

Assessment Plan

Accident Repair Technician Level 3 Standard

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1. Context of the Assessment Plan

Employers in the collision repair sector have long argued apprentice programmes were not fit for purpose. Employers have recognised that the introduction of the new Standard & Assessment Plan provides an opportunity for transformational change. This will revolutionise the way the sector is perceived by candidates who otherwise may not have been attracted to it, and in doing so attract a different calibre of candidate. In response to some of the sector challenges, employers have embraced a number of fundamental changes to the way apprentices will be assessed.

- Accountability for assessing the occupational competency of the apprentice will be led and driven by employers.
- Employers will have primacy in monitoring and analysing progress and driving success.

The End Point Assessment will;

- Assess that the candidate can demonstrate good technical competency, skills, knowledge and appropriate behaviour in all three areas of accident repair; Mechanical, Electrical & Trim (MET), Panel & Paint relative to the Accident Repair Technician Standard.

The Assessment Plan's approach is

- Employer led.
- Reflective of employers' needs.
- Relevant to the role.
- Providing a springboard for progression to higher education and development
- To ensure employers have confidence in the skills knowledge & behaviours of their candidates and that they have been independently, rigorously and objectively assessed.

2. Introduction to the Assessment Plan

This Assessment Plan sets out the requirements for the end point assessment, which will ensure a consistently high level of assessment which is respected and credible wherever the standard and assessment plan are delivered.

3. Summary & Overview of the Assessment Plan

Assessment Gateway

All skills, knowledge & behaviours have been adequately demonstrated, and documented in the Record Keeping Log if being used. The employer, candidate & training provider sign off to confirm the candidate is ready to undertake the End Point Assessment

	Practical Skills Test	Knowledge Paper
Nature of Assessment	A high level practical test of critical skills, consisting of ten modules which will also test some knowledge and behaviours	A ninety minute multiple choice paper designed to test knowledge
Who will carry out the assessment?	The Assessment Organisation	The Assessment Organisation
How will the assessment be graded?	Distinction Merit Pass Fail	Distinction Merit Pass Fail
What is being assessed	Focus on skills, with 10 modules covering core skills across all three disciplines. Knowledge and behaviour will also be assessed via observation and oral questioning	Knowledge

Assessments marked & graded.

Candidate and employer advised of results.

Certificate issued

4. Professional Qualifications

There are no mandatory professional qualifications.

5. On Programme Assessment

This Assessment Plan is designed to give individual employers the maximum freedom & flexibility to establish the on-programme learning and assessment journey appropriate for their apprentices. There are therefore no mandatory on-programme assessments. However, it is recommended that an on-programme Record Keeping Log is kept in order to monitor, track and support the apprentice's journey.

The Record Keeping Log will typically-

- Be maintained together by the apprentice, the employer and the training provider.
- Be regularly reviewed by all three parties, generally every other month or in line with the employers normal HR practices.
- Track progression in line with the Standard

6. The Assessment Gateway

The decision as to when an apprentice is ready for the End Point Assessment will be based on employer, apprentice and training provider all being satisfied that the apprentice has demonstrated all the requirements of the Standard. The apprentice will then proceed to access the end point assessment

Where being used, the Record Keeping Log, can help this discussion.

7. End Point Assessment

The end point assessment forms 100% of the formal assessment of the apprentice and determines the grading of the apprentice. The end point assessment has two components designed to assess competence of the apprentice in a holistic manner, through a range of assessment methods (Annexe F). It is for employers, candidates and the assessment organisation to decide in which order the assessments are undertaken, however it is recommended the skills assessment is undertaken first. If the apprentice fails any element of the skills test they will not pass this module and in turn cannot pass the full end point assessment. Conducting this test first will ensure apprentices progress on to the second test only where they are able to pass the full end point assessment. The total end point assessment should take place over a maximum of 60 calendar days.

Practical Skills Test specification

Overview.

