

Autocare Technician

Level 2

End-Point Assessment Plan

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1. Introduction

This document sets out the requirements and process for the End-Point Assessment (EPA) of the Autocare Technician apprenticeship. All apprenticeship standards must include an independent End-Point Assessment to check the apprentice's overall performance against the standard.

It is written for the End-Point Assessment Organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to employers, apprentices and training providers and is based on the Autocare Technician approved apprenticeship standard.

The duration of the Autocare Technician apprenticeship will typically take 30 months to complete depending on prior qualifications and relevant experience. This document does not seek to describe the process and roles and responsibilities within the delivery of the on-programme element of the apprenticeship.

The employer will decide when apprentices are ready to pass from learning and on-programme assessment into the End-Point Assessment phase. This decision point is referred to as the gateway. A formal gateway meeting must be completed with apprentice and employer. It is strongly recommended that a Gateway Meeting Confirmation document is signed by all parties confirming readiness for End-Point Assessment (EPA) (Annex D).

This assessment plan has been designed to ensure that:

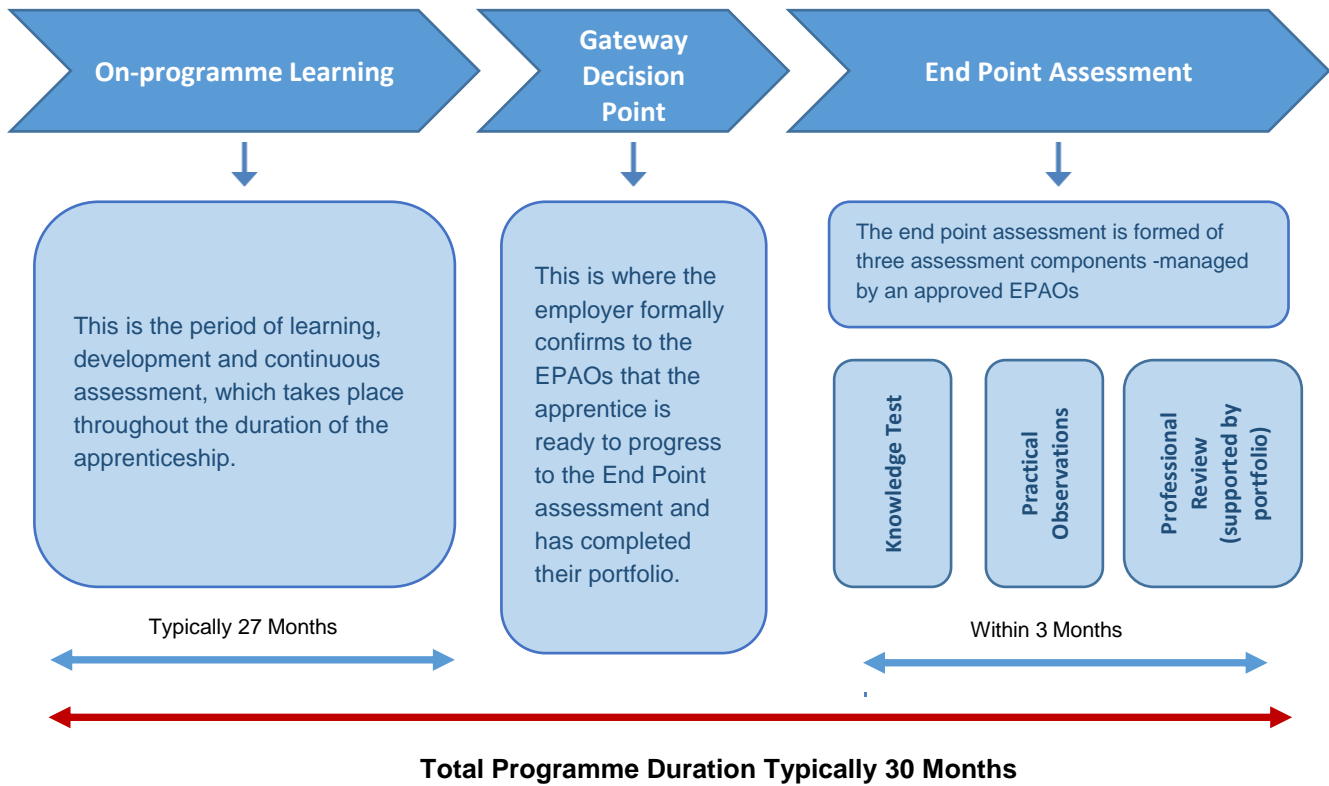
- Apprentices meet the knowledge, skills, and behaviours as defined within the standard.
- The End-Point Assessment is appropriate, feasible and consistent.
- The process adds value to both the apprentice and employer.

The approach to assessment has adopted the following broad principles;

- The assessment process will build on, and complement, the on-programme learning and development.
- It should encourage continuing professional development.
- It should position the apprenticeship as a starting point for a career and encourage apprentices to explore progression opportunities.

The End-Point Assessment must have independence and successful completion will lead to final certification of the apprenticeship and demonstrate that the apprentice is fully competent and can work safely and confidently as an Autocare Technician.

2. Summary of Apprenticeship Journey



3. On-programme Learning

On-programme learning is the period of learning, development and continuous assessment, which takes place throughout the duration of the apprenticeship.

The Apprentice must keep a portfolio of evidence, which may be stored either electronically or as a hard-copy, throughout the on-programme training and formative assessment, this will contain work they have completed from a wide range of activities and should include evidence to support the formal Gateway meeting. The portfolio will not be assessed at End-Point Assessment, however it will form the basis for the questions that will be assessed during the Professional Review component of the EPA.

The Portfolio of Evidence should contain:

- Record of work activities undertaken
- Copy of agreed training plan
- Progress Review Records
- Record of achieved Competencies
- Copies of Assignments & projects
- Records of reflective learning activities showing reviews of own performance (to support demonstration of Behaviour B5)
- Records of on-programme knowledge assessments
- Evidence of any additional relevant Continual Professional Development (CPD)

Any employer contributions must focus on direct observation of evidence of competence.

4. Readiness for End-Point Assessment (Gateway)

The independent End-Point Assessment is synoptic, that is, it takes an overview of an apprentice's competence. It is important, therefore, that this should only take place when the employer is confident that the apprentice has met all the knowledge, skills and behaviours as set out in the standard. Once the employer is satisfied the apprentice has demonstrated full competence and that all criteria of the standard have been met, the apprentice can progress to the End-Point Assessment via the apprenticeship gateway, which is a decision point.

Before an apprentice can pass through the gateway (decision point) for End-Point assessment, they must, in addition to being competent across the knowledge, skills and behaviours required by the Autocare Technician standard, have achieved Level 1 in English and Mathematics. Those that have not already achieved Level 2 in English and Mathematics must have taken a GCSE or Functional Skills Level 2 accepted test/examination. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

An apprentice should not be recommended for End-Point Assessment until they are ready and remediation support should be in place for those who find it difficult to meet the minimum requirements.

A formal Gateway meeting between the Apprentice and the employer must take place to determine the Apprentices' readiness for End-Point assessment.

5. Achieving Full Competence

The Autocare Technician apprenticeship standard reflects the needs of employers. Successful completion of the apprenticeship will indicate recognition of competence in the role and enable professional recognition.

It is recommended that apprentices should build and demonstrate their competence throughout their apprenticeship via a structured programme of study and assessment. The End-Point Assessment confirms the apprentice has met the requirements of the apprenticeship and has the breadth of knowledge, skills and behaviours as set out in the standard. It is recommended that quality assurance, ongoing reviews and formative assessments be built into the programme of learning.

6. Components of End-Point Assessment

The End-Point Assessment will be made up of three assessment components, which are managed by the EPAOs. These are:

Assessment Component	Skills/Knowledge and/or Behaviour assessed?	Conducted by whom	Grading
Knowledge Assessments	Knowledge	EPAOs	Fail/Pass/Distinction
Practical Observation	Skills and Behaviours	EPAOs (Independent assessor)	Fail/Pass/Distinction
Professional Review (supported by portfolio)	Knowledge, Skills and Behaviours	EPAOs (Independent assessor)	Fail/Pass/Distinction

The End-Point Assessment components **must** be completed in the following order;

1. Knowledge Assessments
2. Practical Observation
3. Professional Review (supported by a portfolio of evidence)

An Apprentice shall not be eligible to participate in an End-Point Assessment component until they have successfully completed the previous component.

All components of the End-Point Assessment must take place within three months of the employer confirming the apprentice is ready for assessment (via the gateway).

7. Specification of End-Point Assessment Components

7.1 Knowledge Assessment

Key Facts:

- 2 Part Knowledge Assessment comprising of:
Part A – 60 minutes containing 50 multiple choice questions
Part B – 45 minutes containing 20 alternate format questions.
- Externally set and marked by an EPAO.
- Taken under controlled conditions usually on screen.
- Closed book with no supporting documents allowed.
- Graded as a fail/pass/distinction.

