

## **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?**

- How legislation, safety rules, and environmental requirements affect vehicle servicing.
- How the motor industry works, including business operations, targets, and workshop processes.
- How to communicate well, work positively with others, and improve personal performance.
- Basic workshop and tool maintenance procedures.
- Key servicing, inspection, steering, suspension, and electrical principles.
- How vehicle systems are built and operate, and common fault types.
- Legal implications of accessories and vehicle modifications.
- How to diagnose faults using suitable methods and tools.
- How advanced vehicle systems operate, including electrical, braking, suspension, engine and transmission systems.
- Vehicle emissions standards and alternative fuel, hybrid and electric technologies.
- Working safely and supporting an efficient workshop.
- Carrying out basic removal, replacement, and repair tasks.
- Finding and interpreting diagnostic and repair information.
- Using diagnostic tools and following structured diagnostic processes.
- Reporting faults clearly and recommending next steps.
- Completing repairs and testing components for correct operation.
- Following business processes, documentation requirements, and using basic ICT.
- Completing servicing and preparing vehicles to required quality standards.
- Taking responsibility, being honest, and being accountable.
- Working well with others and treating people with respect.
- Building positive relationships and listening to customer and colleague needs.
- Communicating clearly with different people.
- Delivering good results and working towards goals.
- Helping solve problems and suggesting improvements.
- Continuously learning and sharing knowledge.
- Showing enthusiasm and 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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