The purpose of the practical skills test is to determine if the apprentice can demonstrate the core practical skills as detailed in the Standard but will also be used as a synoptic test across the requirements of the Standard. Whilst the main focus of the assessment will be around the completion of tasks linked to the core skills identified on the standard (see annex A which sets out the detail of what will be assessed) the use of observation and oral questioning will allow the assessor to explore the apprentices' understanding and reasoning for approaching the different tasks and how they complete them. The oral questioning will therefore also be used to test knowledge and behaviours. The assessor will also be observing the way in which the apprentice works and will be able to spot any concerns around health and safety.

Details

- The practical assessment can be carried out in a workplace that is suitable or in a test centre. Assessments can be carried out remotely via live streams. The AO must be satisfied conditions are suitable and being carried out in a controlled environment under test conditions.
- The practical assessment will assess against all 10 modules, as detailed at Annex A. These cover all three disciplines outlined in the Standard: Five modules focussed on Mechanical, Electrical and Trim elements of the Standard; Three modules focussed on Panel elements of the Standard; Two modules focussed on the Paint elements of the Standard.
- A candidate needs to demonstrate the core skill level to pass each critical element and each module of the practical skills test. If a candidate fails to achieve this level, they will fail the end point assessment. For this reason, it is advised that the skills test is carried out first in the EPA. The assessor will observe the apprentice completing the tasks set out in the modules, detailed at Annex A, allowing

them to judge their skills and behaviours. The assessor will also ask the apprentice questions as they complete the tasks to judge underpinning knowledge and behaviours.

- The Skills Test will be graded fail, pass, merit or distinction.

Details of the 10 modules and the elements within each of the modules are set out in Annex A.

Knowledge paper

Overview

The purpose of the knowledge test is to determine if the apprentice can demonstrate an understanding of the knowledge elements of the Standard. This test is designed to support the practical skills test by assessing the apprentice's overall underpinning knowledge.

Detail

The knowledge test is a multiple-choice written exam paper. The paper will:

Last a maximum of 90 minutes and be carried out on-line.

- Contain 35 multiple-choice questions with one correct answer and 3 incorrect answers per question.
- Each correct question will be awarded a single mark.
- The paper will be graded fail, pass, merit or distinction. Grading criteria and boundaries for this test are set out in Annex B. The knowledge test will be marked by the assessment organisation
- The knowledge test will assess all areas of the standard. It will comprise of 10 random questions on MET; 10 random questions on panel; 10 random questions on paint and 5 random questions on cross cutting.

8. Independence & Internal Quality Assurance

The Assessments will be carried out by Assessment Organisations (AO) that are registered with the Education and Skills Funding Agency. The quality and integrity of the End Point Assessment will be maintained at a high level through internal and external quality assurance processes, as set out below.

The AO administering the End Point Assessment will make the final judgement on candidate grading for example, Pass, Fail, Merit or Distinction. The AO will be responsible for providing independence in the End Point Assessment and internal quality assurance. Any AO must satisfy the criteria as set out by the Employer Steering Group. The criterion is set out below and at Annex E.

End point assessors will need to meet the following minimum requirements:

- Current sector knowledge and occupational competency, defined as having worked in the industry for the last three years in a role relevant to the standard and hold a qualification equal to or above this standard in all three disciplines
- A minimum five years' relevant practical experience working within the sector.

The AO will have a thorough and robust internal quality assurance process in line with good practice operating at the time. As a minimum this will include:

- Robust & transparent internal quality assurance & verification processes which are made freely publicly available.
- Host standardisation events, as a minimum, annually.
- Hold moderation events held every 6 months, which will include examination of documentation and observation of activity, with a minimum of 25% of each independent assessors' assessments moderated.
- Appoint independent assessors that meet the requirements as detailed in this plan.
- Produce assessment tools and supporting materials for the EPA that follow best assessment practice
- Provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.