Knowledge Assessment

Part A

- 50 x Multiple Choice Questions
- 4 options per question
- 1 mark per question
- Total of 50 marks available

Part B

- 20 x Alternate Format Questions
- Drag & Drop, Multi-response or Drop-down menu
- Total of 50 marks available

The Knowledge assessment – Part A will include 50 multiple choice questions, each with 4 options, 1 mark will be awarded for the correct answer and 0 marks for an incorrect answer. Part A must be completed before Part B can be made available to the Apprentice.

The Knowledge assessment – Part B will include 20 Alternate format questions which will have a total of 50 marks available. Alternative format questions, for example multiple response, drag & drop and drop-down list formats, with no more than 10 questions of any single format permitted.

EPAOs must develop a practical specification and a question bank of sufficient size to prevent predictability and review them regularly (and at least once a year) to the questions are fit for purpose.

The knowledge requirements of the Autocare standard have been grouped into 3 categories, Health & Safety, Commercial & Legislative and Technical to support consistency of question allocation and scoring. Detailed information relating to question allocation, scoring and grading is contained in the following tables.

Knowledge Assessment – Part A Multiple Choice (60 minutes)

This table suggests the allocation of marks for the Knowledge Assessment - Part A test. 50 Multiple Choice questions with 4 options, 1 correct answer and 3 distractors.

The Key Knowledge statements detailed in the Autocare Technician Standard have are grouped into 3 distinct Knowledge Areas with marks allocated for each Area

Knowledge Area	Marks Allocated	Marks for Fail	Marks for Pass	Marks for Distinction
Health & Safety	10	0 - 9	10	N/A
<ul style="list-style-type: none"> - K5 - Appropriate Health & Safety legislation and requirements for the workplace (6 marks) - K6 - Hybrid/Electric Vehicle system and safe working procedures (2 marks) - K11 - The importance of following work place procedures and the consequences of not doing so (2 marks) 				
Commercial & Legislative	10	0 - 5	6 – 8	9 – 10
<ul style="list-style-type: none"> - K4 - Basic consumer legislation relevant to the occupation (2 marks) - K7 - Data protection requirements to protect customer and payment information (2 marks) - K8 - General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance (4 marks) - K9 - How the business works and how you contribute to the overall results, demonstrating commercial awareness (2 marks) 				
Technical	30	0 - 17	18 – 26	27 – 30
<ul style="list-style-type: none"> - K1 - 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 (7 marks) - K2 - Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems (13 marks) - K3 - Vehicle 4-wheel geometry principles (5 marks) - K10 - How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements (5 marks) 				
<p>Part A Knowledge Test Score & Grade</p> <p>To achieve a Pass the Candidate must achieve the Pass Criteria for each area. To Achieve a Distinction the Candidate must achieve the Distinction Criteria for each area.</p>				

Knowledge Assessment – Part B Alternate Response Questions. (45 minutes)

This table suggests the allocation of marks for the Knowledge Assessment - Part B test.

20 Alternate Response questions worth a total of 50 marks. For example, questions can be multi-response, drop-down menu or drag & drop format. No more than 10 questions of a single format are permitted.

The Key Knowledge statements detailed in the Autocare Technician Standard have are grouped into 3 distinct Knowledge Areas with marks allocated for each Area

Knowledge Area	Marks Allocated	Marks for Fail	Marks for Pass	Marks for Distinction
Health & Safety	10	0 - 9	10	N/A
<ul style="list-style-type: none"> - K5 - Appropriate Health & Safety legislation and requirements for the workplace (6 marks) - K6 - Hybrid/Electric Vehicle system and safe working procedures (2 marks) - K11 - The importance of following work place procedures and the consequences of not doing so (2 marks) 				
Commercial & Legislative	10	0 - 5	6 – 8	9 – 10
<ul style="list-style-type: none"> - K4 - Basic consumer legislation relevant to the occupation (2 marks) - K7 - Data protection requirements to protect customer and payment information (2 marks) - K8 - General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance (4 marks) - K9 - How the business works and how you contribute to the overall results, demonstrating commercial awareness (2 marks) 				
Technical	30	0 - 17	18 – 26	27 – 30
<ul style="list-style-type: none"> - K1 - 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 (6 marks) - K2 - Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems (14 marks) - K3 - Vehicle 4-wheel geometry principles (5 marks) - K10 - How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements (5 marks) 				
<p>Part B Knowledge Test Score & Grade</p> <p>To achieve a Pass the Candidate must achieve the Pass Criteria for each area</p> <p>To Achieve a Distinction the Candidate must achieve the Distinction Criteria for each area</p>				

To achieve an overall **Pass grade** for the Knowledge Assessment the Apprentice must meet the **Pass criteria** defined for **both Part A & Part B**.

To achieve an overall **Distinction grade** for the Knowledge Assessment the Apprentice must meet the **Distinction criteria** defined for **both Part A & Part B**.

Apprentices will undergo on-demand tests under controlled and invigilated conditions that will synoptically test the knowledge requirements stated within the standard. These tests will usually be taken online and be automatically marked, unless specific assessment needs have been identified, requiring alternative methods to be used, such as a paper-based test. Both Part A and Part B must be completed consecutively within a 2 hour period. The knowledge tests **must** take place before the practical observation and professional review.

The EPAOs will develop their question bank and will ensure that questions have been developed by professionals with current industry specific knowledge. All questions will have undergone a process of testing and verification to ensure they are valid, sufficient, authentic and current.

The definition of controlled conditions will be set out by the EPAO, which will clearly define and explain the requirements. However, as a minimum, the controlled conditions must include apprentices not accessing internet sites other than the one on which the on-line questions are based, not accessing email or data stored on the hard drive of a computer or portable storage media e.g. memory sticks and must also include apprentices not having access to any unauthorised materials, including web enabled sources of information (iPads and mobile phones) during the knowledge test. The controlled conditions should also include any specific requirements in relation to the assessment environment, such as, lighting, space, privacy and the requirements for an Invigilator to follow best practice processes.

EPAOs will be expected to set and monitor the quality and performance of their questions and tests. The EPAOs are responsible for ensuring questions are current and reflect the requirements of 50 multiple-choice questions and 20 alternate format questions. EPAOs must develop and maintain a bank of standardised questions of sufficient size, for use by the EPA to help ensure consistency.

Assessment tools must be developed by the EPAO to support reliable and consistent delivery of knowledge tests, such as question banks, sample multiple choice & alternate format questions and guidelines on how to carry out on-screen multiple choice assessments.

7.2 Practical Observations (with pre-set tasks)

Key facts;

- A one day practical observation of the apprentice in a controlled environment, which is reflective of their normal workplace and meets the requirements set out in Annex B.
- Includes a range of 5 practical observation tasks, which are specified by the EPAO and set up in advance, providing an opportunity for the apprentice to demonstrate their knowledge, skills and behaviours.
- Graded as fail/pass/distinction.

The practical observation is a synoptic assessment of the apprentice within a controlled environment. The EPAO must ensure that the controlled environment meets the minimum requirements detailed in Annex B, allowing the apprentice to demonstrate the breadth of their knowledge, skills and behaviours and must be observed by an independent assessor.

The practical observation may be supported by Invigilators approved by the EPAO. The Invigilator(s) support the Independent Assessor by Invigilating observation tasks and monitoring H&S within the workshop environment. These Invigilators must not have conducted any training/mentoring or on-programme assessment with any apprentice involved in the practical assessment nor can they make any assessment decisions. Annex D outlines acceptable ratios of Independent Assessors, Invigilators and Apprentices for practical observation activities.

The apprentice will not know in advance the activities they will be assessed upon. They will be briefed during an initial 15-minute session before the start of the five Practical Observation Tasks, where they should be encouraged to ask questions and confirm their understanding. Each practical observation task will have a time limited duration, which includes a maximum of 5 minutes briefing on the individual task, again they should be encouraged to ask questions and confirm understanding of what is required of them during the observation.

The practical observation tasks reflect frequent scenarios from the apprentice's normal work activities. The structure of the practical observation should require the apprentice to demonstrate they can work safely whilst conducting inspection, removal & replacement and adjustment activities. The Skill requirements defined in the Autocare Standard have been grouped into 3 categories, Health & Safety, Commercial & Legislative and Technical to support the consistent allocation of marks, scoring and grading of practical observation tasks.

