

## Autocare Technician

Apprenticeship  
Level 2





## Quick Information

### New Apprenticeship Standard designed by employers for employers

**Sector**

Motor Vehicle

**Who is it for?**

Employed apprentices

**Start date**

September

**Level**

Level 2

**Duration**

30 Months

**How does it work?**

Day release in college and work  
based assessment

**Assessment**

Job write ups, photographic evidence,  
Q&A and witness testimonies

## Autocare Technician

This standard is suitable for anyone working within a garage who has the responsibility of (but not limited to): dealing with customers, maintaining stock levels and equipment, completing vehicle safety inspections and routine maintenance and making suitable recommendations to customers based on findings, carrying out out replacement/repair and balancing of a range of light vehicle tyres and replacing components including Steering & Suspension, Braking systems, Battery & Charging systems, exhaust systems and Air-Conditioning systems.



### Key Areas of Study

Health and Safety, inspection and routine maintenance, replacement and repair of a range of tyres, replacement of components such as batteries, steering and suspension and fault diagnosis and repairs.

## Knowledge and Understanding

Autocare technicians have the following knowledge and understanding:

- 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 goods vehicles.
- Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems
- Vehicle 4-wheel geometry principles
- Basic consumer legislation relevant to the occupation
- Appropriate Health & Safety legislation and requirements for the workplace
- Hybrid/Electric Vehicle system and safe working procedures
- Data protection requirements to protect customer and payment information
- General sales principles including, identifying customer & 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
- How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements
- The importance of following work place procedures and the consequences of not doing so.

## Skills and Behaviour

Autocare technicians require the following skills, and will be able to:

- Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping
- Carry out stock procedures including dealing with routine stock deliveries, placing stock into storage, carrying out stock rotation duties and ordering parts for customers following company procedures

- Carry out vehicle safety inspections and routine maintenance in line with manufactures specifications or approved schedules, company procedures and complete approved documentation.
- Make recommendations to customers based on the results of inspections, ensuring that sales recommendations are accurate and fully costed, are ethical and in the best interests of the customer at all times, using language that is transparent and avoids jargon.
- Carry out replacement/repair and balancing of a range of light vehicle tyres, including ultra-low profile, directional, asymmetric and run-flat tyres fitted to a range of wheel sizes and types
- Carry out the replacement of components on a specific range of vehicle systems including Steering & Suspension, Braking systems, Battery & Charging systems, exhaust systems and Air-Conditioning systems
- Carry out 4-wheel Geometry operations including adjustments on a range of vehicles with different suspension and steering systems
- Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair.
- Identify & procure correct parts to meet specific customer requirements
- Access vehicle technical data to inform inspections and make judgements on wear and serviceability.
- Deal with and resolve low-level customer complaints
- Communicate effectively with customers, suppliers and colleagues
- Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.

Autocare technicians demonstrate the following behaviours:

- Act in a manner that promotes the professional image of the automotive sector
- Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/concerns.
- 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 their 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.

## Training, Tutoring and Assessment

Throughout the duration apprentices will be assessed via observation of tasks and activities where developmental feedback would be provided, there will also be online tasks completed such as Q&A to assess the knowledge developed.

A portfolio of evidence would be collated which would include, job write ups, photographs, witness testimonies and performance reviews.

## End Point Assessment

The End Point Assessment will consist of a knowledge test, practical skills test and a professional review supported by a portfolio of evidence.

*For more information on the assessment for the Autocare Maintenance Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.*



## Apprentice Entry Requirements

Ideally candidates would have GCSE grades at 3 or above

## Progression Opportunities

Level 3 Motor Vehicle Maintenance (Light Vehicle)

## 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

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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.*