Processes will be overseen and be the responsibility of a Senior Manager in the AO, acting in an internal quality assurance role. He or she will have responsibility for moderation and quality assurance practices such as standardisation meetings and conducting reviews & observations of the assessors. The internal quality assurance manager will make those reviews available and work closely with the external quality assurance group.

Ahead of delivery, we would expect Assessment Organisations to work with the employer group who have developed the standard to develop detailed protocols for the assessments and grading.

9. External Quality Assurance

Assessment organisations are required to comply with assessment processes as set out in this plan and must adhere to the external quality assurance process. The external quality assurance will be led by an Employers External Quality Assurance Board.

AutoRaise Employers External Quality Assurance Board

Membership of the Board will be open to all employers, with a transparent and fair nomination and selection process. Membership will be open to all types and sizes of businesses, including representatives from SMEs. When a vacancy arises, industry will be notified and employers of accident repair technicians can apply for a seat on the Board. They must have a simple written nomination from at least two other bodyshop apprentice employers, this can take the form of a simple email. Nominees will be selected based on their experience, knowledge, and commitment to ensuring that the quality, consistency and impact of apprenticeships for the benefit of the sector is maintained and maximised. Nominees will currently have, or had within the last twelve months, employed apprentices relating to the standard. Selection of Board members will also take in to consideration the overall balance and make-up of the Board, to ensure that wherever practicable there is broad representation of sizes and sectors of organisations, and individual gender and BME balance on the Board. The selection of Board members will be undertaken by the AutoRaise Employers External Quality Assurance Board. Initial selection of Board members will be by and from employers who have participated in the development of multi-skilled trailblazer apprentice standard and or end point assessment. The Board will start with, and typically have, 10 members. It will be at the discretion of Board members to vary this number from time to time as circumstances dictate. Any Board member who is known to a nominee must declare that and must withdraw from any selection meeting and take no part in the selection of that individual. The Board will elect a chair and a vice chair for a period of one year. There is a formal and publicly available terms of reference for the Board – see Annexe C. Each Board member will be subject to re-election after a period of three years from appointment and no Board member will be eligible to serve more than two consecutive terms without standing down for one year. Board members will commit to working openly and on behalf of the industry as a whole and to declare formally any actual, perceived or potential pecuniary or non-pecuniary conflicts of interest. These will be formally minuted. The Board may choose to invite others, such as training providers or assessment organisations, to attend some or all of the meeting where they require their expertise. The Board will have in-depth knowledge and understanding of the content of the relevant apprenticeship standards and assessment plans and of the external quality assurance arrangements and methodologies.

The Board will:

- Lead on moderation, standardization and training events for the assessment plan, ensuring consistency across the different assessment organisations and ensuring that standards are being maintained.
- Work closely with internal quality assurance managers at assessment organisations.
- Ensure high quality independent external quality assurance in the Accident Repair Technician Standard Assessment Plan.
- Give credibility, confidence and have ultimate accountability for external quality of the assessment process.
- Act as an independent appeal body over any internal appeal process run by the Assessment Organization
- Keep members of the group free from conflicts of interest.

- Make recommendations, to the relevant employer group who set the standards, to training providers and to assessment organisations, to share best practice and/or to highlight issues that need to be addressed in the Standard or Assessment Plan, as required.
- Receive and review action plans from assessment organisations and action plans arising from the above.

External Quality Assurance Process

The employer external quality assurance Board will focus on four principal activities.

1. Consistency of assessment process.
2. Competence and performance of assessment organisations and assessors.
3. Internal quality assurance systems and processes.
4. The external moderation of a sample of end point assessments.

These principal activities will be through the following main processes.

Systems Audit

A systems audit will be undertaken within six months of registration, and then on an annual basis. The systems audit will principally include ensuring consistency of assessment methods, tools and the assessment materials, the consistent application of these. Competence of assessment organisations including the occupational competency of assessment and internal verification staff and the appropriateness of the training and CPD of staff for the standards they are assessing against

Internal quality assurance systems, processes and reporting

The systems audit will be based on desk review of all relevant documentation, meetings with key staff and a site visit. A formal report will be produced following the systems audit, highlighting any areas where remedial action is needed. Assessment organisations will be required to provide a remedial plan, with clear timescales, setting out how they will address any such issues.