The tables on the following pages outline the 5 practical observation tasks and provide detail of the defined skills demonstrated in each task, along with the allocation of marks, scoring and grading criteria. The 5 practical observation tasks are:

Task 1 - Vehicle Inspection (90 Minutes +10%)

Task 2 - Replacement of Components (120 Minutes +10%)

Task 3 - Replace and Repair Tyres (45 Minutes +10%)

Task 4 - Stock Procedures (45 Minutes +10%)

Task 5 - Vehicle 4-Wheel Geometry (60 Minutes +10%)

Practical Observation Task 1 – Vehicle Inspection (90 Minutes + 10%)

Candidate must be asked to carry out a Safety Inspection of a vehicle covering the following vehicle areas;

1. Wheels, Tyres (Inc. Tyre Pressure Monitoring System),
2. Steering and Suspension
3. Battery and Charging System
4. Braking System
5. Exhaust System
6. External Lights, Washers and Wipers

The vehicle should be prepared for the task with 5 to 8 items as defined in advance by the EPAO, which must include items that require immediate attention and items that are reaching the end-of-life and will require attention in the near future. Each item must be a component within the different vehicle areas listed above, a minimum of 4 vehicle areas must be included. The Candidate must complete an approved Inspection Report and communicate their findings to the Customer, presenting costs and options to meet the Customer's requirements. (The "Customer" can be either the Independent Assessor or the approved Invigilator)

Health & Safety	Pass Criteria
S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	<ul style="list-style-type: none"> • Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&S guidance and work instructions • Correctly use vehicle lifting equipment (Jacks, stands, lifts or inspection pits) and other inspection equipment. • Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment • Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures
Commercial & Legislative	Pass Criteria
S4 - Make recommendations to customers based on the results of inspections, ensuring that sales recommendations are accurate and fully costed, are ethical and in the best interests of the customer at all times, using language that is transparent and avoids jargon.	<ul style="list-style-type: none"> • Maintain organisational standards of presentation and behaviour when providing customer service • Adhere to organisational policies and procedures, legal and ethical requirements when providing customer service • Demonstrate effective communication in customer service and sales, including the importance of using appropriate language that the customer will understand • Present the correct products or services and describe the features and benefits to the customer.
S12 - Communicate effectively with customers, suppliers and colleagues	<ul style="list-style-type: none"> • Record and report any faults noted during the course of their work promptly in the format required

	<ul style="list-style-type: none"> • Demonstrate maintaining a professional and dignified manner in dealings with customers and colleagues • Use information gathered from the customer to support inspection activities and recommendations for repair
S13 - Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.	<ul style="list-style-type: none"> • Use technical information to support light vehicle maintenance activities • Use IT systems, for example parts catalogues, to generate quotations for the customer • Use specified equipment to reset electronic vehicle systems as part of the approved process. • Record and report any faults noted during the course of their work promptly in the format required
Technical	Pass Criteria
S3 - Carry out vehicle safety inspections and routine maintenance in line with manufactures specifications or approved schedules, company procedures and complete approved documentation	<ul style="list-style-type: none"> • Follow an inspection routine to complete a full vehicle safety inspection, replacing and adjusting components as required. • During the inspection, correctly identify and record all items set on the vehicle to be detected as part of the task.
S8 - Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair	<ul style="list-style-type: none"> • Select, maintain and correctly use suitable tools, equipment and measuring devices in accordance with work-place procedures and guidance. • Use test equipment effectively when carrying out a vehicle safety inspection • Identify tools which may require calibration and check calibration prior to use.
S10 - Access vehicle technical data to inform inspections and make judgements on wear and serviceability	<ul style="list-style-type: none"> • Use technical information to support light vehicle safety inspection activities • Correctly interpret component condition to support judgement of component condition • Accurately determine whether a component is nearing, or has reached the end of its serviceable life.
Distinction indicators	
<p>In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:</p> <p>Report presentation – In addition to a pass, a distinction candidate would be expected to deliver feedback to the customer that includes a thorough rundown of all areas on the inspection, giving unprompted explanations of areas where no work is required and unprompted explanation on components that are approaching end of life. Explaining why they are deemed to be worthy of advising the customer, and what the customer could expect if they were to be left longer versus being replaced or repaired immediately.</p> <p>Productivity Awareness- In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient inspection routine that minimises vehicle and technician movement (i.e. number of times</p>	

vehicle lifted/lowered, number of technician laps around the vehicle) and identifying and preparing any required tooling prior to commencement of the inspection, removal or replacement task.

Practical Observation Task 2 – Replacement of Components (120 minutes + 10%)

This Candidate must be asked to carry out the replacement of components on a single vehicle covering 2 vehicle systems/areas, one vehicle system from **Group A** and one vehicle system from **Group B**; The candidate must be provided with a completed Inspection Report/Job Card detailing work agreed with the customer. The candidate must complete a vehicle handover with the Customer once all work is completed. (The “Customer” can be either the Independent Assessor or the approved Invigilator).

Group A – (75 minutes +10%)

1. Braking System - (Brake Discs, Brake Pads, Brake Shoes, Brake Drum, Wheel Cylinder or Brake Caliper)
2. Steering and Suspension - (Steering-rack gaitor, Track-Rod End, Track Control Arm, Coil Spring, Macpherson strut or semi-strut)
3. Exhaust System – (Multi-piece exhaust system or catalytic converter)

Group B. – (45 Minutes +10%)

4. Battery and Charging System – (Replace Battery)
5. Air-conditioning System – (Re-gas system)
6. Fluids & Filtration – (Oil & Filter replacement, Brake Fluid Change)

The candidate must be instructed to replace 2 components from those listed on **one** system from **Group A** and must carry out one activity from **Group B**.

Health & Safety	Pass Criteria
S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	<ul style="list-style-type: none"> • Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&S guidance and work instructions • Correctly use vehicle lifting equipment (Jacks, stands, lifts or inspection pits) and other inspection equipment. • Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment • Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures
Commercial & Legislative	Pass Criteria
S9 - Identify & procure correct parts to meet specific customer requirements	<ul style="list-style-type: none"> • Obtain and interpret sufficient, relevant information, from the customer to make an assessment of their needs. • Select the correct replacement items or services
S12 - Communicate effectively with customers, suppliers and colleagues	<ul style="list-style-type: none"> • Record and report any faults noted during the course of their work promptly in the format required • Demonstrate maintaining a professional and dignified manner in dealings with customers and colleagues • Use information provided to determine removal and replacement activities to be carried out

S13 - Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.	<ul style="list-style-type: none"> • Use technical information to support light vehicle maintenance activities • Use specified equipment to reset electronic vehicle systems as part of the approved process. • Record and report any faults noted during the course of their work promptly in the format required
Technical	Pass Criteria
S6 - Carry out the replacement of components on a specific range of vehicle systems including Steering & Suspension, Braking systems, Battery & Charging systems, exhaust systems and Air-Conditioning systems	<ul style="list-style-type: none"> • Carry out removal and replacement activities within appropriate timescales, using: <ul style="list-style-type: none"> ○ Approved removal and replacement techniques ○ Correct replacement components and fixings for the application • Ensure all legislative, environmental, and workplace regulations are complied with • Carry out final function checks before returning vehicle to the customer
S8 - Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair	<ul style="list-style-type: none"> • Select, maintain and correctly use suitable tools, equipment and measuring devices in accordance with work-place procedures and guidance. • Use test equipment effectively when carrying out component replacement • Identify tools which may require calibration and check calibration prior to use.
S10 - Access vehicle technical data to inform inspections and make judgements on wear and serviceability	<ul style="list-style-type: none"> • Use technical information to support light vehicle safety inspection activities • Correctly interpret component condition to support judgement of component condition • Accurately determine whether a component is nearing, or has reached the end of its serviceable life.
Distinction indicators	
<p>In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:</p> <p>Productivity Awareness- In addition to a pass a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient repair processes that minimises vehicle and technician movement (i.e. number of times vehicle lifted/lowered, number of technician laps around the vehicle) and identifying and preparing any required tooling prior to commencement of inspection, removal or replacement task to minimise non-productive time.</p> <p>Customer focus – In addition to a pass a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer around aftercare or ‘bedding in’ procedures relevant to the work carried out, they explain the warranty or guarantee relevant to the products or services provided and they demonstrate to the customer evidence of work completed.</p>	

Practical Observation Task 3 – Replace and Repair Tyres (45 Minutes + 10%)

This Candidate must be asked to carry out the replacement of **one** tyre and the repair of **one** tyre on a typical family car. The candidate must re-balance both wheels before replacing them on the vehicle. In addition the Candidate should reset the Tyre Pressure Monitoring system.

The candidate must be provided with a completed Inspection Report/Job Card detailing work agreed with the customer. The candidate must complete a vehicle handover with the Customer once all work is completed. (The “Customer” can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	<ul style="list-style-type: none"> • Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&S guidance and work instructions • Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard • Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment • Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures
Commercial & Legislative	Pass Criteria
S9 - Identify & procure correct parts to meet specific customer requirements	<ul style="list-style-type: none"> • Obtain and interpret sufficient, relevant information, from the customer to make an assessment of their needs. • Select the correct replacement tyre and repair materials
S12 - Communicate effectively with customers, suppliers and colleagues	<ul style="list-style-type: none"> • Record and report any faults noted during the course of their work promptly in the format required • Demonstrate maintaining a professional and dignified manner in dealings with customers and colleagues • Use information provided to determine tyre replacement and repair activities to be carried out.
S13 - Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.	<ul style="list-style-type: none"> • Use technical information to support light vehicle maintenance activities • Use correct equipment to reset electronic vehicle systems as part of the approved process.
Technical	Pass Criteria
S5 - Carry out replacement/repair and balancing of a range of light vehicle tyres, including ultra-low profile, directional, asymmetric and run-flat tyres fitted to a range of wheel sizes and types	<ul style="list-style-type: none"> • Carry out accurate inspections of Tyres and Wheels following your workplace procedures. • Be able to remove and replace tyres following your workplace procedures and the requirements of the tyre, vehicle or equipment manufacturer.

