and Maintenance Technician (Light Vehicle) Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.*



## Apprentice Entry Requirements

Apprentices must achieve level 2 in English and Maths, or be willing to work towards the qualifications.

## More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email [apprenticeshipsandtraining@sheffcol.ac.uk](mailto:apprenticeshipsandtraining@sheffcol.ac.uk) or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Get In Touch

### Email

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## Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

*We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.*

*We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.*

*At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.*