External Moderation

Assessment Organisations will advise the Board as soon as they have completed an end point assessment. External moderation of assessment decisions will be undertaken with a sample of those assessments that have been completed since the previous external moderation visit. External moderation will take place at least annually. The sample size will vary but will typically be a minimum of 25% of assessments. The sample size will be at the sole discretion of the Board. In the first year of assessment against a standard, all assessment organisations will have a higher percentage sample. A formal report will be produced following each sample of external moderations. These reports will be supplied to the assessment organisation, setting out any areas where the service has not fully met the defined industry requirements and/or where inconsistencies have been identified. This will require the assessment organisation to produce and agree a remedial plan, with clear timescales, to ensure the service fully meets all the requirements. These reports and any actions plans will be publicly available.

10. Grading

Employers recognise the criticality of the skills element of the end point assessment. For this crucial reason, all candidates will need to pass every module on assessment one, the skills test, but the overall grade for the skills test will be made on a holistic judgement of all modules of the test at the end. This standard will have Fail, Pass Merit and Distinction grades. The Distinction is designed to recognise the small proportion of apprentices who are seen as outstanding employees, regularly going beyond what is required to be competent in the role and seen as having greatest potential for the future. The Merit is designed to recognise those candidates who have worked significantly above a pass throughout. The assessment criteria to be used for both fail, pass, merit and distinction will be developed as part of the Assessment Tools by the Independent Assessment Organisation before being used, but grade descriptors can be found at Annexe D. The Independent Assessment Organisation will make the decision on the grade to be awarded to the apprentice based on their scoring in the assessment methods used. In the event of an appeal against the grade awarded, the Independent Assessment Organisation will carry out a further review of the evidence to confirm or modify the grade in line with their standard procedures. To achieve an overall distinction, the apprentice must achieve a

distinction in both the knowledge test and the skills test. To achieve a merit overall, the candidate would need to achieve at least a merit in both tests.

11. Affordability & Predicted Starts

The approach and rationale of this Assessment Plan is to provide a thorough and industry credible process based on a pragmatic methodology that takes into account as far as possible that the focus should be to free up maximum available resources on training and development, not testing. In order to rebalance assessment costs employers have taken the decision to remove professional qualifications and formal on-programme assessment. Steps have been taken to reduce or eliminate bureaucracy that present significant barriers to employers engaging in programmes. This is critically important in a sector that is predominantly SME's and with a huge weighting on companies with less than 50 employees who are averse to "red tape". Approaches have been made to organisations who may present themselves as Assessment Organisations and these continue. Resource models have been assessed and the Employer Steering Group will continue to maintain a focus on a matrix of quality cost and delivery. The entire process should not exceed 15% of the overall cost of the Apprenticeship Standard. Targeted starts in year 1 is 250, targeted starts by year 3 is 1,000.