	<ul style="list-style-type: none"> • Be able to repair car tyres to BS 159 using permitted materials within appropriate timescales • Carry out final function checks before returning vehicle to the customer
S8 - Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair	<ul style="list-style-type: none"> • Select, maintain and correctly use suitable tools, equipment and measuring devices in accordance with work-place procedures and guidance. • Use test equipment effectively when carrying out component replacement • Identify tools which may require calibration and check calibration prior to use.
S10 - Access vehicle technical data to inform inspections and make judgements on wear and serviceability	<ul style="list-style-type: none"> • Use technical information to support light vehicle safety inspection activities • Correctly interpret component condition to support judgement of component condition • Accurately determine whether a component is nearing, or has reached the end of its serviceable life.

Distinction indicators

In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:

Productivity Awareness- In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient repair processes that minimises vehicle and technician movement (i.e. number of times vehicle lifted/lowered, number of technician laps around the vehicle) and identifying and preparing any required tooling prior to commencement of inspection, removal or replacement task to minimise non-productive time.

Customer focus – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer around aftercare or 'bedding in' procedures relevant to the work carried out, they explain the warranty or guarantee relevant to the products or services provided and they demonstrate to the customer evidence of work completed.

Practical Observation Task 4 – Stock Procedures (45 Minutes + 10%)

This activity is made up of 2 key stock procedures as follows;

1. Receiving and processing a delivery
2. Ordering non-stock items for a customer

1. Receiving and processing a stock delivery - The Candidate must be presented with a Stock Delivery containing 6 Items along with a Delivery Advice Note. The items can be selected from the following, braking system components, exhaust system components, steering and suspension components, oils, fluids and filters or vehicle batteries. The stock delivery note must include a discrepancy between the item advised and the one delivered.

2. Ordering non-stock items for a Customer – The Candidate must be presented with a specific non-stock item to meet a customer's requirements. They must then place an order with an approved supplier to procure the item for the Customer.

In order to demonstrate the full range of knowledge it may be necessary to use additional pre-determined scenario based questions, to demonstrate the candidates understanding of business, product and productivity awareness to support judgement of the Distinction Indicators. A maximum of 5 questions may be used during this task and these must be developed by the EPAO and must be selected from a bank of 20 questions. Answers may be captured in writing or using a digital format, e.g. Video or voice recording.

Health & Safety	Pass Criteria
S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	<ul style="list-style-type: none"> • Follow workplace H&S guidance and work instructions when dealing with stock, ensuring it is unloaded safely and securely, observing all manual handling requirements and any specific requirements for hazardous materials. • Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment • Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures
Commercial & Legislative	Pass Criteria
S2 - Carry out stock procedures including dealing with routine stock deliveries, placing stock into storage, carrying out stock rotation duties and ordering parts for customers following company procedures	<ul style="list-style-type: none"> • Ensure that delivery documentation is complete, accurate and processed promptly. • Place parts into storage correctly and within required timescales, taking account of relevant stock rotation requirements. • Report any discrepancies or problems identified during receipt and storage of stock orders to the relevant person(s) promptly.
S9 - Identify & procure correct parts to meet specific customer requirements	<ul style="list-style-type: none"> • Gain the appropriate payment, or the necessary authorisation for special items, prior to accepting the customer's order.

	<ul style="list-style-type: none"> Place additional orders for part(s) not already on order.
S12 - Communicate effectively with customers, suppliers and colleagues	<ul style="list-style-type: none"> Record and report any faults noted during the course of their work promptly in the format required Demonstrate maintaining a professional and dignified manner in dealings with customers, suppliers and colleagues Use relevant information provided to determine requests to suppliers and colleagues.
S13 - Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.	<ul style="list-style-type: none"> Update stock records accurately upon receipt of stock orders Identify the price of items. Resolve any problems in pricing parts promptly by using the available sources of information. Calculate the total price of the transaction correctly
Technical	Pass Criteria
	<ul style="list-style-type: none"> No Applicable criteria
Distinction indicators	
<p>In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:</p> <p>Business and product awareness – In addition to a pass, a distinction candidate would be expected to be able to use their industry and organisational knowledge to articulate or demonstrate the advantages of checking multiple suppliers for special order parts; including differences in delivery timescales and organisational margin on part cost and the impact this might have for the customer.</p> <p>Productivity Awareness - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient processes that minimises the time taken to carry out stock procedures, identifying and preparing any required documentation or support prior to commencement of task.</p>	

Practical Observation Task 5 – Vehicle 4-Wheel Geometry (60 Minutes + 10%)

This Candidate must be asked to carry out a four-wheel Geometry check on a vehicle, produce a report and communicate the results. In addition the Candidate must be asked to correctly carry out adjustments to ensure the vehicle is within manufacturer's specifications.

The vehicle used must be able to provide the opportunity to adjust 2 of the following (using on vehicle mechanical adjusters – not shims);
Front Toe, Front Camber, Rear Toe and Rear Camber

The vehicle must be prepared so that 2 of the above geometry settings are out of specification.

The candidate must complete a vehicle handover with the Customer once all work is completed. (The "Customer" can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	<ul style="list-style-type: none"> • Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&S guidance and work instructions • Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard • Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment • Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures
Commercial & Legislative	Pass Criteria
S12 - Communicate effectively with customers, suppliers and colleagues	<ul style="list-style-type: none"> • Record and report any faults and adjustment requirements noted during the course of their work promptly in the format required • Demonstrate maintaining a professional and dignified manner in dealings with customers and colleagues • Use information provided to determine vehicle geometry activities to be carried out. • Present the correct recommendations and describe the benefits to the customer.
S13 - Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.	<ul style="list-style-type: none"> • Use technical information to support light vehicle maintenance activities • Use IT systems, for example parts catalogues, to generate quotations for the customer • Record and report any faults noted during the course of their work promptly in the format required • Use specified equipment to reset electronic vehicle systems as part of the approved process.
Technical	Pass Criteria

S7 - Carry out 4-wheel Geometry operations including adjustments on a range of vehicles with different suspension and steering systems	<ul style="list-style-type: none"> • Conduct pre-checks on the vehicle prior to measuring four wheel alignment • Carry out four wheel adjustment activities within appropriate timescales • Carry out final function checks before returning vehicle to the customer
S8 - Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair	<ul style="list-style-type: none"> • Select, maintain and use suitable measuring devices safely when fabricating and fitting in the automotive environment • Use test equipment effectively when carrying out a vehicle safety inspection • Identify tools which may require calibration prior to use
S10 - Access vehicle technical data to inform inspections and make judgements on wear and serviceability	<ul style="list-style-type: none"> • Use technical information to support light vehicle safety inspection activities • Correctly interpret component condition to support judgement of component condition • Accurately determine whether a component is nearing, or has reached the end of its serviceable life.

Distinction indicators

In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:

Report presentation – In addition to a pass, a distinction candidate would be expected to deliver feedback to the customer that includes a thorough rundown of all areas of the Geometry check and adjustments, giving an unprompted explanation of geometry features that are in specification and an explanation about the effects that different geometry features which are outside specification may have and how they may impact on other areas of the vehicle.

Productivity Awareness- In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using efficient routines that minimise vehicle and technician movement (i.e. number of times vehicle lifted/lowered, number of technician laps around the vehicle) and identifying and preparing any required tooling prior to commencement of inspection and adjustment tasks

Customer focus – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer around aftercare procedures relevant to the task carried out, they explain the warranty or guarantee relevant to the products or services provided and they demonstrate to the customer evidence of work completed.

The EPAO must ensure that they develop a bank of practical observation tasks that meet the criteria above. Whilst the headline activities are specified the variability of practical observation tasks will come from the variety of vehicles used, the combination of components selected for replacement and the range faulty or worn components introduced to the vehicles. It is recommended that the EPAO uses the **Autocare Occupational Brief Document** when designing practical observation tasks, the must also ensure that workplace procedures and requirements are satisfied.

The practical observation will show how well the apprentice can meet the requirements of the standard. The practical observation will be designed and administered by the EPAO and will be conducted and assessed by the Independent Assessor, using a quality assured format.

Assessment tools must be developed by the EPAO to support the reliable and consistent delivery of practical observation assessments, such as observation checklists, practical observation task briefs, recording documents and guidance documents on how to conduct a robust practical observation.

