

# apprenticeship FRAMEWORK

## Automotive Management and Leadership - non statutory (Wales)

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# Automotive Management and Leadership - non statutory (Wales)

## Contents

Framework summary .....	3
Framework information .....	4
Contact information .....	5
Revising a framework .....	6
Purpose of the framework .....	7
Entry conditions .....	9
Level 5: Automotive Management and Leadership .....	11
Pathway 1: Automotive Management and Leadership .....	12
Equality and diversity .....	20
On and off the job training .....	22
Wider key skills .....	26
Additional employer requirements .....	27

# Framework summary

## Automotive Management and Leadership - non statutory

### Automotive Management and Leadership

#### Pathways for this framework at level 5 include:

##### Pathway 1: Automotive Management and Leadership

###### Competence qualifications available to this pathway:

- C1 - Level 5 Diploma in Automotive Management Competence for Middle Managers
- C2 - Level 5 Diploma in Automotive Management and Leadership

###### Knowledge qualifications available to this pathway:

- K1 - Level 5 Diploma in Automotive Management
- K2 - BTEC Level 5 Diploma in Automotive Management and Leadership

###### Combined qualifications available to this pathway:

- B1 - N/A

###### This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing 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: 2	<b>This framework includes:</b>
Framework ID: FR01444	Level 5
Date this framework is to be reviewed by: 01/04/2015	This framework is for use in: <b>Wales</b>

## Short description

Reliable transport keeps people, goods, services and the economy running smoothly. The industry relies on a steady flow of new entrants and apprentices into the Automotive Retail Sector to help meet this need. Middle managers are needed across the Automotive Retail Sector in sales, after sales, vehicle parts, fleet control, vehicle body and repair workshops and vehicle maintenance and repair workshops. Their job is to recruit and retain skilled staff, increase customer loyalty and to help the business to remain competitive. This framework provides a career path for middle management at level 5.

# Contact information

## Proposer of this framework

The Institute of the Motor Industry (IMI) on a non-statutory basis prior to the designation of issuing Authorities for Wales

### Developer of this framework

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# Revising a framework

## Contact details

Who is making this revision: Laura Beattie  
Your organisation: The Institute of the Motor Industry (IMI)  
Your email address: laurab@motor.org.uk

## Why this framework is being revised

To include newly accredited additional qualifications.

## Summary of changes made to this framework

Inclusion of new qualifications.

## Qualifications removed

N/A

## Qualifications added

VCQ's – Competency Based Qualifications

- 600/5604/6 – Edexcel Level 5 Diploma in Automotive Management and Leadership

VRQ's - Knowledge and Skills Based Qualifications

- 600/5607/1 – Edexcel BTEC Level 5 Diploma in Automotive Management and Leadership

## Qualifications that have been extended

N/A

# Purpose of this framework

## Summary of the purpose of the framework

Reliable transport keeps people, goods, services and the economy running smoothly. The industry relies on a steady flow of new entrants and apprentices into the Automotive Retail Sector to help meet this need. Middle managers are needed across the Automotive Retail Sector in sales, after sales, vehicle parts, fleet control, vehicle body and repair workshops and vehicle maintenance and repair workshops. Their job is to recruit and retain skilled staff, increase customer loyalty and to help the business to remain competitive. This framework provides a career path for middle management at level 5.

Looking at the profile of the Automotive Retail Industry in Wales:

- the Automotive Retail Sector employs around twenty three thousand people in Wales, which equates to 1.8% of the workforce in Wales, and is a major contributor to the economy, generating £4.8 billion of turnover in Wales in 2008;
- maintenance and repair businesses account for 65% of employment in the Automotive Retail Sector in Wales and 90% of those businesses are micro employers, employing less than 10 people;
- 26% of the workforce from the Automotive Retail Industry in Wales are self employed workers and this Apprenticeship framework has the potential to encourage more people to start up their own business;
- the majority of the workforce is aged between 25-44 and is predominantly white male, however this Apprenticeship framework will help to encourage applications from a more diverse range of people;
- skilled trade occupations make up 44% of the workforce in Wales and this Apprenticeship framework opens up the skilled trades route at Level 2 and Level 3;
- managers and leaders make up 19% of the workforce, however only 15% of managers and leaders in the Automotive Retail Sector are qualified at level 4 or above, so with the introduction of this new Higher Apprenticeship at Level 5 it will help contribute towards meeting the higher level skills needs of the industry.

