



Level 2

AUTOCARE TECHNICIAN

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.

Learners will study the following topics:

- Knowledge: Health & safety, commercial & legislative and technical vehicle
- Skills: Vehicle inspection, replacement of components, replace & repair tyres, stock procedures and vehicle 4-wheel geometry
- Behaviours/attitudes: Working together & building trust, customer experience & communication, making it happen & commercial awareness and learning to strive for excellence.

Qualifications/Certifications achieved on completion:

- Upon successful completion, you will qualify with a level 2 Apprenticeship in Autocare.
- Level 1 Functional Skills Maths and English (equivalent to GCSE grade D-E or level 3-1) unless exempt.

Progression and professional recognition:

On completion of this Standard the Auto-care Technician will be eligible to apply for IMI membership as a Registered Young Professional or if they wish as an Associate Member. They would also gain entry onto the IMI Professional Register.

Typical Duration:
30 months

Cost:
Dependent on the age of the learner and size of the business

Delivery:
College one day per week, term time only

Delivery Location:
Eastbourne or Ore Valley Campus

Entry Criteria:
Set by the employer, all learners will be required to complete an English and maths initial assessment prior to the start of the apprenticeship

Level:
2

Starts:
Various