The date and time of the practical observation should be planned in advance to ensure that the apprentice has sufficient time to prepare. The apprentice should be given at least 1 weeks' notice of the practical observation End-Point Assessment date. The practical observation should take place before the professional review.

Where a Knowledge, Skill or Behaviour is assessed using more than one method of assessment, it must be demonstrated in each method. It is not acceptable for the KSB to be demonstrated in one method and then not assessed in the other method.

The practical observation will be graded using the criteria defined above:

1. A **pass** candidate will achieve all of the pass criteria defined in all 5 practical observation tasks and in addition demonstrate the Pass Criteria for the following behaviours during the practical observation.

Behavioural	Pass Criteria
B1 - Act in a manner that promotes the professional image of the automotive sector	<ul style="list-style-type: none"> • Present a professional image in line with the organisational dress code and code of conduct. • Demonstrate a positive attitude and welcoming approach.
B2 - Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/concerns	<ul style="list-style-type: none"> • Use relevant interpersonal skills, e.g. open and closed questions, listening skills and positive body language when communicating with others. • Confirms understanding by summarising information and seeking confirmation.
B3 - Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience	<ul style="list-style-type: none"> • Demonstrate a willingness and ability to engage with assessment staff in a positive manner. • Work in accordance with company values and codes of conduct • Demonstrates courtesy to others at all times.

2. A **distinction** candidate will in addition to meeting the pass criteria will consistently demonstrate the distinction indicators as defined in the 5 practical observation tasks. Consistently means they will demonstrate the distinction indicators in at least 8 of the 11 opportunities (as detailed in the table below) available across the range of 5 practical observation tasks.

Practical Observation Task	Report Presentation	Productivity Awareness	Customer Focus	Business and Product Awareness
Task 1	✓	✓		
Task 2		✓	✓	
Task 3		✓	✓	
Task 4		✓		✓
Task 5	✓	✓	✓	

3. A candidate will **Fail** if the do not meet all of the pass criteria set out for the Practical Observation.

7.3 Professional Review

Key Facts:

- 60 minutes structured discussion between the apprentice, and the independent assessor (with a 10% time tolerance).
- Apprentice portfolio is used to exemplify performance
- Assesses selected knowledge, skills and behaviours defined in the Autocare Standard as outlined in Annex A.
- Undertaken after the knowledge test and practical observation have taken place.
- Graded as a fail/pass/distinction

The date and time of the professional review should be planned in advance to ensure that the apprentice has sufficient time to prepare. The apprentice should be given at least one week's notice of the professional review date. The apprentice must have access to their portfolio during the professional review.

The apprentice will be informed of the structure of the professional review, will be provided with general guidelines and any specific requirements prior to the meeting, and will refer to the portfolio of workplace evidence, which they must provide in advance at the request of the independent assessor.

The professional review will be conducted in a 'controlled environment' i.e. a quiet room without interruption. Where the discussion is not face-to-face (for example using Skype), the EPAO must ensure adequate controls are in place to maintain fair and accurate End-Point assessments, and the EPAO must have robust procedures in place to authenticate the learner's identity.

The independent assessor (see section 8 for roles and responsibilities) will follow the requirements of the EPAO and record their evidence in a formal report. This report must be made available to the apprentice no more than 21 days after the date of the assessment.

Assessment tools must be developed by the EPAO to support reliable and consistent delivery of professional review assessments, such as, professional review questions, a professional review structure brief and recording documentation and guidance document/s on how to conduct a robust professional review.

- EPAOs must produce sample questions for independent assessors.
- Sample questions must be developed in consultation with representative employers.
- EPAOs must develop and maintain a sample question bank of sufficient size to mitigate predictability, and review them regularly (at least once a year) to ensure that they are fit for purpose.

The professional review will cover selected range of knowledge, skills and behaviours, which have been split into categories to ensure consistent, allocation of marks, scoring and grading.

An outline of Professional Review is detailed below,

Professional Discussion (60 Minutes - +/- 10%)

The Professional Discussion will be conducted by the independent Assessor. The discussion must be based around 12 – 15 questions that will enable the Candidate to demonstrate they have developed the Knowledge, Skills and Behaviours detailed below. The Independent Assessor will use a range of questions devised by the EPAO to target a minimum of 15 of the mapped areas P1 to P25 and a minimum of 4 mapped areas D1 to D8. This will give the Candidate sufficient and fair opportunity to demonstrate a minimum of 15 pass criteria and at least 4 distinction criteria. A Candidate will fail this component if they fail to demonstrate their understanding of at least 15 pass criteria.

The Candidate will have completed a mandatory portfolio of evidence throughout their programme and this will have been presented at the Gateway Discussion Meeting to ensure their readiness for EPA. The evidence in the portfolio must not be judged by the independent assessor, however it will be used to guide the discussion and support the candidate in demonstrating their knowledge, skills and behavioural understanding.

The candidate should be able to provide examples from their portfolio to exemplify their performance in relation S1, K9, S11, B1, B2, B3, B4 and B5

Health & Safety	Pass Criteria	Distinction Criteria
S1 - Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	<p>P1. Understand their responsibilities for Health & Safety in their workplace.</p> <p>P2. Understand the process for reporting accidents and potential hazards in the workplace.</p> <p>P3. Understand their responsibilities for maintenance and housekeeping within the workplace.</p>	D1. Understand the potential impact on the organisation and individuals of failing to adhere to Health & Safety and environmental legislation.
Commercial & Legislative	Pass Criteria	Distinction Criteria
K4 - Basic consumer legislation relevant to the occupation	<p>P4. Understand their responsibilities for protecting customer personal identifiable data.</p> <p>P5. Understand the broad principles of the Consumer Rights Act.</p> <p>P6. Understand the basic principles of type approval and quality markings. E.g. ECE Markings for brake components, E-marking on tyres, EU Tyre Labelling requirements and BSI kite-marking.</p>	D2. Understand the potential impact on the organisation for failing to adhere to consumer legislation
K9 - How the business works and how you contribute to the overall results, demonstrating commercial awareness	<p>P7. Understand their organisation's purpose and "brand promise"</p> <p>P8. Understand their organisation's core values and customer service culture.</p>	D3. Understand how their actions have resulted in improvements in performance against the organisations targets and goals. (exemplify using portfolio)

	P9. Understand their role in the organisation and their contribution towards organisational targets and goals	
K11 - The importance of following work place procedures and the consequences of not doing so.	P10. Understand why workplace procedures are important. E.g. standardised working practices, quality measurement, protection for the organisation, staff and consumers. Management of H&S risks and hazards, consistency of reporting to customers and communication of service offering to set customer expectations. Protection from disciplinary action and litigation. P11. Understand the potential consequences of not following workplace procedures and the impact for the organisation, the customer and their self.	<ul style="list-style-type: none"> • N/A
S11 - Deal with and resolve low-level customer complaints	P12. Understand the process for dealing with and resolving customer dissatisfaction. P13. Understand how the standard of customer service affect the organisation. P14. Understand the process for escalating a customer complaint.	D4. Demonstrate how their actions have resulted in the resolution of at least 2 low level customer complaints. (Exemplify using evidence from portfolio)
Behavioural	Pass Criteria	Distinction Criteria
B1 - Act in a manner that promotes the professional image of the automotive sector	P15. Understand the broad consumer perception of the automotive sector and actions that can be taken to improve the reputation of the sector. E.g. Stories portrayed in the media promoting a “rip-off” culture, charging for parts not fitted, disregard for female customers. Adopting transparent processes for Inspection, showing the Customer the work required, informing the customer of any complications or delays and showing the customer the completed work/old parts on handover. Wearing clean and professional uniform, maintain personal appearance. P16. Give 2 examples of how they have promoted a positive image within your normal duties.(Exemplify using evidence from portfolio)	D5. Demonstrate how their actions have resulted in the positive promotion of the automotive sector outside of their normal duties. (Exemplify using evidence from portfolio)

