

Overview of the role

Carrying out a range of services and repairs to cars, car derived vans and light goods vehicles.

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Standard in development

L2: Autocare technician

Title of occupation

Autocare technician

UOS reference number

ST0499

Core and options

No

Level of occupation

Level 2

Occupational maps data

Route: Engineering and manufacturing

Pathway: Maintenance, Installation & Repair

Cluster: Service, Repair and/or Overhaul Operative/Technician

Typical duration of apprenticeship

30 months

Target date for approval

13/03/2024

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

No

Occupation summary

Autocare technicians work in the automotive industry. Workplaces include autocare or fast fit centres. Centres may be part of a national chain or operated by a regional or local, independent group or owner. Autocare technicians are able to work as part of a team but also independently. They have strong problem-solving skills. An autocare technician contributes to their centres' commercial operations, impact on the business, and maintain a high standard of services.

The broad purpose of the occupation of an auto-care technician requires a unique combination of technical, retail and customer service skills. They carry out inspections of cars, car derived vans and light goods vehicles including electric vehicles for basic routine maintenance. They carry out a range of services and repairs. Autocare technicians inspect, remove and replace components on various vehicle systems. They are responsible for stock levels and replenishment. They use a range of specialist tools, measuring instruments and diagnostic equipment.

They have excellent skills in customer relations, deal with difficult customers, customer disappointment, and look to resolve customer complaints. They undertake responsibility of sales, identifying customer and vehicle needs, present solutions and close sales.

An employee as an autocare technician must comply with environmental and health and safety regulations and procedures. They must use the appropriate personal protective equipment. They take responsibility for their own work and the quality of workmanship. They must organise their work, meeting deadlines and scheduling tasks appropriately.

Typical job titles

Autocare technician Automotive mechanic technician Autotrader mechanic Motor vehicle technician Vehicle technician

Are there any statutory/regulatory or other typical entry requirements?

No

Occupation duties

DUTY	KSBS
Duty 1 Communicate with customers establishing vehicle problems and their requirements.	K1 K2 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K17 K18 K19 K22 K23 K24 K25 K26 K27 K28 K29 K30 K31 K32 K33 S5 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S26 S27 B1 B2 B3 B4 B5
Duty 2 Conduct vehicle inspections and routine maintenance work.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K19 K20 K21 K22 K26 K29 K30 K31 K32 K33 S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S22 S23 S24 S25 S27 B1 B2 B3 B4 B5
Duty 3 Work independently and as part of a team, contributing to business outcomes.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K17 K18 K19 K20 K21 K22 K23 K24 K25 K26 K27 K28 K29 K30 K31 K32 K33 S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S26 S27 B1 B2 B3 B4 B5
Duty 4 Inspect, repair, and	K1 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K17 K18 K19 K25 K29 K31 K32 K33 S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S16 S17 S18 S22 S23 S24 S25 S27

DUTY**KSBS**

replace light vehicle tyres and vehicle systems components.

B1 B2 B4

Duty 5 Identify and source, vehicle components in line

with workplace procedures.

K1 K4 K6 K8 K9 K10 K11 K12 K13 K14 K15 K16 K17 K18 K25 K26 K27 K28 K29 K31 K32 K33
S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S26 S27
B1 B2 B4

Duty 6 Follow workplace instructions or procedures for vehicle maintenance or repair.

K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K17 K18 K19 K20 K22 K23 K24 K25 K26 K27 K28 K29 K30 K31 K33
S1 S2 S3 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S26 S27
B1 B2 B3 B5

Duty 7 Maintain the workplace environment, follow good housekeeping practice

K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K17 K18 K19 K20 K21 K22 K23 K25 K26 K28 K29 K30 K31 K32 K33
S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S11 S12 S13 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S27
B1 B2 B3 B4 B5

s in accordance with health and safety procedures.

Duty

8 Post inspection, provide customer quotation of the work required, before agreeing and commenting the work.

K1 K4 K8 K9 K10 K11 K12 K13 K14 K15 K16 K19 K21 K22 K23 K24 K25 K26 K27 K28 K29 K30 K31 K32 K33
S7 S8 S9 S10 S11 S12 S13 S14 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S26 S27
B4 B5

Duty

9 Contribute to stock management routines. For example, ordering, booking, receiving, and ensuring safe storage, of stock and consumables.

