



Heavy Vehicle Service & Maintenance Technician

Apprenticeship Standard Level 3

Qualification objectives

Our Heavy Vehicle Motor Vehicle Service and Maintenance Technician programme brings real advantages to your business. Whether your technicians work at a dealership or garage, they'll gain expertise in fixing HV's and trailers, boosting team performance. Our programme ensures you get the skilled technicians you need.



Apprenticeship Heavy Vehicle Service and Maintenance Technician Level 3



QUALIFICATION OBJECTIVES

A Heavy Vehicle (HV) Technician services, inspects and repairs HV's and associated trailers, with associated ancillaries. A Heavy Vehicle Service and Maintenance Technician will work in either a dealership that focuses on a particular manufacturer, or an independent garage, franchise or large fleet operator dealing with many makes of vehicles. The nature of work ranges from replacing simple parts through to solving complex faults with the use of diagnostic methods and equipment. Day-to-day tasks faced by a technician are constantly changing, driven by the introduction of complex technologies and diagnostic techniques. Today's technician have to demonstrate expertise in the technical side of their role, they must have strong problem-solving skills and a good grasp of theoretical and practical aspects of vehicles systems and associated ancillaries.

This qualification is suited to the following roles:

The Level 3 Apprenticeship Standard for Heavy Vehicle Service and Maintenance Technician is aimed at learners who would like to become Heavy Vehicle Service and Maintenance Technicians.

QUALIFICATION OPPORTUNITIES

This Apprenticeship Standard has been designed to meet the professional standards of the relevant professional bodies of the Engineering Council for initial registration as an Engineering Technician (Eng. Tech) and on completion will enable a technician to apply for registration as an Engineering Technician with a relevant professional body.

QUALIFICATION DELIVERY

The completion of this Apprenticeship Standard will require a mixture of onsite assessment and block release training to meet the requirements of the Standard's knowledge, skills and behaviours.

Employers involved in the development of this Apprenticeship Standard include:

• Arriva Plc • ISUZU Truck (UK) Limited • Iveco Ltd • London General Services Ltd • MAN Truck and Bus Ltd • Mercedes-Benz UK Ltd • Nottingham City Transport Ltd • Renault Trucks UK Limited • SCANIA (Great Britain) Ltd • Stagecoach Group PLC • Volvo Group UK Limited • People 1st

Entry

Employers are likely to be looking for an individual with relevant experience or a passion for the automotive sector, that can demonstrate an interest in how the HV industry operates and possess the ability to work in an organised and methodical way.

Duration

The minimum duration for this Apprenticeship Standard is 36 months. However, this will be reduced if the Apprentice is progressing from a recently achieved L2 Apprenticeship which will be determined through initial assessment.

Progression

On completion and achievement of the Apprenticeship, candidates will have the opportunity to progress to Master Technician, management or to develop in their current role.

Level

This qualification is completed via an Apprenticeship Standard at Level 3.

Functional Skills

Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking the End-Point Assessment.

For further information

T: 01634 298808

E: theoffice@ips-international.com

Head Office:

Northbank House
Thomas Longley Road
Medway City Estate
Rochester, Kent ME2 4DU

Tel. 01634 298800

Email: apprenticeships@ips-international.com

Website: www.ips-apprenticeships.co.uk



Apprenticeship Heavy Vehicle Service and Maintenance Technician Level 3

OFF THE JOB TRAINING

Detail of how the off-the-job-training will be met:

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

Heavy Vehicle Service and Maintenance Technicians will demonstrate a knowledge and understanding of the following:

The fundamentals of HV technologies e.g. HV chassis design, engine, fuels, transmissions, electrical (12/24v), air-conditioning, hydraulic and air braking, air suspension systems, etc.

The types and associated characteristics of HV and their configurations and applications.

Diagnosing principles and logical problem solving techniques related to HV.

Sufficient H&S knowledge and environmental awareness to carry out the work safely.

Operators "O" Licence requirements relating to HVs.

How to service, inspect and maintain vehicles and trailers to the expected standards and the importance of safety inspection and maintenance schedules to meet Operator's (O) licence and legal obligations.

Customer expectations and implications of work carried out.

The need to be reliable, flexible, diligent and a good timekeeper.

How the business works from an operational perspective and demonstrate commercial and financial awareness in the HV industry.

Complex problem solving techniques.

The requirements of providing roadside assistance.

The competency to achieve the following skills in the workplace:

Carry out the basic tasks with tools and equipment common to all procedures involving basic mechanical and electrical procedures related to HV.

The ability to keep updated with emerging new technologies within the HV industry.

Contribute to the maintenance of a safe and efficient workshop and adhere to the company and legislative processes.

Access specific and related HV technical information appropriately.

The ability to service, inspect and maintain HVs and trailers to meet company, driver and vehicle standards agency (DVSA) and manufacturers' standards.

Use a range of diagnostic and electrical measuring equipment to identify faults and underlying causes on HV's.

Successfully inspect and prepare vehicles and trailers to meet DVSA standards prescribed in the tester's manual.

Apprenticeship Heavy Vehicle Service and Maintenance Technician Level 3

The competency to achieve the following skills in the workplace - Continued:

Carry out final quality checks before handover to the customer without supervision.

Apply advanced diagnostic principles and logical/problem solving techniques and regimes.

Maintain records to company and operators' licence obligations and regulation.

To be able to communicate effectively in both oral and written mediums both internally and with customers on a range of topics that will support HV inspection and diagnosing techniques.

Required behaviours to achieve the following in the workplace:

Behave in accordance with the values of the company they work for whether manufacturer or independent, to treat customers and stakeholders with courtesy and respond quickly to their requirements to ensure an excellent experience.

Operate effectively as a team member, taking ownership and responsibility when required and be honest and accountable in all activities when things do not go as planned.

To work at continuous development of both self, team and processes.

END POINT ASSESSMENT

On programme, completion will take place while the learner is working towards Gateway and will be in the form of successful completion of the knowledge modules within the Apprenticeship Standard. At Gateway, further preparation will take place to develop the Apprentice and then prepare them for completion of a series of assessments as follows:

The End-Point Assessment is based on three independent end assessment activities, each with several component parts:

• **Multiple Choice examinations** – There are two parts to the exam section of the independent end assessment.

A) 1 hour multiple choice exam on the engineering requirements of the standard.

B) 1 hour multiple choice exam on the wider requirements of the standard.

• **Practical task observations** – There are five observed tasks an Apprentice must complete during independent end assessment.

A 30 minute 'walk and talk' around all vehicle systems EVERY Apprentice should know about, regardless of the trade specific role. The Apprentice is required to demonstrate understanding of how to complete a full visual safety check on the vehicle, describing which areas would be checked, how and why, in line with the requirements. Three tasks must last 20-30 minutes, the fourth 60 minutes, to include a multi-stage diagnostic. Apprentices will write up a job card after each observation, which will be accompanied by two or three key questions about the process.

• **Professional Discussion and Review of Behaviours** – Apprentices are required to keep a log of progression throughout their Apprenticeship to evidence their journey. This must particularly evidence their development of knowledge, skills and behaviours and must include the records of an annual review between the employer and Apprentice of progress and evaluation against gateway targets. Neither the reviews or the log of progression form any part of the on programme assessment. This evidence must be supplied to the assessment organisation two weeks prior to the assessment window opening and will form the basis of the professional discussion.

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.

Head Office:

Northbank House
Thomas Longley Road
Medway City Estate
Rochester, Kent ME2 4DU

Tel. 01634 298800

Email: apprenticeships@ips-international.com

Website: www.ips-apprenticeships.co.uk