<p>B2 - Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/concerns</p>	<p>P17. Understand the principles underpinning effective communication e.g. use of open and closed questions, active listening, the role of body language and tone in communication and the importance of confirming understanding. P18. Give 2 examples of how they have overcome customer objections or concerns. (Exemplify using evidence from portfolio)</p>	<p>D6. Demonstrate how they have continuously improved the effectiveness of their communications with customers and colleagues. (Exemplify using evidence from portfolio)</p>
<p>B3 - Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience</p>	<p>P19. Understand how to consistently behave in accordance with company values, codes of conduct demonstrate respect for colleagues and customers. (Exemplify using evidence from portfolio) P20. Understand why it is important to be courteous to others and why responding quickly to requests is essential to building trust and ensuring an excellent experience. E.g. Using respectful language, understanding that many customers are purchasing whilst in distress so may be angry or frustrated, keeping them informed can help to reduce their stress, providing regular updates supports the building of trust. Responding to requests quickly shows that you are interested in the customer's issues. Equally the same principles apply to relationships and interactions with colleagues.</p>	<ul style="list-style-type: none"> • N/A
<p>B4 - Work as an effective team member taking responsibility for their own actions, being honest and accountable when issues arise and things don't go as planned</p>	<p>P21. Demonstrate effective participation in briefings/meetings. (Exemplify using evidence from portfolio). P22. Understand the key principles that support effective team working e.g. balancing own priorities with those of the team, determining when and how to communicate matters that may have implication for others and adapting communication to suit the needs of individuals. P23. Give an example of a situation where an issue occurred and things didn't go as planned. Explain how they took responsibility and accountability for</p>	<p>D7. Demonstrate how their actions have contributed to strengthening team dynamics and how they have proactively supported colleagues to improve the organisations results. (Exemplify using portfolio evidence).</p>

	the issue and what actions they took to resolve the issue. (Exemplify using portfolio evidence)	
B5 - Commit to learning to improve your own performance and that of the business. Work in an organised way to ensure work is carried out in an effective and efficient manner	<p>P24. Understand how to take ownership of their personal development, to ensure that their skills and knowledge are up-to-date. Give examples of how they have used different learning methods to improve their own performance. (Exemplify using evidence from portfolio)</p> <p>P25. Demonstrate using an example of how they have obtained and used feedback to improve their own performance ensuring that they can work more effectively and efficiently. (Exemplify using evidence from portfolio)</p>	D8. Demonstrate their current development goals using an up-to-date personal development plan. How will they achieve your development goals and what support will they need from others?

Where a Knowledge, Skill or Behaviour is assessed using more than one method of assessment, it must be demonstrated in each method. It is not acceptable for the KSB to be demonstrated in one method and then not assessed in the other method.

The professional review will be graded using criteria defined above.

1. A **pass** candidate must achieve a minimum of **15 pass criteria**, from the possible 25, defined above. The candidate must achieve at least 1 pass criteria from the Health & Safety section, at least 4 pass criteria from the Commercial & Legislative section and at least 6 pass criteria from the Behaviours section. These must include meeting the pass criteria for S11, B4 and B5 (shaded in grey in the table).
2. A **distinction** candidate must achieve the **pass** criteria and in addition must achieve a minimum of **4 distinction criteria** defined above. The candidate must achieve distinction criteria in at least 2 sections, i.e. Health & Safety, Commercial & Legislative or Behavioural sections.
3. A candidate will **fail** if they do not meet the **pass** criteria defined above.

8. Roles and Responsibilities

Ensuring independence is key to the validity of this End-Point Assessment Plan. Although employers and training providers are involved in the on-programme training and assessment, providing evidence and supporting the End-Point Assessment procedures, the End-Point Assessment is managed and administered by the EPAO.

8.1 End-Point Assessment Organisation (EPAO)

EPAOs are responsible for appointing and managing independent assessors and for ensuring that assessments are;

- ✓ Fair
- ✓ Valid
- ✓ Reliable
- ✓ Consistent

EPAOs wishing to offer End-Point Assessment services for this apprenticeship, must:

- Be registered on the Education and Skills Funding Agency Register of End-Point Assessment Organisations (RoEPAO).
- Ensure independent assessors are suitably trained and meet the criteria outlined in this plan.
- Be registered with Ofqual to offer this EPA.
- Deliver the End-Point Assessment outlined in this plan.
- Be able to demonstrate a detailed understanding of the sector.
- Provide adequate information and documentation to enable apprentices, employers and providers to prepare for the End-Point assessment.
- Develop appropriate assessment tools to ensure all apprentices are judged robustly and consistently
- Provide appropriate resources and processes for apprentices, employers and providers, to clarify and/or dispute the outcome of an End-Point assessment, including appeals and re-takes.
- The EPAO must have in place clear arrangements for making Reasonable Adjustments for this standard. This should include how an apprentice qualifies for Reasonable Adjustment and what Reasonable Adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods.

EPAOs must maintain high quality systems and processes, which validate and continuously review an independent assessor's experience, skills and competence. They must also maintain a system that allows individual End-Point assessments and an independent assessor's decision, to be externally quality assured and verified by an External Quality Assurance Organisation (see section 9).

The final decision on whether the apprentice has passed, lies solely with the EPAO.

8.2 The Independent Assessor

Independent assessors are responsible for conducting the End-Point Assessment of the apprenticeship. Independent assessors are appointed and managed by an EPAO. An independent assessor must be someone who has nothing to gain from the outcome of the End-Point Assessment and has had no involvement in the training, on programme assessment or line management/mentoring of the apprentice.

When conducting an End-Point assessment, the independent assessor is acting on behalf of the relevant EPAO, and is subject to the auditing procedures set by them.

Independent assessors will be subject to rigorous quality assurance, and must take part in regular training and standardisation activities specified by the EPAO.

The following key principles are mandatory for independent assessors:

8.2.1 Occupational Expertise

Independent assessors must meet the following requirements:

- An in depth knowledge and understanding of the Autocare Apprenticeship Standard and End-Point Assessment Plan.
- Occupational competence at, or above the level of the Autocare Apprenticeship Standard.
- Hold a Level 3 assessor award or equivalent
- Have a minimum of 3 years automotive repair and customer service experience, with evidence of continuing professional development.
- Complete and record a minimum of 20 hours relevant CPD per annum.
- Attend initial EPA assessor training delivered by the EPAO.
- Attend standardisation events a minimum of every 12 months.

8.2.2 Continuous Professional Development (CPD)

Independent assessors must regularly update their occupational expertise and industry knowledge in the areas being assessed to ensure currency of skills and knowledge. This should be achieved through planned CPD, appropriate to their individual development needs. A record of this should be maintained through an up-to-date CPD log. Examples of CPD could be (but not limited to):

- Current industry experience or work placements.
- External visits.
- Achievement of new or updated training or qualifications.
- Trade fairs and conferences.
- Attendance at development days.

8.2.3 Best Practice in End-Point Assessment

Independent assessors should:

- Practice standardised assessment principles as set out by the EPAO.
- Attend regular standardisation meetings with colleagues (at least every 12 months).
- Share best practice in assessment through a range of appropriate activities, such as email, meetings, events, workshops and social media.
- Have sufficient resource to carry out the role of independent assessor (e.g. time).

8.3 Invigilator

An Invigilator is somebody who supports the Independent Assessor by invigilating practical observation tasks, preparing assessment tasks, monitoring health & safety in the workshop and ensuring no collaboration between candidates. The Invigilator must not make any judgements on the outcome of the observations. The Invigilator must not have been involved in the on-programme learning or assessment of the apprentice(s) taking part in the End-Point assessment. They must be approved by the EPAO.

The Invigilator enables a higher Independent Assessor to Candidate ratio, which reduces the cost of the Practical Observation component significantly. For Independent Assessor to Candidate ratios see Annex C – Practical Observation Principles.

- Occupational competence at, or above the level of the Autocare Apprenticeship Standard.

- Have a minimum of 3 years automotive repair and customer service experience, with evidence of continuing professional development.
- Be familiar with the workplace policies, procedures and working standards for the Apprentices being assessed.
- Be familiar with the Health & Safety and environmental considerations appropriate to the Practical Observation tasks.
- Be familiar with the operation of workshop equipment, specialist tools and diagnostic equipment used in the Practical Observation tasks
- Be approved by the EPAO

8.4 Employer Technical Expert

An Employer Technical Expert may provide the independent assessor with technical support, advice and guidance such as confirming company policies, procedures, processes or providing context on technical information. Any information provided by the employer representative must only be at the request of the end-point assessor who has the final say over the assessment and grade awarded. The employer technical expert must not provide evidence on behalf of the apprentice or administer the EPA, i.e they cannot be used as an invigilator. This maintains the independence of the EPA.

8.5 Employer

The employer will support the apprentice throughout the apprenticeship helping them to reflect on their performance throughout the period of on-programme assessment. They will ensure the apprentice prepares and collates the necessary evidence to demonstrate competence against the requirements of the apprenticeship and keeps them in a portfolio. They will ensure the apprentice is prepared for the End-Point Assessment and will formally confirm to the EPAO that the apprentice is ready to pass through the gateway. The employer is also responsible for scheduling the End-Point Assessment and ensuring any specific requirements for the End-Point Assessment have been agreed with the EPAO, as appropriate e.g. facilities, resources, security, confidentiality etc.

8.6 Training Provider

The training provider develops on-programme training programmes that meet and deliver the knowledge, skills and behaviour requirements as defined by the standard. They review the apprentice's development and provide feedback to the apprentice and employer throughout the training, as appropriate.

