



VEHICLE SERVICE & MAINTENANCE TECHNICIAN LEVEL 3

EMPLOYER COSTINGS

[www.craven-college.ac.uk/
apprenticeship-costings](http://www.craven-college.ac.uk/apprenticeship-costings)

DURATION & ATTENDANCE

3 years - Day release

START DATES

Roll on roll off

END ASSESSMENT

End Point Assessment
Observations

QUALIFICATION

Level 3 Apprenticeship Standard
Vehicle Service & Maintenance
Technician

WAGES

[www.gov.uk/apprenticeships-
guide/pay-and-conditions](http://www.gov.uk/apprenticeships-guide/pay-and-conditions)

OVERVIEW

A motor vehicle technician services and repairs light vehicles such as cars and vans and works either in dealerships that focus on a particular manufacturer, or for an independent garage 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 Apprentice 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 a vehicle's systems. They must be able to work independently but also operate as an effective team member, understand how their work shop and the dealership/garage functions from a commercial perspective, have good customer handling skills and identify ways in which they can work more efficiently.

ENTRY REQUIREMENTS

- Ideally candidates will have 5 GCSEs grade 9-4 (A*-C) including English and Maths

KNOWLEDGE

- Legislative, regulatory and ethical requirements, including health and safety law and environmental procedures
- The structure of the industry and how the business works (operational perspective, business targets, systems and processes)
- How to develop positive working relationships and communicate effectively and carry out self-evaluation and improve own performance
- The procedures for 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
- Implications and legal requirements of fitting

- accessories and carrying out vehicle modifications;
- 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

- 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
- Use a range of diagnostic equipment & obtain diagnostic & repair information
- Interpret diagnostic information

- & use electrical wiring diagrams to determine system serviceability
- Follow diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults
- Report faults and recommend suitable further actions
- Follow recognised repair procedures to complete a wide range of repairs
- Test the function of repaired and fitted components
- Adhere to business processes and complete documentation
- Use ICT to create emails, word documents and web searches
- Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer

BEHAVIOURS

- Take responsibility 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
- Build effective relationships with colleagues and customers
- Gain trust and pay attention to colleagues and customers concerns and needs
- Communicate effectively with people on a range of topics
- 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

To find out more about this qualification please contact: Craven College Apprenticeships Team on: **01756 693 680** or email: apprenticeships@craven-college.ac.uk