

# LEVEL 2 AUTOCARE TECHNICIAN

An Auto-care 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, which may be part of a national chain or operated by a regional/local independent group/owner. An Auto-care Technician requires a unique combination of technical, retail and customer service skills. They will use various tools, measuring and diagnostic equipment to identify and repair simple system faults.

## DELIVERY OVER 33 MONTHS

### INDUCTION

One day induction to Apprenticeship programme, meeting with a Skills Coach and Delivery Plan agreed.

### IN COLLEGE

Weekly classroom and workshop based lessons during term time and monthly Skills Coach support sessions for the duration of the programme

### ONLINE

Access learning materials 24/7 via Smart Assessor - your online learning environment

### ASSESSMENT

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

### GATEWAY

- Professional Qualification
- Level 2 Autocare Technician Apprenticeship
- Apprentices without Level 1 English and mathematics will need to achieve this level prior to taking their EPA.

### END POINT ASSESSMENT

- Practical Observation
- Knowledge Assessments

## KNOWLEDGE/ SKILLS/BEHAVIOURS

### Knowledge and Skills

- Tyre legislation and technical information
- Fundamentals of specific vehicle systems
- Vehicle 4-wheel geometry principles
- Basic consumer legislation
- Health and safety legislation
- Hybrid/electric vehicle systems and safe working
- Procedures
- Data protection requirements
- General sales principles
- Commercial awareness
- Vehicle safety inspections and routine
- Maintenance
- Maintaining a healthy and safe workplace
- Stock procedures and customer service
- Vehicle maintenance and repair tasks
- Specialist tools and equipment
- Identifying and procuring the correct parts
- Accessing vehicle technical data
- Customer communication and complaint resolution
- Effective use of company IT systems

### Behaviours

- Behave in accordance with company values and industry codes
- Act in a manner that promotes the professional image of the automotive sector
- Communicate effectively with colleagues and customers
- Commit to learning to improve your performance
- Work as an effective team member

### QUALIFICATION

Apprentices without level 1 English and maths will need to achieve this level and take the test for level 2 prior to taking their apprenticeship end-point assessment.

Apprenticeship Standard Certificate in Autocare Technician

Eligible to apply for IMI membership as a Registered Young Professional.

## ENTRY REQUIREMENTS

Maths and English GCSE Grades 9 - 5; A\* - C; Functional Skills Level 1 or initial assessment results. Individuals in need of additional support must engage in an intensive week programme; otherwise, are mandated to attend weekly sessions.

### PROGRESSION

Level 3 Motor Vehicle Technician