More managers and leaders qualified at Level 5 are needed in the sector to help automotive business to operate efficiently and effectively. Automotive Management and Leadership apprentices at Level 5 in roles such as Sales Manager, Parts Manager, Service Manager, Aftersales Manager, Body Shop Manager and Fleet Maintenance Manager will have a variety of responsibilities, for example responsibility for a department, recruitment, managing a team of people, ensuring targets are hit, budgets and maximising sales.

Traditionally Apprenticeships in the Automotive Retail Sector have been at Level 2 and Level 3. However, employers require a Level 5 Higher Apprenticeship to meet their higher level skills

needs. This new Level 5 Apprenticeship provides a clear progression pathway for apprentices in the Automotive Retail Industry at Level 2, Level 3 and Level 4 who wish to progress into middle management.

Now that Higher Apprenticeships are available in the sector this 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 5.

This framework will also contribute to meeting the skills priorities for Wales by:

- Providing apprentices with the cross cutting employability and basic skills which the Welsh economy needs
- Creating a pathway into middle management to help meet the growing requirement for corporate managers across a wide and diverse range of sectors
- Contribute towards the Welsh Government's goal of widening participation and raising aspirations by encouraging a more diverse range of applicants to work in the industry and follow a pathway into management and on to higher education.

## **Aims and objectives of this framework (Wales)**

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 Wales.

Objectives of this framework are to:

1. contribute to increasing the number of existing staff qualified at Level 5;
2. attract more applicants from women and other under-represented groups into management and leadership posts in the Automotive retail Sector at Levels 5;
3. develop problem solving, communication, team working, literacy, numeracy and ICT skills which are a priority for the Automotive Retail Industry;
4. provide micro businesses, which account for the majority of businesses in the Automotive Retail Sector, with access to a quality training programme to help their businesses grow;
5. provide opportunities for career progression within the Automotive Retail Industry;
6. provide a pathway to graduate programmes for those who choose to do so.



# Entry conditions for this framework

There are no entry conditions for this Higher Apprenticeship framework; however employers are looking to attract applicants who have a keen interest in Management and Leadership in the Automotive Retail Industry, who have experience of working in a Level 4 first line management role and who have good literacy and numeracy skills, all of which this Higher Apprenticeship will build upon. Applicants will come from a range of routes which may include:

- prior work or work experience;
- a Higher Apprenticeship at Level 4;
- a range of standalone vocational qualifications e.g. Level 4 NVQ/VCQ or VRQ qualifications;
- a range of academic qualifications e.g. GCSE or A-Level qualifications.

This framework in Automotive Management and Leadership would suit someone who is interested in managing and motivating staff, who enjoys devising strategies, managing budgets as well as being responsible for a team of people.

## RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section in this framework for guidance about prior attainment and achievement. In the meantime, this is a short summary:

**Knowledge qualifications.** If applicants already have one of the Level 5 knowledge qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within five years of applying for the apprenticeship certificate. For example they may have already achieved the knowledge element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

**Competence qualifications.** If applicants already have the Level 5 competence qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the Apprenticeship certificate and they will still have to demonstrate competence in the workplace.

**Transferable Skills,** there are no allowances for the use of proxy qualifications or relaxation

rulings against Essential Skills Wales, however, there are some arrangements that have been put in place to help with the transition from Key Skills to Essential Skills Wales detailed below:

Key Skills qualifications (in the same subject and at the same level) will be accepted as alternatives to Essential Skills Wales qualifications if registered on Key Skills before 31st August 2010 and achieved by 31st August 2011.

Proxy qualifications for Key Skills in ICT (only) will be accepted as alternatives to the Essential Skills Wales qualification in ICT if registered on the proxy qualification before 31st August 2010 and achieved by 31st August 2011.

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

### Initial Assessment

Training providers and employers will identify the apprentice's learning and support needs and reflect these in the individual learning plan, recognising prior qualifications and experience.

## Level 5

Title for this framework at level 5

# Automotive Management and Leadership

### Pathways for this framework at level 5

Pathway 1: Automotive Management and Leadership

## Level 5, Pathway 1: Automotive Management and Leadership

### Description of this pathway

Automotive Management and Leadership (Automotive Management and Leadership) - 102 credits in total.

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

None in addition to the general entry conditions.

