

## **Motor Vehicle Service and Maintenance Technician (Light Vehicle) (ST0033) Level 3 Apprenticeship**

### **Overview**

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 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. 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. In smaller garages the technician will report directly to the owner or Garage Manager. 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 and garage functions from a commercial perspective and identify ways in which they can work more efficiently. For example when using resources consider the use of green parts and returning used parts to the manufacturer for recycling.

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, whereas apprentices in smaller independent garages may be called upon to carry out some of the function of the other departments themselves, for example managing their own delivery of parts. 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. When carrying out these functions, technicians must ensure that waste is disposed of in an environmentally conscious manner.

### **Expected course duration**

**39 months**

### **College attendance**

**TBC – depending on location, year and start**

### **When can the apprentice start employment?**

The apprentice can start employment anytime. However, if they are being employed as an apprentice, they cannot start employment until the apprenticeship starts.

### **When can the apprenticeship training start?**

September 2025.

## Course content

### Knowledge

- **K1:** How vehicle service and repair is impacted by legislative, regulatory and ethical requirements, including health and safety law and environmental procedures.
- **K2:** 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.
- **K3:** How to develop positive working relationships and communicate effectively and how to carry out self-evaluation and improve own performance.
- **K4:** The procedures for the maintenance of tools and the workshop.
- **K5:** Routine servicing and inspection procedures.
- **K6:** Steering and suspension geometries; electrical circuit requirements and calculations.
- **K7:** Construction and operation of vehicle components and systems.
- **K8:** Common fault types, causes and effects of different types of faults.
- **K9:** The implications and legal requirements of fitting accessories and carrying out vehicle modifications.
- **K10:** How to diagnose faults using suitable fault-finding strategies.
- **K11:** Construction and operation of advanced electrical, braking and suspension systems, engine and transmission systems and engine and gear calculations.
- **K12:** Vehicle emissions and legal requirements. Zero emission vehicle (ZEV) mandate 2035.
- **K13:** Alternative fuels and hybrid and electric systems.

### Skills

- **S1:** Contribute to the maintenance of a safe and efficient workshop. Segregate waste for disposal or recycling. Comply with industry environmental legislation.
- **S2:** Demonstrate due regard for own safety and that of others in the workshop and minimise risk of injury and vehicle damage.
- **S3:** Carry out fundamental tasks associated with removal and replacement procedures on a vehicle.
- **S4:** Obtain diagnostic and repair information.
- **S5:** Interpret diagnostic information and use electrical wiring diagrams to determine system serviceability.
- **S6:** Use a range of diagnostic equipment.
- **S7:** Follow recognised diagnostic procedures, logical diagnostic sequence and apply advanced diagnostic principles and problem-solving techniques to establish faults.
- **S8:** Report faults using company procedures and recommend suitable further actions.
- **S9:** Follow recognised repair procedures to complete a wide range of repairs including those which involve complex procedures, or in depth knowledge.
- **S10:** Test the function of repaired and fitted components.



- **S11:** Adhere to business processes and complete documentation following workplace procedures.
- **S12:** Use ICT to create emails, word-process documents and carry out web based searches.
- **S13:** Complete a range of services and inspect and prepare a vehicle to the required quality standard for handover to the customer.

## Behaviours

- **B1:** Take responsibility when required and be honest and accountable when things don't go as planned.
- **B2:** Operate as an effective team member.
- **B3:** Behave in accordance with the values of the company and treat colleagues and customers with respect and courtesy.
- **B4:** Build effective relationships with colleagues and customers.
- **B5:** Gain trust and pay attention to colleagues and customers concerns and needs.
- **B6:** Communicate effectively on a range of topics and with all sorts of different people.
- **B7:** Deliver excellent results and achieve challenging goals.
- **B8:** Contribute to problem solving discussions and enjoy finding solutions to own and other people's problems.
- **B9:** Suggest ways to make the business more efficient and contribute to its commercial growth.
- **B10:** Constantly learn in order to improve own performance and that of the business.
- **B11:** Share knowledge and skills.
- **B12:** Demonstrate a passion for engineering.

## Entry requirements

Candidates should demonstrate an interest in the occupation as well as an ability to work in an organised and methodical way to identify and solve problems; also demonstrate an ability to communicate both orally and in writing to a level 3 standard. Candidates will also need to have industry experience or a level 2 qualification in this area.

Apprentices will need a minimum of level 1 in Maths and English. Apprentices without level 2 English and maths will need to achieve this level prior to taking their apprenticeship end-point assessment.

## What training is required in the workplace?

Employers need to ensure they can provide regular weekly exposure to all of the skills and behaviours set out in the standard.

## Assessment methods

- Portfolio
- Knowledge test
- Professional discussion
- Skills test

## Further study and career options

Students completing this apprenticeship will be fully qualified to work in the industry.

## Additional information

### Equipment

Steel toe cap boots, overalls or work wear.

## Campuses

This course is available at our Bedford College, Brunel Road Campus.

## Further details

**For more information, please visit here:**

<https://www.instituteforapprenticeships.org/apprenticeship-standards/motor-vehicle-service-and-maintenance-technician-light-vehicle-v1-5>

## How to apply

Through the apprenticeship vacancy page of our website:

<https://bedfordcollegegroup.ac.uk/study/apprenticeships/apprenticeship-vacancies/>

and the national apprenticeship website:

<https://www.apprenticeships.gov.uk/>