

## **Motor Vehicle Service & Maintenance Technician (Light Vehicle) Apprenticeship Level 3**

Study Mode: Full Time, Work Based Learning

### **Is this course right for me?**

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 and with 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.

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 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 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.

In smaller garages the technician will report directly to the owner or garage manager and may be called upon to carry out some of the function of the other departments themselves, for example managing their own delivery of parts.

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. 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

## **Entry Requirements**

Entry requirements will be determined by individual employers, however applicants are expected to have an interest in the motor vehicle industry, demonstrate general analytical and mechanical skills, have a capacity for mechanical reasoning, potential to solve problems, attention to detail, good communication skills and the ability to work as part of a team

## **What will I learn?**

### **CORE KNOWLEDGE, SKILLS AND BEHAVIOUR REQUIREMENTS**

#### **KNOWLEDGE**

Apprentices will develop knowledge and understanding of:

- 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**

Apprentices will gain skills enabling them 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

## **BEHAVIOUR**

Apprentices will 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

## **What skills will I gain?**

## How will I be assessed?

Throughout the programme the apprentice will receive expert training from highly qualified staff A qualified assessor will provide an induction and regular workplace assessments

## What can I do next?

Full-time employment in the sector

## Delivery

**Location:**

**Start Date:**

**Day:**

**Time:**

**Course Fee:**

**Course Code:** AP0111

**Study Mode:** Full Time, Work Based Learning

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