Job title(s)	Job role(s)
Fleet Maintenance Manager	Take responsibility for co-ordinating the maintenance and servicing of all fleet vehicles. Duties include developing a maintenance and servicing plan to ensure the safety and quality of all fleet vehicles, testing and inspecting vehicles to ensure they meet required standards and keeping records.
Sales Manager	Take responsibility for a team of sales people, set sales targets for the team, monitor and encourage the team to hit sales targets, devise strategies to maximise sales, set up incentive schemes to maximise sales, analyse sales figures and compile customer feedback for market research purposes.
Parts Manager	Take responsibility for running a parts department, manage a team of parts advisors, devise strategies to maximise sales, oversee annual budgets, analyse sales figures, costs and stock on a monthly basis to ensure budget benchmarks are met.
Service Manager	Take responsibility for the efficient running of a maintenance and repair 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.
Aftersales Manager	Take responsibility for an aftersales department ensuring that it delivers a high level of customer service, build strong customer relationships to ensure long term business, manage complaints, review monthly sales performance, plan marketing campaigns, support team members to achieve goals.
Body Shop Manager	Take responsibility for the efficient running of a body shop workshop, manage a team, delegate workload, and maintain workshop productivity. Advise customers on the extent of damage, gain authorisation from customers to carry out work and deal with customer complaints.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 5 Diploma in Automotive Management Competence for Middle Managers					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/2994/8	IMIAL	43	214	N/A

  

C2 - Level 5 Diploma in Automotive Management and Leadership					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C2a	600/5604/6	Edexcel	43	214	N/A

## Knowledge qualifications available to this pathway

K1 - Level 5 Diploma in Automotive Management					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0353/4	IMIAL	39	226	N/A

## Knowledge qualifications available to this pathway (cont.)

K2 - BTEC Level 5 Diploma in Automotive Management and Leadership					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/5607/1	Edexcel	80	360	N/A

## Combined qualifications available to this pathway

B1 - N/A					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	N/A	N/A	N/A	N/A	N/A

## Notes on competence and knowledge qualifications (if any)

K1 and K2 provides the underpinning knowledge and understanding for C1 and C2.



# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	2	6

# Progression routes into and from this pathway

## PROGRESSION INTO THIS LEVEL FIVE HIGHER APPRENTICESHIP

- a Level 4 Higher Apprenticeship in Vehicle Maintenance and Repair;
- relevant work experience in Vehicle Maintenance and Repair, Vehicle Body and Paint, Vehicle Sales or vehicle Parts at Level 4;
- a range of Level 4 vocational or academic qualification(s).

## PROGRESSION FROM THIS LEVEL FIVE HIGHER APPRENTICESHIP:

- a range of Management and other Professional Qualifications at level 6 and above;
- higher education to undertake management, business or other qualifications, including Degrees or Masters in Management & Leadership, Business and Business Management;
- further employment opportunities within their current job role/alternative job roles;
- specialised qualifications providing additional technical knowledge.

For more careers information on the Automotive Retail Industry visit [www.autocity.org.uk](http://www.autocity.org.uk).

**UCAS points for this pathway: N/A**

# Delivery and assessment of employee rights and responsibilities

ERR will be covered through a separate qualification:

Title: City & Guilds Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector (QCF)

Qualification Reference Number: 600/1216/X

Guided Learning Hours (GLH): 8

Credit Value: 2

OR

Title: IMIAL Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector

Qualification Reference Number: 600/1308/4

Guided Learning Hours (GLH): 8

Credit Value: 2

OR

Title: Edexcel Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector

Qualification Reference Number: 600/3713/1

Guided Learning Hours (GLH): 8

Credit Value: 2

This qualification will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers;
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship;
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support;
4. the role played by their occupation in their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities;
7. where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice;
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

A workbook has been developed to support the delivery of the ERR qualification by providing appropriate learning material and incorporating areas for completion by the learner, which will be signed off by the employer.

This workbook is to be used as the primary source of evidence collection in completion of the ERR qualification. Should another form of evidence of completion be used, it will be the responsibility of the accrediting Awarding Organisation to ensure that this evidence fully maps to the requirements of the IMI Workbook.