K1 K4 K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K23 K24 K25 K26 K27 K28 K32 K33
S9 S10 S11 S13 S14 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25 S26 S27
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DUTY

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Duty

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B1 B2 B3 B4 B5

KSBS

Knowledge

K1: The automotive industry and the role of the autocare technician. Limits of autonomy and reporting channels.

K2: Vehicle safety inspections and routine maintenance: manufacturers specifications or approved schedules. The use of vehicle specific data and to meet legal requirements for wear and serviceability.

K3: Awareness of health and safety regulations, standards, and guidance and impact on role. Safe working procedures, Control of Substances Hazardous to Health (COSHH). Fire safety. Good housekeeping. Hazards and risks. Health and Safety at Work Act. Manual handling. Personal Protective Equipment (PPE). Safety equipment: guards, fire extinguishers. Safety signage. Slips, trips, and falls. Lifting operations and lifting equipment regulations (LOLER), Provision and use of work equipment regulations (PUWER).

K4: Environment and sustainability guidance relevant to the occupation and autocare technician's role and responsibilities. Recycling, reuse, and safe disposal of waste.

K5: Tools and equipment used in automotive industry. Purpose and operation.

K6: Maintenance methods for tools and equipment, including calibration checks.

K7: Workplace instructions. Purpose and use for inspection, maintenance, and replacement.

K8: Vehicle service records, owner's manuals, and warranties. Purpose and use.

K9: Tyres: legislation, replacement, repair, and technical information including EU tyre labelling, tyre pressure monitoring systems (TPMS), sidewall markings, homologated fitments relating to cars, car derived vans and light goods vehicles.

K10: Steering systems: purpose, function, and location of systems and components for inspection, removal, and replacement. Mechanical, hydraulic and electric power assisted steering.

K11: Suspension systems: purpose, function, and location of systems and components for inspection, removal and replacement. Macpherson strut, double wishbone, ball joints, suspension arms, spring types, including leaf and coil, dampers and shock absorbers, air or hydraulic suspension, subframes.

K12: Braking systems: purpose, function, and location of systems and components for inspection, removal and replacement: brake discs, brake pads, brake shoes, brake drum,

hydraulic components, anti-lock brake systems, electronic stability programmes, brake pedal simulator, brake pipe and hoses, wheel bearings.

K13: Emission control systems: purpose, function, and location of systems and components for inspection, removal, and replacement. Catalytic converters, evaporative control systems, exhaust gas recirculation (EGR), diesel particulate filter (DPF), petrol particulate filter (PPF), selective catalyst reduction (SCR).

K14: Vehicle heating, ventilation, and air conditioning systems (HVAC): purpose, function and location of systems including climate control systems for inspection, maintenance, and replacement: refrigerants, coolants, blower motors, valves, heat exchangers, pipes and hoses.

K15: Low voltage batteries: purpose, function, and location of low voltage batteries, starting and charging systems: auxiliary battery, starter motor, alternator, e-machine.

K16: Maintenance and replacement of low voltage batteries, starting and charging systems.

K17: Awareness of assisted driving systems and the impact of repair work on advanced driver assistance systems (ADAS): static and dynamic calibration methods, calibration equipment.

K18: Advanced driver assistance systems (ADAS) levels of autonomy: passive and active advanced driver assist systems.

K19: Four-wheel geometry principles including wheel alignment, Ackermann principle, alignment principles, toe, camber, thrust angle, adjustment types and methods.

K20: Awareness of electrified vehicle technologies and principles of operation.

K21: Safe working procedures for electrified vehicles. High voltage systems, safe isolation.

K22: Condition monitoring of high voltage batteries and onboard chargers for electrified vehicles.

K23: Principles of customer care: pre and post vehicle customer service, identifying customer and vehicle needs, how to handle challenging conversations.

K24: Business operation considerations: efficiency, customer satisfaction, competitiveness, minimising risks to operation, and ethical issues.