Annexe A

ASSESSMENT 1
Skills Test Modules (Ten Modules)
The skills test is a practical test. It is designed to holistically test the candidates' overall capability. Because of the critical nature of the skills test, candidates will need, as a minimum, to pass every module to achieve an overall pass. Because of this weighting it is recommended the skills test is the first test undertaken by the candidate. Each task will be marked using observation and oral questioning from the assessor.
MET Modules (Five Modules)
Cooling System & Air Conditioning Module
The candidate will need to complete the following seven elements:
Access, understand and correctly apply relevant information and data needed in this task
Remove and refit engine cooling system components (typically a radiator)
Replace the cooling system components and ancillaries.
Remove and recover the refrigerant for the system.
Remove and refit the air conditioning radiator.
Refill the air conditioning system with the relevant products.
Ensure the systems are functioning fully once refitted.
Max duration - 2.5hrs
Supplementary Restraint Systems Module
The candidate will need to complete the following six elements:
Access, understand and correctly apply relevant information and data needed in this task
Replace an airbag on a vehicle.
Demonstrate they can follow the relevant health and safety guidelines to ensure their own safety and the safety of other is maintained at all times.
Be able to use the relevant fault code and or scan tool equipment.
Ensure that the system is configured correctly that no fault codes exist in the system.
The entire system is fully functional without fault.
Max duration - 1.25hrs
Outer Body Components Module
The candidate will need to complete the following seven elements:
Access, understand and correctly apply relevant information and data needed in this task
Be able to demonstrate they can remove and refit out body components
Remove and refit bumpers/bumper covers cover and ancillaries which must include system sensors.
Remove and refit headlamps (if not included in the above task) of the Xenon type or equivalent
Remove and refit one front door electric drop glass and regulator, outer door handle & lock mechanism.

Ensure that if appropriate the correct use of diagnostic equipment or scan tools.
The entire systems are fully functional.
Max duration – 4.0hrs
Vehicle Electrical Systems, Safe Working on Hybrid, Components & Fault Finding/Rectification Module
The candidate will need to complete the following eight elements:
Locate and identify various electrical components.
Rectify a simple open circuit on a system.
Diagnose and rectify a basic electrical fault.
Be able to use the necessary scan equipment.
Follow the relevant procedures to make a hybrid vehicle safe to work on.
Return the hybrid vehicle to fully operational state.
Demonstrate the use of appropriate data information and equipment in conjunction with the test.
Ensure the systems are fully operational at the conclusion of the test.
Max duration – 3.0hrs
Steering, Suspension & Braking Systems Module
The candidate will need to complete the following seven elements:
Remove and refit one front Macpherson strut.
Carry out a four wheel alignment
Record the data and compare that against the relevant specification
Reset the alignment, check and record the data.
Demonstrate the use of appropriate data, information and equipment in conjunction with this test.
Ensure that if appropriate the correct use of diagnostic equipment or scan tools.
Ensure the entire systems are fully operational and free from fault.
Max duration – 4.0hrs
Panel Modules (Three Modules)
Remove & Refitting of Fixed Body Panels / Repair of Panels Module
The Candidate will need to complete the following six elements:
Access, understand and correctly apply relevant information and data needed in this task
Remove and refit a fixed body panel, hinged or fixed.
Access and use relevant data.
Rectify minor damage to a curvature of metal body panel to a maximum of 100mm, for example a swage line.
Repair minor damage on a plastic bumper corner, up to final stage prior to primer application.
Carry out a simple hot repair on a small flat plastic panel.
Max duration – 4.0hrs
Joining and Bonding Module
The candidate will to complete the following seven elements:
Access, understand and correctly apply relevant information and data needed in this task.
Be able to cut out a section from a metal panel for example but not exclusively a section from a sill panel or similar
Be able to replace the section removed using the all of the following techniques:
MIG brazing
MAG Welding
Riveting and or bonding.
Prepare the relevant surface of the above tasks in order to accept body filler.
Max duration 4.5hrs
Body Alignment Module
The candidate will to complete the following four elements:
Access, understand and correctly apply relevant information and data needed in this task.
Be able to mount a vehicle securely on to a measuring and pulling system (jig)