9. Quality Assurance

9.1 Consistency

Independent End-Point Assessment is a culmination of a learning and development journey resulting in external independent confirmation of an apprentice meeting the industry defined standard. As such the process and procedure for carrying out an End-Point Assessment must be quality assured to ensure consistent, reliable and valid judgments

9.2 Internal Quality Assurance

Internal quality assurance is carried out by, or on behalf of an approved EPAO and involves ensuring that individual End-Point assessments are undertaken correctly and consistently including the marking, standardisation and reporting of the outcomes of the End-Point assessment. It must:

- appoint independent assessors that meet the requirements as detailed in this plan
- provide training for independent assessors in terms of good End-Point Assessment practice, operating the assessment tools and grading
- operate regular standardisation events that enable independent assessors to attend at least every 12 months
- have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time
- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, good practice, need and based on sufficient robust auditing activity. EPAOs are therefore expected to have in place clear robust relevant policies and to manage the moderation of their independent assessors dynamically (i.e. increase moderation rates above a minimum as necessary as a matter of course)
- arrange annual standardisation meetings
- meet all requirements as stipulated by the External Quality Assurance regulatory body Ofqual

Note: An **Independent Assessor** is engaged by the EPAO to oversee the EPA and deliver an independent judgement. The final grade must be made available to the apprentice no more than 21 days after the date of completion of the EPA. The EPAO's judgement will be final.

9.3 Assessment Tools & Materials

EPAOs must produce assessment tools and supporting materials for the EPA that follow best assessment practice, as follows:

- The production of all EPA elements in consultation with industry specialists to ensure the compilation of a common EPA specification which ensures that EPA's are standardised, up to date and fit for purpose
- Production of the assessment and supporting documentation to ensure best assessment practices and support the efficient implementation of the EPA
- Production and delivery of initial independent assessor training with regular events to share best practice.
- Ensuring all independent assessors maintain an up to date CPD record relevant to assessing and the Autocare Industry
- Quality assurance systems and procedures that support fair, reliable and consistent End-Point Assessment across all organisations and over time (see Section 9.2).

9.4 External Quality Assurance

The Office of Qualifications and Examinations Regulation (Ofqual) will conduct the external quality assurance for the Autocare Technician apprenticeship.

10. Implementation

10.1 Affordability

The cost and practicalities of the End-Point Assessment have been key considerations in the development of the End-Point Assessment plan due to the range of businesses likely to deliver this apprenticeship. Both large and small employers alike must manage the apprenticeship process and the assessment needs to be affordable for employers with small numbers of apprentices.

The use of Invigilators to support an increased Independent Assessor to Candidate ratio is common amongst Motor Vehicle Apprenticeships. Annex C details acceptable ratios and the use of 2 Invigilators enables a maximum of 6 candidates per Practical Observation session. Given the cost and equipment requirements to support practical observation for the Autocare Apprenticeship is a key factor in determining overall EPA costs, it is far more cost effective for an employer to provide Invigilators than it is to commission additional Independent Assessors.

10.2 Accessibility and Manageability

The practicalities and accessibility of the End-Point assessments have been considered during the development of this End-Point Assessment plan to ensure that the assessments are equally accessible to large and small employers across a range of sectors and to all apprentices.

EPAOs must work with employers to manage End-Point assessments in a way that minimises the impact on the employers' business activity.

The End-Point Assessment must be completed within a three month period and therefore must be offered by the EPAO at least four times a year (on a quarterly basis). This will give employers and apprentices access to End-Point assessments on a regular basis and allow adequate time for preparation. This will also give the EPAO adequate time to plan assessments to ensure they are manageable, feasible and cost efficient.

We anticipate approximately 500 starts on this apprenticeship in the first 12-18 months, and expect demand for this apprenticeship to grow in future years.

10.3 Professional Body Recognition

This apprenticeship meets the requirements of Institute of the Motor Industry (IMI) and on completion of this Standard the Autocare 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.

11. Grading

There are two grades available upon successful completion of the End-Point assessment. These are: **'pass'**, which represents full occupational competence as an Autocare Technician and **'distinction'** which represents an exemplary level of competence.

In order to achieve a **'distinction' grade**, the apprentice must successfully achieve a **distinction in all three** components of the End-Point assessment. In order to achieve a **'pass' grade**, the apprentice must successfully achieve a **pass** in all three components of the End-Point assessment. If an apprentice achieves a combination of pass and distinction, overall they will have achieved a pass.

Resits & Retakes

Apprentices who fail one or more EPA component(s) will be offered the opportunity to retake/resit the component subject to the timings agreed with the employer and EPAO. The employer is best placed to determine if a resit or retake is the right course of action. A resit does not require further learning, whereas a retake does. In the case of a resit, little or no further work will be required on the portfolio.

Whilst there are no limit to the number of retakes/resits an apprentice can take it is important that the Apprentice should have sufficient time to retrain and develop the necessary knowledge, skills or behaviours prior to retaking the component.

If a retake/resit relates to a practical observation task the apprentice must be presented with a different version of the same task, which must cover the same components/activities. Resits/retakes must not be offered to apprentices who pass and wish to achieve a higher grade.

If the retake/resit relates to the online test the apprentice will be presented with a new randomised knowledge test.

If the retake/resit relates to the professional discussion the apprentice must be questioned on the same subject.

12. Final Judgement

The final judgement about whether the apprentice has achieved a fail, pass or distinction will be made by the EPAO taking into account recommendations by the independent assessor.

Annex A – Knowledge, Skills & Behaviours

Assessment method	Key
Knowledge Test	K
Practical Observations	O
Professional Review	R

Where a Knowledge, Skill or Behaviour is assessed using more than one method of assessment, it must be demonstrated in each method. It is not acceptable for the KSB to be demonstrated in one method and then not assessed in the other method.

Knowledge Requirements:

Ref:	Knowledge statement	Assessment method
K1	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	K
K2	Fundamentals of specific vehicle systems including steering & suspension, braking systems, battery & charging systems, exhaust systems and Air-Conditioning systems	K
K3	Vehicle 4-wheel geometry principles	K
K4	Basic consumer legislation relevant to the occupation	K R
K5	Appropriate Health & Safety legislation and requirements for the workplace	K
K6	Hybrid/Electric Vehicle system and safe working procedures	K
K7	Data protection requirements to protect customer and payment information	K
K8	General sales principles including, identifying customer & vehicle needs, presenting solutions, closing the sale and dealing with buying resistance	K
K9	How the business works and how you contribute to the overall results, demonstrating commercial awareness	K R
K10	How to carry out vehicle safety inspections and routine maintenance using manufacturers specifications or approved schedules, using vehicle specific data and meeting legal requirements	K
K11	The importance of following work place procedures and the consequences of not doing so	K R

Skill Requirements:

	Skills statements	Assessment method
S1	Contribute to maintaining a healthy and safe workplace, including the maintenance of key equipment and carrying out general housekeeping	O R
S2	Carry out stock procedures including dealing with routine stock deliveries, placing stock into storage, carrying out stock rotation duties and ordering parts for customers following company procedures	O
S3	Carry out vehicle safety inspections and routine maintenance in line with manufactures specifications or approved schedules, company procedures and complete approved documentation	O
S4	Make recommendations to customers based on the results of inspections, ensuring that sales recommendations are accurate and fully costed, are ethical and in the best interests of the customer at all times, using language that is transparent and avoids jargon.	O
S5	Carry out replacement/repair and balancing of a range of light vehicle tyres, including ultra-low profile, directional, asymmetric and run-flat tyres fitted to a range of wheel sizes and types	O
S6	Carry out the replacement of components on a specific range of vehicle systems including Steering & Suspension, Braking systems, Battery & Charging systems, exhaust systems and Air-Conditioning systems	O
S7	Carry out 4-wheel Geometry operations including adjustments on a range of vehicles with different suspension and steering systems	O
S8	Use a range of specialist tools & equipment, mechanical & electrical measuring tools and diagnostic equipment to support fault identification and repair	O
S9	Identify & procure correct parts to meet specific customer requirements	O
S10	Access vehicle technical data to inform inspections and make judgements on wear and serviceability	O
S11	Deal with and resolve low-level customer complaints	R
S12	Communicate effectively with customers, suppliers and colleagues	O
S13	Use specific company IT systems within the workplace, including Point-of-sale systems and hand-held devices.	O

Behaviour Requirements:

	Behaviour statements	Assessment method
B1	Act in a manner that promotes the professional image of the automotive sector	O R
B2	Communicate effectively with colleagues and customers on a range of topics including drawing out information to support identification of customer and vehicle needs, making clear recommendations to customers and overcoming objections/concerns	O R
B3	Behave in accordance with company values, industry codes of conduct and demonstrate respect for customers and colleagues. Be courteous at all times and respond quickly to requests/requirements using effective communication skills to win trust and ensure an excellent experience	O R
B4	Work as an effective team member taking responsibility for their own actions, being honest and accountable when issues arise and things don't go as planned	R
B5	Commit to learning to improve your own performance and that of the business. Work in an organised way to ensure work is carried out in an effective and efficient manner	R

Knowledge, Skills & Behaviour Matrix:

The table below shows the relationship between EPA Components and the knowledge, skills and behaviours defined in the Autocare Standard.

