

## **Auto Care Technician (ST0499) Level 2 Apprenticeship**

### **Overview**

An Auto-care Technician carries out a range of services and repairs to cars, car derived vans and light goods vehicles, working in an Auto-care or “Fast-Fit” Centre, which may be part of a national chain or operated by a regional/local independent group/owner. An Auto-care Technician requires a unique combination of technical, retail and customer service skills. They will use a range of tools, measuring and diagnostic equipment to identify & repair simple system faults.

The Auto-care Technician has to demonstrate expertise not only in the technical elements of their role and have a good grasp of the practical and theoretical aspects of the vehicle systems they service, but also needs to have excellent telephone, customer handling (including how to handle difficult customers and deal with customer disappointment) and effective sales skills, as well as strong problem solving and self-organisation skills. They must be able to work as part of a team but also operate independently, understand how their centre operates from a commercial perspective and how their actions contribute to business results, whilst maintaining a high standard of workmanship.

Please Note: This Standard does not on its own qualify apprentices to work on air-conditioning systems. Employers who require apprentices to work on air-conditioning systems must also provide the F-Gas qualification

### **Expected course duration**

**33 months**

### **College attendance**

**1 day a week day release.**

### **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?**

**Brunel Road – September 2025**

**Corby – Jan 2025**

## Course content

**An Auto-care Technician will demonstrate a knowledge and understanding of the following;**

- Tyre legislation and technical information including EU Tyre labelling, Tyre Pressure Monitoring systems, sidewall markings, homologated fitments relating to cars, car derived vans and light goods vehicles.
- Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems
- Vehicle 4-wheel geometry principles
- Basic consumer legislation relevant to the occupation
- Appropriate Health & Safety legislation and requirements for the workplace
- Hybrid/Electric Vehicle system and safe working procedures
- Data protection requirements to protect customer and payment information
- General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance
- How the business works and how you contribute to the overall results, demonstrating commercial awareness
- How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements
- The importance of following work place procedures and the consequences of not doing so.

## 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.

Apprentices without level 1 English and maths will need to achieve this level and take the test for level 2 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 could potentially progress onto the level 3 maintenance technician, providing they have demonstrated the aptitude to do so and their employer is able to offer the exposure to the skills within that standard.

## Additional information

### Equipment

Steel toe cap boots, overalls or work wear.

## Campuses

This course is available at our Bedford College (Brunel Road) and Tresham College Corby Campuses.

## Further details

For more information, please visit here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/st0499-v1-2>

## 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/>