

apprenticeship FRAMEWORK

Higher Apprenticeship in Advanced Diagnostics and Management Principles - Level 4 (England)

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Higher Apprenticeship in Advanced Diagnostics and Management Principles - Level 4 (England)

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Framework summary

Higher Apprenticeship in Advanced Diagnostics and Management Principles - Level 4

Higher Apprenticeship in Advanced Diagnostics and Management Principles

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 4 include:

Pathway 1: Advanced Diagnostics and Management Principles

Competence qualifications available to this pathway:

C1 - Level 4 Certificate In Advanced Vehicle Diagnostics and Management Competence

Knowledge qualifications available to this pathway:

K1 - Level 4 Diploma in Vehicle Maintenance & Repair Principles

K2 - Level 4 Diploma in Advanced Vehicle Diagnostics and Management Principles

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Framework information

Information on the Issuing Authority for this framework:

Institute of the Motor Industry

The Apprenticeship sector for occupations in the automotive industry (also includes Vehicle Maintenance & Repair, Vehicle Sales, Vehicle Body & Paint, Vehicle Fitting and Vehicle Parts).

Issue number: 1	This framework includes:
Framework ID: FR02707	Level 4
Date this framework is to be reviewed by: 31/07/2015	This framework is for use in: England

Short description

The industry relies on a steady flow of new entrants and apprentices into the Automotive Retail Industry to help meet the skills needs of employers and to replace an aging workforce. Higher Level apprentices at Level 4 who are in job roles such as Master/Senior Technician or Workshop Controller will have a variety of responsibilities, for example diagnosing, testing and repairing a range of vehicles as well as responsibility for a department, recruitment, managing a team of people, ensuring targets are hit, budgets and maximising sales.

Contact information

Proposer of this framework

The Institute of the Motor Industry uses a range of employer engagement mechanisms to ensure that all Apprenticeships continue to meet the needs of employers of all sizes and to identify the demand for new pathways and levels. Mechanisms involve focus groups, on line surveys and where appropriate, a steering group. For this Higher Level Apprenticeship in Advanced Diagnostics and Management Principles a steering group of stakeholders was set up to assist with the development and implementation which included employers such as Renault, Jaguar Land Rover, Mercedes Benz and Ford. In addition to having a steering group the framework was also sent out for wider consultation amongst the Automotive Retail Industry to gain further feedback and to check that the framework was fit for purpose for all types of organisations in the Industry.

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Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

Profile of the Automotive Retail Industry in England:

- The Automotive Retail Industry provides employment for over half a million people in England and is a major contributor to the economy.
- Skilled trade occupations make up a significantly larger than average share of the workforce at 38%, compared with 10% of other industries in England.
- Managers and leaders form the second biggest occupational group of the workforce at 19%, however only 15% of managers and leaders in the Automotive Retail Sector are qualified at Level 4 or above, so this Higher Apprenticeship at Level 4 it will help to contribute towards meeting the higher level skills needs of the industry.
- Vehicle maintenance and repair businesses account for 55% of employment in the Automotive Retail Sector in England and 88% of those businesses are micro employers, employing less than 10 people.
- The majority of the workforce is aged between 25 and 44.
- The workforce is predominantly white male, with females employed largely in secretarial and administrative jobs.

The main challenges facing the Automotive Retail Industry relate to:

- Skilled trade occupations with Automotive emerging technologies; hybrid & electric vehicles and Higher level technical skills with current vacancies running into the

thousands and over one hundred thousand vacancies forecasted in the future.

- A current as well as future demand for managers and evidence of skills gaps.
- The aging population could limit the pool of young recruits which are needed to replace an aging workforce.
- Customer service skills are a key area and need continually updating and enhancing to exceed customer needs.

This Higher Apprenticeship in Advanced Diagnostics and Management Principles will help to train and qualify more managers and leaders into the Automotive Retail Industry which will help to address one of the skills gaps and main challenges the Industry faces. It will also help to train more individuals to a higher level of technical skill and address gaps relating to emerging technologies.

Traditionally Apprenticeships in the Automotive Retail Industry have previously been at Level 2 and Level 3. With the introduction of this Higher Apprenticeship in Advanced Diagnostics and Management Principles there is now a clear progression pathway for apprentices in the Automotive Retail Industry at Level 2 and Level 3 who wish to progress with their technical skills and move into management.

Now that this Higher Apprenticeship in Advanced Diagnostics and Management Principles is available it will help to attract, develop and retain skilled staff, tap into the talents of under-represented groups and contribute to the upskilling of the existing workforce at Level 4.