Y – Indicates where the KSB is covered directly

Reference	Knowledge Assessment		Practical Observation					Professional Review
	Part A	Part B	Task 1	Task 2	Task 3	Task 4	Task 5	Review
K1	Y	Y						
K2	Y	Y						
K3	Y	Y						
K4	Y	Y						Y
K5	Y	Y						
K6	Y	Y						
K7	Y	Y						
K8	Y	Y						
K9	Y	Y						Y
K10	Y	Y						
K11	Y	Y						Y
S1			Y	Y	Y	Y	Y	Y
S2						Y		
S3			Y					
S4			Y					
S5					Y			
S6				Y				
S7							Y	
S8			Y	Y	Y		Y	
S9				Y	Y	Y		
S10			Y	Y	Y		Y	
S11								Y
S12			Y	Y	Y	Y	Y	
S13			Y	Y	Y	Y	Y	
B1					Y			Y
B2					Y			Y
B3					Y			Y
B4								Y
B5								Y

Annex B

Minimum requirements for the Practical Observation in an Assessment Centre or Workplace.

The approved assessment centre must have:

- A fully equipped workshop with separated work stations. Including as a minimum:
 - Lifting and supporting equipment capable of both wheel free and non-wheel free operation
 - Additional lifting equipment to include jacks, axle stands
 - Tyre changing equipment with run flat tyre capability together with Tyre Repair materials
 - Wheel balancing equipment
 - 4 wheel alignment with the ability to measure caster and camber
 - Diagnostic / scan tool with reset capability – TPMS ability
 - Proprietary battery tester
 - Specialist brake measuring and bleeding tools
 - Personal Protective Equipment (PPE)
 - Vehicle Protective Equipment (VPE)
 - Proprietary vehicle technical data
 - Torque wrenches
 - Coolant tester
 - Cleaning materials
 - Hydraulic/Pneumatic Spring compressing equipment
 - Hand Tools and other general equipment typically found in a professional workshop
 - Vehicles meeting the minimum requirements of the Practical task EPAs
 - Access to Workplace procedures, policies and support materials relating to the Apprentices workplace
 - Access to IT systems and devices normally available to the Apprentice.
- A writing area to complete any written elements required within the task
- A supervised area for apprentices waiting between tasks

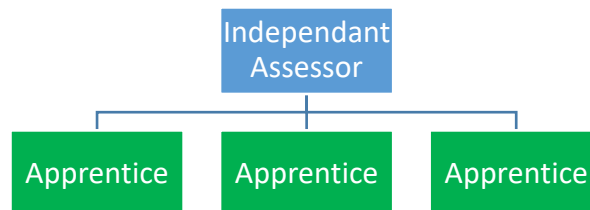
Annex C

Practical Observation – Principles (Acceptable ratios of Independent Assessors, Invigilators and Apprentices)

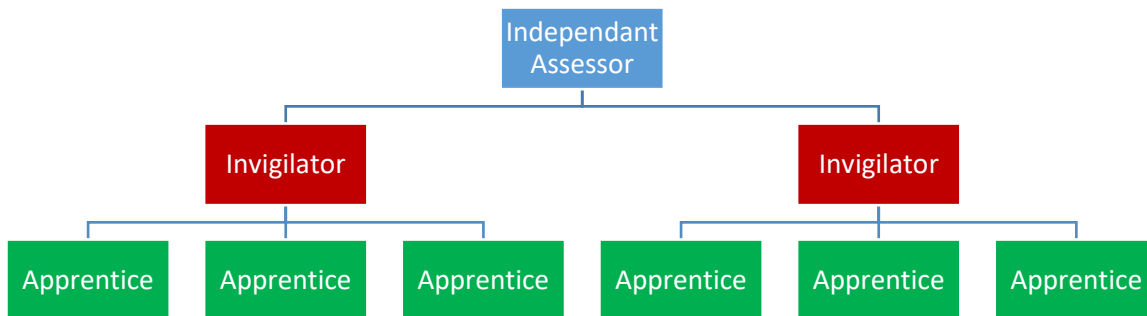
When selecting the most appropriate option the EPAO should consider the following;

- Size and layout of the workshop facility and the practicalities of observing candidates (for example access, blind spots etc.)
- The range and availability of equipment, including vehicle lifts etc.
- The range and number of vehicles available on site

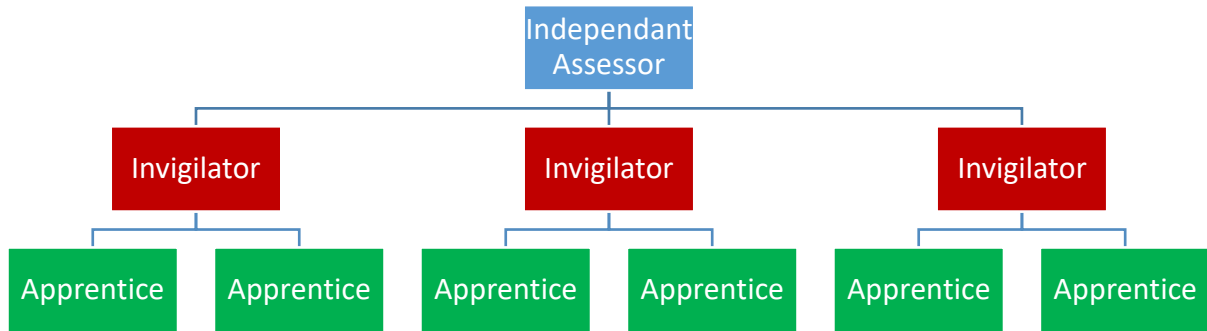
Option 1. Independent Assessor may work directly with a maximum of 3 Apprentices



Option 2. Independent Assessor working with 2 Invigilators and a maximum of 6 Apprentices



Option 3. Independent Assessor working with 3 Invigilators and a maximum of 6 Apprentices



Annex D: Suggested Employer and Apprentice Gateway Commitment Document

This Employer and Apprentice Gateway Commitment document has been designed to be used during the formal gateway meeting. This meeting should be attended by the apprentice and relevant people that have worked with the apprentice on-programme, such as the line manager/employer mentor and/or a senior manager (as appropriate to the business). During the meeting the apprentice and employer will discuss the apprentice's progress to date and confirm if the apprentice has met the full apprenticeship standards during their on-programme training. This document should be used to log the outcomes of the meeting and can be submitted to the Apprenticeship End-Point EPAOs as evidence of the apprentice's readiness to enter End-Point assessment.

Please note: A copy of the standard should be available to all attendees during the gateway meeting.

Apprentice details

Apprentice Name:		Training Provider organisation:	
Employer Organisation:		Training Provider name/job title:	
Employer Name/Job Title:		Standard title:	Autocare Technician
Apprenticeship start date:		Gateway meeting date:	

Pre-requisite requirements

Before the discussion takes place about the apprentice's achievement of the apprenticeship standard, the apprentice must confirm to the employer that they have achieved the pre-requisite requirements below:

Pre-requisite requirement:	Achieved by the apprentice?	Evidence:
Level 1 maths qualification + Level 2 exam taken		
Level 1 English qualification + Level 2 exam taken		
Completed Portfolio (required for EPA Professional Review Component)		

Achievement of apprenticeship standards

The following table should be completed by the employer together with the Apprentice, in conjunction with Appendix A of the End-Point Assessment plan. This can be discussed through Q&A, and/or the apprentice may present evidence that can be reviewed during the meeting to show achievement of the different standards. Following the Q&A and presentation of evidence, the employer should log this information in the table below along with their comments, and then make a judgement as to whether the apprentice has all the knowledge, skills and behaviours defined within the Autocare Technician Standard.

Knowledge Requirements

Knowledge Ref:	Apprentice Satisfied (Yes/No)	Employer Satisfied (Yes/No)	Comments
K1			
K2			
K3			
K4			
K5			
K6			
K7			
K8			
K9			
K10			
K11			

Skills Requirements:

Skill Ref:	Apprentice Satisfied (Yes/No)	Employer Satisfied (Yes/No)	Comments
S1			
S2			
S3			
S4			
S5			
S6			
S7			
S8			
S9			
S10			
S11			
S12			
S13			

Behaviours Requirements:

Behaviour Ref:	Apprentice Satisfied (Yes/No)	Employer Satisfied (Yes/No)	Comments
B1			
B2			
B3			
B4			
B5			
B6			

Further Comments/Actions

Gateway meeting outcome

Based on the information discussed and evidenced during the gateway meeting which is documented in the tables above, the following outcome has been agreed:

Gateway meeting outcome					
Has the learner successfully achieved all the apprenticeship standards whilst on-Programme?				If so, is the learner ready for End-Point assessment?	
The decisions above have been agreed by the following parties:					
Employer name:		Employer signature:		Date:	
Apprentice name:		Apprentice signature:		Date:	