K25: Vehicle parts costings and procurement: customer, organisation and vehicle needs.

K26: Materials, resources, and stock storage used in automotive industry. Stock and resource management processes.

K27: Principles of customer sales and financial compliance: Financial conduct authority (FCA), payment card industry (PCI) requirements.

K28: Principles of sales processes.

K29: Team working principles.

K30: Principles of equity, diversity, and inclusion in the workplace and the impact on their work.

K31: Verbal communication techniques. Giving and receiving information. Matching style to audience.

K32: Written communication techniques electronic and paper. Autocare industry terminology.

K33: Information and digital technology: email, collaboration packages, databases, equipment digital interfaces, management information systems, word processing, work sharing platforms, point of sale, GDPR, cyber security.

Skills

S1: Comply with health and safety procedures in the workplace in compliance with regulations, standards, and guidance.

S2: Prepare the vehicle and working area before the work activity. For example, remove or mitigate slip and trip hazards.

- S3:** Maintain and restore the work area during and on completion of the activity.
- S4:** Store, maintain and return tools and equipment.
- S5:** Access vehicle technical data to inform inspections and make judgements on wear and serviceability.
- S6:** Follow environmental and sustainability procedures in line with regulations, standards, and guidance. Segregate resources for reuse, recycling, and disposal.
- S7:** Carry out vehicle safety inspections and routine maintenance using vehicle specific data.
- S8:** Select and use tools and equipment, mechanical and electrical measuring tools, and diagnostic equipment.
- S9:** Carry out replacement and balancing of light vehicle tyres. For example, ultra-low profile, directional, asymmetric, run-flat tyres.
- S10:** Carry out repair and balancing of light vehicle tyres. For example, ultra-low profile, directional, asymmetric, run-flat tyres.
- S11:** Carry out inspection, removal, and of parts or components in cars, car derived vans, or light vehicles for the following: steering systems, suspension systems, braking systems, emission systems, battery and charging systems.
- S12:** Perform state of health condition monitoring tests of high voltage batteries and chargers for electrified cars, car derived vans, or light vehicles.
- S13:** Carry out inspection, removal, and replacement of air conditioning system components.
- S14:** Carry out four-wheel geometry checks and adjustments on cars, car derived vans, and light goods vehicles.
- S15:** Follow safe working practices and procedures for electrified vehicle maintenance and high voltage isolation.
- S16:** Record vehicle service maintenance, parts replacement, or repair in line with workplace procedures.
- S17:** Apply customer service principles and organisational customer care practices. For example, identifying customer and vehicle needs, resolve low level customer complaints, make recommendations to customers based on results of inspection, maintenance, or repair of vehicles.
- S18:** Provide quotation of cost and order automotive parts, products, and consumables applicable to the vehicle.
- S19:** Follow procedures for stock and parts storage: ordering, checking and stock rotation.
- S20:** Complete customer transactions. For example, cash and non-cash payments.
- S21:** Carry out organisational sales process. For example, show and tell, features and benefits, consultative selling, mini closing and closing.
- S22:** Apply team working principles.
- S23:** Follow equity, diversity, and inclusion guidance.
- S24:** Communicate with others verbally, for example customers, suppliers, and colleagues.
- S25:** Communicate in writing, for example with internal and external customers, colleagues, and managers.
- S26:** Use information and digital technology systems. Comply with GDPR and cyber security.
- S27:** Carry out and record learning and development activities.

Behaviours

- B1:** Put health and safety first.
- B2:** Consider the impact on the environment when using resources and carrying out work.
- B3:** Respond and adapt to changing work demands.
- B4:** Seek learning and development opportunities, continual professional development.

B5: Support an inclusive workplace, for example, being respectful of different views.

Qualifications

English and Maths

English and maths qualifications form a mandatory part of all apprenticeships and must be completed before an apprentice can pass through gateway. The requirements are detailed in the current version of the [apprenticeship funding rules](#).

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

No

Consultation

Progression Routes

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Involved employers

ATS Euromaster, Bosch Automotive Service Solutions, Formula one autocentres, Halfords, Kwik-fit, National Tyre & Autocare

Subject sector area

4.3 Transportation operations and maintenance