Employer support for this Apprenticeship

The Higher Apprenticeship in Advanced Diagnostics and Management Principles framework was developed with the assistance and support from a number of employers including Renault, Jaguar Land Rover, Mercedes Benz and Ford.

Specific Job Roles for apprentices

Advanced Diagnostics and Management Principles apprentices at Level 4 in job roles such as Master/Senior Technician and Workshop Controller will have a variety of responsibilities, for example diagnosing, testing and repairing a range of vehicles as well as responsibility for a department, recruitment, managing a team of people, ensuring targets are hit, budgets and maximising sales.

Claiming a Higher Apprenticeship Completion Certificate

Apprentices, or training providers/employers acting on the apprentices behalf, can apply for an Apprenticeship completion certificate via the Apprenticeship Certificates England (ACE) online system. The ACE system can be access via: <http://acecerts.co.uk>.

Evidence Required:

- Copy of certificate of achievement of the Level 4 Knowledge qualification (VRQ)
- Copy of certificate of achievement of the Level 4 Competence qualification (VCQ)

Aims and objectives of this framework (England)

The aim of this framework is to attract new people into the Automotive Retail Industry from a wide range of backgrounds to replace those who leave or retire and to upskill the existing workforce in England at Level 4.

Objectives of this framework are to:

1. Contribute to increasing the number of existing staff qualified at Level 4.
2. Attract more applicants from women and other under-represented groups into middle management posts at Levels 4.
3. Provide micro businesses, which account for around 85% of businesses in the Automotive Retail Sector, with access to a quality training programme to help their businesses grow.
4. Provide opportunities for career progression within the Automotive Retail Industry.
5. Provide a pathway to the Higher Apprenticeship in Automotive Management and Leadership at Level 5.

Entry conditions for this framework

Apprenticeships are seen as a vital route to attract a greater diversity of individuals into the industry, therefore, entry conditions to this framework have been made as flexible as possible. Employers, however, may look to attract applicants who can demonstrate:

- A positive “can do” attitude and a willingness to work hard.
- A keen interest in the Maintenance & Repair of Vehicles and good manual dexterity. (This Apprenticeship framework will involve handling heavy equipment and possibly spending long periods standing)
- A keen interest in managing and motivating staff, devising strategies, managing budgets and being responsible for a team of people.
- An understanding of the importance to the business of providing excellent customer service at all times.
- Good communication skills on which this Apprenticeship will build.
- Good literacy, numeracy and ICT skills.

Applicants may have a range of differing experiences, achievements and/or qualifications. Some employers may look for candidates who can demonstrate:

- Prior work or work experience.
- Achievement of an Advanced Apprenticeship at Level 3.
- Achievement of a range of standalone accredited vocational qualifications e.g. Level 3 NVQ/VCQ or VRQ qualifications.
- Achievement of a range of non-accredited Training.
- Achievement of a range of academic qualifications e.g. GCSE or A-Level qualifications.
- A portfolio of evidence demonstrating what they have previously achieved.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs. This process will identify prior qualifications and experience which may count towards achievement of the framework. Where this is the case, apprentices will be encouraged to undertake new learning at a higher level and develop new skills.

Level 4

Title for this framework at level 4

Higher Apprenticeship in Advanced Diagnostics and Management Principles

Pathways for this framework at level 4

Pathway 1: Advanced Diagnostics and Management Principles

Level 4, Pathway 1: Advanced Diagnostics and Management Principles

Description of this pathway

The Higher Apprenticeship in Advanced Diagnostics and Management Principles (Advanced Diagnostics and Management Principles) is a minimum of 106 credits in total.

Entry requirements for this pathway in addition to the framework entry requirements

To enter onto the Advanced Diagnostics and Management Principles pathway at Level 4, it is advised that the learner should have completed an Advanced Level (Level 3) Apprenticeship in Vehicle Maintenance and Repair, or have prior experience of working in the Automotive or Engineering industry at Level 3.

Job title(s)	Job role(s)
Master/Senior Technician	Take responsibility for diagnosing and rectifying the most challenging technical automotive vehicle problems whilst assisting other technicians in developing their skills and competencies by providing technical support and coaching.
Workshop Controller	Take responsibility for the efficient running of the workshop, manage a team, delegate workload and maintain workshop productivity. Advise customers on technical problems, gain authorisation from customers to carry out additional work and deal with customer complaints.

