



HEAVY GOODS SERVICE & MAINTENANCE LEVEL 3

THE FACTS

The full cost £16,200

Employer cost £0 - £1,620

Employer incentive £0 - £1,000

Duration 3 years

Qualification Engineering Technician (Eng. Tech).

Attendance Day release

End assessment C&G/IMI

Wages £3.70 min.

Overview

A Heavy Vehicle (HV) Technician services, inspects and repairs HVs, categorised by the Department of Transport as category N2 or N3, and associated trailers, with the associated ancillaries. They work in either a dealership that focusses on a particular manufacturer, or for an independent garage, franchise or large fleet operator that deals with many different makes of vehicles. They work on all the systems found within the vehicle. The nature of the work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. The day-to-day tasks faced by the technician are constantly changing, driven by the introduction of ever more complex technologies and diagnostic techniques. Today's technician has to demonstrate expertise in the technical side of their role. They must have strong problem-solving skills and a good grasp of the theoretical and practical aspects of vehicles systems and associated ancillaries. They must be able to work independently but also operate as an effective team member, understanding how their workshop and the dealership/garage/branch functions from a commercial perspective, have good customer handling skills and identify ways in which they can work more efficiently. 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.

Entry Requirements

- Ideally candidates will have GCSEs grade 9-4 (A*-C) in English and maths

Knowledge & Understanding

- The fundamentals of HV technologies e.g. HV chassis design, engine, fuels, transmissions, electrical (12/24v), air-conditioning, hydraulic and air braking, air suspension systems etc
- The types and associated characteristics of HV and their configurations and applications
- Diagnosing principles and logical problem solving techniques related to HV
- Sufficient H&S knowledge and environmental awareness to carry out the work safely
- Operators "O" Licence requirements relating to HVs
- How to service, inspect and maintain vehicles and trailers to the expected standards and the importance of safety inspection and maintenance schedules to meet Operator's (O) licence and legal obligations
- Customer expectations and implications of work carried out
- The need to be reliable, flexible, diligent and good timekeeper
- How the business works from

an operational perspective and demonstrate commercial and financial awareness in the HV industry

- Complex problem solving techniques
- The requirements of providing roadside assistance

Skills

- Carry out the basic tasks with tools and equipment common to all procedures involving basic mechanical and electrical procedures related to HV
- The ability to keep updated with emerging new technologies within the HV industry
- Contribute to the maintenance of a safe and efficient workshop and adhere to the company and legislative processes
- Access specific and related HV technical information appropriately
- The ability to service, inspect and maintain HVs and trailers to meet company, Driver and vehicle standards agency (DVSA) and manufacturers' standards
- Use a range of diagnostic and electrical measuring equipment to identify faults and underlying causes on HV's
- Successfully inspect and prepare vehicles and trailers to meet DVSA

standards prescribed in the tester's manual

- Carry out final quality checks before handover to the customer without supervision
- Apply advanced diagnostic principles and logical/problem solving techniques and regimes
- Maintain records to company and operators' licence obligations and regulation
- To be able to communicate effectively in both oral and written mediums both internally and with customers on a range of topics that will support, HV inspection and diagnosing techniques

Behaviours

- Behave in accordance with the values of the company they work for whether manufacturer or independent to treat customers and stakeholders with courtesy and respond quickly to their requirements to ensure an excellent experience
- Operate effectively as a team member taking ownership and responsibility when required and be honest and accountable in all activities when things do not go as planned
- To work at continuous development of both self, team and processes