Be able to measure and record the alignment data and compare that against the relevant information.
Carry out a simple alignment procedure until the structure is within the required specification.
Max duration 4.0hrs
Paint Modules (Two Modules)
Primer Application Module
The candidate will complete the following six elements:
Access, understand and correctly apply relevant information and data needed in this task.
Demonstrate the use of various accurate masking techniques.
Prepare an existing panel that has a scratch not exceeding 50mm to accept primer.
Apply primer to the prepared area.
Prepare dry the panel in order for to be able to accept top coat for a fault free finish.
Use the correct quantity of materials to ensure minimum waste & cost.
Max duration 2.0hrs
Top Coat Application Module
The candidate will to complete the following five elements:
Access, understand and correctly apply relevant information and data needed in this task.
Identify & mix the correct type, colour and or variant of paint for this task.
Apply base coat and clear coat to a small sized metal panel to a fault free finish.
Identify faults in vehicle panels, such as (but not exclusively) runs, sags, gloss drop, dirt inclusion, contamination, orange peel and rectify at least two faults.
Use the correct quantity of materials to ensure minimum waste & cost.
Max duration 4.5hrs
The candidate must achieve a minimum of a Pass in every module to achieve an overall Pass in the skills test . If the candidate fails any module that will mean an overall Fail in the skills test . That module will need to be re-sat if the candidate wishes to successfully complete.
If a candidate fails any module/s these can be re-sat only once. This must be within twelve months. If the candidate fails to retake and pass any failed module/s within twelve months then the full assessment will need to re-taken. A full assessment can only be re-taken once.

Annexe B

Assessment Two	
The Knowledge Test	
The knowledge test will be a multiple choice paper lasting a maximum of 90 minutes with 35 questions. There will be one correct answer and three wrong answers. One point will be awarded for each correct answer. The knowledge test is designed to support the practical skills test and the purpose is designed to assess the candidates overall underpinning knowledge in critical areas.	
The marks and grading will be as follows:	
0 - 17 points	Fail
18-25 points	Pass
26-30 points	Merit
31- 35 points	Distinction
Overall Grading	
The candidate must firstly achieve a minimum of a Pass in every module of assessment one, the skills test module to achieve an overall Pass in the skills test . If the candidate fails any module in assessment one that will mean an overall Fail in the whole skills test . By definition the candidate cannot pass the end point if they have failed assessment one, the skills test.	

Annexe C

Terms of Reference for the External Quality Assurance Board
Name of Group
AutoRaise External Quality Assurance Board.
Type of Group
A standing group
Role & Purpose
By working closely with internal quality assurance managers at AO, ensure high quality independent external quality assurance in the Accident Repair Technician Standard Assessment Plan.
To give credibility, confidence and have ultimate accountability for external quality of the assessment process.
Act as an independent appeal body over any internal appeal process run by the Assessment Organization
Lead on moderation, standardization and training events for the assessment plan.
Design, compile, maintain and keep up to date a bank of questions for the knowledge test and panel discussion.
Keep members of the group free from conflicts of interest.
Membership
Will be drawn from industry employers who have or have had within the last twelve months participated in the above Standard i.e employed AutoRaise Multiskilled Apprentices.
Membership will be representative of both large and smaller employers (less than 50 employees)
Members will be drawn at random from a pool of eligible industry employers by the Chair of the Group.
Membership will be between a minimum of five and a maximum of seven members inclusive of the Chair.
The Chair will be elected at the first meeting for a period of twelve months and thereafter annually.
Non Members
From time to time Members may wish to call on external individuals to advise the Group.
Anyone can attend and observe the Meetings of the Group.
Meetings & Communications
Quality assurance meetings will typically take place every quarter.
Standardization meetings will take place at least annually. There will be more if required.
Training meeting frequency will be driven by need, based on data from above.
Minutes will be taken and publicly available.
Personal data will be redacted.
Budget
Members or Membership is not remunerated.
Reasonable expenses may be claimed from the Assessment Organisation.
Appeals
Any candidate who wishes to appeal any decision by the assessment organisation will do so in the first instance by writing to the assessment organisation and go through the relevant appeals process. After that process has been completed, if the candidate remains unhappy, the candidate can apply in writing to the Chair of the External Quality Assurance Group and ask for the decision to be reviewed and set out the reason/s for the review. The Chair will ask two other members to join him/her to review the appeal. To avoid conflict of interest, employers known to the appellants or employers who have quality assured the candidates assessment will be excluded from any appeal.