Qualifications

Competence qualifications available to this pathway

C1 - Level 4 Certificate In Advanced Vehicle Diagnostics and Management Competence					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/7986/1	IMIAL	36	237	N/A
C1b	600/9425/4	City & Guilds	36	237	N/A
C1c	600/6174/1	Pearson Education	36	237	N/A

Knowledge qualifications available to this pathway

K1 - Level 4 Diploma in Vehicle Maintenance & Repair Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0439/3	IMIAL	70	556	N/A

K2 - Level 4 Diploma in Advanced Vehicle Diagnostics and Management Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	601/1221/9	City & Guilds	70	530	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 4 Certificate in Advanced Vehicle Diagnostics and Management Competence must be taken in conjunction with either the Level 4 Diploma in Vehicle Maintenance & Repair Principles or the Level 4 Diploma in Advanced Vehicle Diagnostics and Management Principles in order for a Master/Senior Technician or Workshop Controller to learn the skills needed and become occupationally competent.

Those who have already achieved competence and/or knowledge qualifications before entry to the Apprenticeship must select options which will equip Apprentices with new skills and learning.

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	N/A	N/A
GCSE qualification in English (with enhanced functional content)	N/A	N/A

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	N/A	N/A
GCSE qualification (with enhanced functional content) in Mathematics	N/A	N/A

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Inclusion of Information and Communications Technology (ICT)

N/A

Progression routes into and from this pathway

PROGRESSION INTO THIS HIGHER LEVEL (LEVEL 4) APPRENTICESHIP

- Advanced Level (Level 3) Apprenticeship in Vehicle Maintenance and Repair.
- Relevant work experience in Vehicle Maintenance and Repair at Level 3.
- A range of Level 3 vocational or academic qualification(s).

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

PROGRESSION FROM THIS HIGHER LEVEL (LEVEL 4) APPRENTICESHIP

Jobs:

- On completion of this Higher Level (Level 4) Apprenticeship, apprentices will be competent to work as a Master/Senior Technician, Workshop Controller.
- Following further training and development, apprentices can progress to a range of jobs such as Service Manager, Dealer Principal or Aftersales Manager.

Higher Level (Level 5) Apprenticeships:

- Higher Level (Level 5) Apprenticeship in Automotive Management and Leadership.

Further and Higher Education:

- Onto a Foundation degree for example, in Automotive Engineering or Automotive Technology.
- Onto Higher Education (HE) programmes such as MEng and BEng programmes in Automotive.

For more careers information on the Automotive Retail Industry visit: www.autocity.org.uk

UCAS points for this pathway: N/A

Employee rights and responsibilities

N/A

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The Automotive Retail Industry in England, is mainly white and male with the average age of the workforce is 40 years with 18% aged between 16 and 24 (in the UK).

A breakdown of data for Apprenticeship starts in the Automotive Retail Industry for 2010/11 showed the following :

- 2% female;
- 98% Male;
- 93% White British;
- 12% Learning Difficulty;
- 11% Learning Disability;
- 14% come from the least deprived areas in England, which leaves 86% of Apprenticeship starts from areas with an index of multiple deprivation of between 20% and 80%.

The Apprenticeship route has been popular in the Automotive Retail Industry, particularly on the technical side, for a number of years; however recruitment still causes difficulties. The difficulties appear to result from the industry's image problems together with pay conditions and career prospects. In order to counteract some of these issues, awareness of the Automotive Retail Industry as a profession is being raised through:

- Training programmes for 14-16 year olds in the Automotive Retail Industry, which has been raising awareness in schools.
- The family of Headlight products, which are free resources for teachers and students at Key Stage 3-4 centred around Business Studies, Mathematics and Literacy with the Automotive Industry as the exciting backdrop.
- Autocity - Careers website for the Automotive Industry, which includes non stereotypical images of jobs in the sector.
- HUBcap, the HUB for Careers and Academic Professionals to Provide a Well Rounded Solution to Motor Industry Careers Practitioners.
- 1st Gear, which is an online community designed to engage 13-16 year olds with the Automotive Retail Industry.

Apprenticeships are seen as a vital route to encourage and facilitate a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely flexible and an average of two hours mentoring a week is included.

The IMI expects providers and employers to comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the sector using the 9 protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation

Download the guidance on the Equality Act here:

www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/

The IMI monitors take up and achievement of all Apprenticeships through a range of mechanisms such as employer focus groups, steering groups as and when necessary and research tools such as benchmarking reports. The IMI will take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

On and off the job guided learning (England)

Total GLH for each pathway

GLH does not apply to Higher Apprenticeship frameworks.

Minimum off-the-job guided learning hours

N/A

How this requirement will be met

N/A

Minimum on-the-job guided learning hours

N/A

How this requirement will be met

N/A

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

N/A

Creative thinking

N/A

Independent enquiry

N/A

Reflective learning

N/A

Team working

N/A

Self management

N/A

Effective participation

N/A

Additional employer requirements

None.

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For more information visit
www.afo.sscalliance.org