


Ofsted
Outstanding
Provider

**Riverside
College**
Widnes & Runcorn



Level 2 Autocare Technician Apprenticeship



99%
Employer Satisfaction

Level 2

Autocare Apprenticeship

Summary

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.

Entry criteria

We would expect apprentices to have Grade 3 (D) or above in GCSE Maths and English

Duration

30 months plus End Point Assessment

Attendance

One day per week during term time at our Kingsway Campus

What will I learn

Brief summary of knowledge and skills

- 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 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 to carry out vehicle safety inspections and routine maintenance using manufactures specifications or approved schedules

The Apprenticeship Journey

Initial Steps



Make an application

- Via your employer
- Or for a new apprenticeship vacancy

Interview Stage

(NA for existing employees)

Initial Assessment

Functional Skills (if required)

Your Apprenticeship



Induction

(0-3 Months)

- Start with employer
- Enrolment onto course
- Understand expectations

On Programme

(3–30 expected months)

- Attendance at college (once a week)
- Work towards course objective
- Develop Portfolio

Gateway (30 months +)

- Completed portfolio
- Competent in knowledge, skills and behaviours of standard

Your End Point Assessment



End Point Assessment

(3 months)

- Graded
- Distinction, pass, fail

Assessment Type

Knowledge Test

Practical Observation

Professional Review

How To Contact Us



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