Annexe D

Grade Descriptors for the holistic grading of skills & behaviours

Grade point	<p>These descriptors apply to the practical skills test (which includes discussion). Candidates will typically demonstrate as a minimum evidence of the following to achieve the relevant grade boundaries.</p> <p>Evidence can be gathered by observation or discussion with the candidate.</p>
Fail	<p>The candidate is working or behaving in a way that is considered unsafe or dangerous.</p> <p>The candidate does not demonstrate evidence of having the behaviours as set out in the standard.</p> <p>The candidate does not complete any element within any module in the practical skills test.</p>
Pass	<p>A pass candidate is capable of managing and running an activity to expected service times, works safely at all times and has a professional approach to work. They can competently use a range of techniques, methods, tools and products to achieve results. Their skills and behaviours are sound, evidence shows they are aware of how to use products and maintain quality. They are able to respond to any questions accurately.</p>
Merit	<p>The candidate meets all of the pass requirements and in addition;</p> <p>The candidate demonstrates workmanship that fully meets the criteria set out in the standard. They show cleanliness, housekeeping, organisational abilities and time management which results in most practical tasks being completed under the allocated time while maintaining the level of quality described in the standard.</p> <p>The candidate demonstrates their understanding of the requirements of the task through verbal or visual articulation of relevant information, knowledge and data needed. This information will be accurate and expressed clearly and in addition to responding to questions accurately the responses will show some understanding of a range of techniques and the candidate will offer opinions.</p> <p>The candidate works in a logical manner consistent with industry good practice</p> <p>The candidate is able to demonstrate evidence of having the behaviours set out in the standard and an ability to apply them in the workplace and when working under time pressure.</p>
Distinction	<p>A distinction candidate, in addition to meeting the pass & merit criteria are confident, organised and proactive in their approach to work, they continually manage and use time effectively which results in all tasks being completed under the allocated time and demonstrate a constant attention to detail in all aspects of their work. They are capable of combining and adapting a full range of techniques, methods, tools and products to maximize the effects of all activities, consistently taking into consideration all factors thinking both about the immediate effects and the longer term. Their service delivery & behaviour goes beyond the basic, is backed up with evidence of a full depth of understanding that is used to shape and influence service outcomes appropriately. Client focus is considered throughout all services, continually going the extra mile to meet customers' needs so that the service experience is as good as possible. They are consistently able to respond to any questions asked with full justification for any decisions made or advice given, further evidencing a full depth of understanding.</p>

Annexe E

Criteria for assessment organizations.
Recent experience in delivering assessments in this sector with a relevant assessor qualification or working towards achievement of one.
Will need access to assessors who are be able to demonstrate as a minimum requirement; Current sector knowledge and current occupational competency. Occupational competency is defined as working within the sector within the last three years in role relevant to the standard and a qualification equal to or above this standard in all three disciplines. A minimum five years' relevant practical experience working within the sector.
Having recently, within the last three years, worked in role related to apprenticeship delivery.
Robust & transparent internal quality assurance & verification processes and making that freely available.
Being recognised in the view of sector employers as a credible organisation in this role who will add value.
Act in a fair and consistent manner.
Being prepared to meet with industry at least three time a year and agree to the content of the end point assessment.
Host Standardisation and Moderation Events.
Have or have access to assessors.
Demonstrate value for money.
Demonstrate on-going process innovation which reduces costs and adds value on a continuous improvement basis.
Be accountable and transparent.
Agree to audit by the EQAB.
Demonstrate to the EQAB a very good understanding of the standard and assessment plan.
Be responsible for storage of assessments and related data and records for a minimum of 24 mths.

Annexe F

Knowledge, Skills and Behaviours to be assessed by each assessment method

Assessment Method	Key
Skills Test	S
Knowledge Test	K

Knowledge statement	Assessment Method
Mechanical, Electrical and Trim (MET): How all types of engines and propulsion systems function.	K
Mechanical, Electrical and Trim (MET): How electrically propelled and hybrid vehicles function.	K, S

Mechanical, Electrical and Trim (MET): How sub systems of lubrication, cooling, fuel, ignition, intake and exhaust systems operate.	K
Mechanical, Electrical and Trim (MET): How transmission, driveline & final drive systems operate	K
Mechanical, Electrical and Trim (MET): Vehicle suspension, steering, brakes, wheels and tyre systems	K
Mechanical, Electrical and Trim (MET): Vehicle electrical principles.	K, S
Mechanical, Electrical and Trim (MET): Vehicle electrical systems and components.	K
Panel Repair & Replacement: Vehicle thermal welding operations & techniques.	K, S
Panel Repair & Replacement: Vehicle bonding and adhesives procedures.	K, S
Panel Repair & Replacement: Vehicle body mechanical fastening operations.	K
Preparation & Paint: The various types of filler & foundation materials.	K
Preparation & Paint: The different materials used in vehicle construction.	K, S
Preparation & Paint: The preparation techniques required for different materials & surfaces.	K, S
Preparation & Paint: Paint, basecoat & topcoats.	K, S
Preparation & Paint: The refinishing process.	K, S
Preparation & Paint: Which techniques & products to employ with each type of repair process.	K
Cross-cutting: Health and safety in the workplace as it relates to the accident repair environment.	K, S
Cross-cutting: The structure of their organisation, and where they work within that.	K, S

Cross-cutting: Tools & equipment and vehicle construction methods used in the accident repair workplace.	K, S
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Skills statement	Assessment Method
Mechanical, Electrical and Trim (MET): Remove all damaged & associated components from a vehicle	S
Mechanical, Electrical and Trim (MET): Re-assemble replacement or existing components to a vehicle.	S
Mechanical, Electrical and Trim (MET): Remove and re-assemble permanent & non-permanent fixed vehicle body panels	S
Mechanical, Electrical and Trim (MET): Remove and refit all types of vehicle body panels	S
Mechanical, Electrical and Trim (MET): Remove and refit trim components	S
Mechanical, Electrical and Trim (MET): Identify and describe principle vehicle electrical components and systems.	S
Mechanical, Electrical and Trim (MET): Diagnose and rectify basic vehicle electrical faults.	S
Panel Repair & Replacement: Repair all types of vehicle body panels.	S
Panel Repair & Replacement: Repair or refurbish Trim components.	S
Panel Repair & Replacement: Repair vehicles using thermal welding operations and processes	S
Panel Repair & Replacement: Repair vehicles using non thermal joining, bonding and adhesive processes	S
Panel Repair & Replacement: Remove, repair and replace structural body panels	S
Panel Repair & Replacement: Identify and rectify vehicle body structural misalignment.	S
Preparation & Paint: Apply body filler & foundation materials.	S

Preparation & Paint: Prepare all types of vehicle body material.	S
Preparation & Paint: Prepare & refinish metal, plastic and pre-painted surfaces.	S
Preparation & Paint: Repair minor defects in all types of body panels and materials.	S
Preparation & Paint: Apply paint, primer and basecoat.	S
Preparation & Paint: Apply topcoats and clear coats and complete final refinishing operations.	S
Preparation & Paint: Identify and rectify paint or preparation defects.	S
Cross-cutting: Carry out their work safely in the workplace and adhere to relevant health and safety requirements.	S
Cross-cutting: Develop strong working relationships.	S

Behaviour statement	Assessment Method
The adoption at all times of a good health and safety first mentality as standard practice.	S
A customer first approach when dealing with owners of vehicles and other clients.	S
Recognises that high quality is intrinsic in every activity throughout the accident repair process.	S
A strong and positive work ethic.	S
The ability to work in a team and be a good team member.	S
A positive attitude. Good aptitude. Excellent ambition.	S
Effective communication throughout the repair process, both with clients and with other members of the team.	S