To download the ERR workbook please click  
here: [www.motor.org.uk/documentlibrary/Standards%20and%20Qualifications/201108ERR-workbook-vFinal-Aug-11.doc](http://www.motor.org.uk/documentlibrary/Standards%20and%20Qualifications/201108ERR-workbook-vFinal-Aug-11.doc)

#### RECOGNITION OF ERR:

A certificate of achievement of the ERR Award must be submitted to The Institute of the Motor Industry (IMI) when applying for an Apprenticeship completion certificate.

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

## How equality and diversity will be met

The Automotive Retail Industry in Wales is mainly white male and the average age of the workforce is 39.

A breakdown of data for Apprenticeship starts in the automotive retail sector in Wales for 2007/2008 (which are the latest statistics available) showed the following:

- Male 98%
- Female 2%
- White 99%
- Ethnic Minority 1%

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 which will have a knock on effect resulting in fewer applications from women, those from black and other minority ethnic groups and people with a disability. The difficulties appear to result from the industry's image problems that working with cars is for men, the working conditions at entry level are dirty which discourages applications from women and the perceived low levels of pay and lack of career prospects. In order to counteract some of these issues, awareness of the Automotive Retail Industry as a profession is being raised through:

- the Principal Learning Qualifications in the Welsh Baccalaureate for Engineering and Retail Business, which has automotive retail content;
- the (14-16) Motor Vehicle Vocational Training Programme, which raises awareness of the Automotive Retail Industry in schools;
- 1st Gear and Accelerate - Membership communities for younger audiences, which provides information on the Automotive Retail Industry;
- Headlight and Indicate - free business studies and mathematics resources available for schools with the Automotive Retail industry as the exciting backdrop;
- Autocity - Careers website for the Automotive Retail Industry, which includes non stereotypical images.

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 for all pathways and all levels.

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/](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/)

The IMI is monitoring take up and achievement of all Apprenticeships through its Apprenticeship Steering Group and take steps to address any barriers to take up and achievement as part of the framework review and through our sector quals strategy.

# On and off the job training (Wales)

## Summary of on- and off-the-job training

Off-the-job training is the knowledge and Skills qualification plus the Employee Rights and Responsibilities (ERR) qualification, the Essential Skills Wales qualifications and Mentoring.

On-the-job training is the competence qualification.

### Total On-and-Off the Job Training Hours

The total amount of on-and-off the job training hours is:

Level 5

- Automotive Management and Leadership: 778 Hours

## Off-the-job training

The total amount of off-the-job training hours is:

Level 5

- Automotive Management and Leadership: 564 Hours

## How this requirement will be met

Off-the-job training should:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring, feedback and assessment, collaborative/networked learning with peers or guided study

Providers will not be required to record individual on and off the job training hours. However for certification purposes, the provider will be required to declare that the apprentice has completed the on and off the job training hour requirement as set out in this Apprenticeship framework.

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

### Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Apprenticeship Certificate.

### Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see QCF Guidance on Claiming Credit for further details]. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF 'Recognition of Prior Learning' procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

For apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within five years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for five years duration.

### Breakdown of off-the-job training hours:

#### Level 5

- Automotive Management and Leadership (Knowledge and Skills qualification 226 Hours + ERR 8 Hours + Essential Skills Wales 180 Hours (60 Hours for each Skill) + Mentoring 150 Hours (an average of 2 Hours per week)) = 564 Hours

Evidence for off-the-job training hours:

Level 5

- Copy of certificate of achievement of the Level 5 Knowledge qualification (VRQ)
- Copy of certificate of achievement of Level 2 Essential Skills Wales qualification in English.
- Copy of certificate of achievement of Level 2 Essential Skills Wales qualification in Mathematics.
- Copy of certificate of achievement of Level 2 Essential Skills Wales qualification in ICT.
- Copy of certificate of achievement of the Level 2 Employee Rights and Responsibilities (ERR) qualification

## On-the-job training

The total amount of Training Hours for on-the-job is:

Level 5

- Automotive Management and Leadership: 214 Hours

## How this requirement will be met

On-the-job training hours should:

achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework; be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;

allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;

be delivered during contracted working hours.

Providers will not be required to record individual on and off the job training hours. However for certification purposes, the provider will be required to declare that the apprentice has completed the on and off the job training hour requirement as set out in this Apprenticeship framework.

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the apprenticeship



under the apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim a percentage or more hours towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include: Selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body, following Essential Skills at a level higher than that specified in the framework including one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Foundation Apprenticeship/Apprenticeship Certificate or have been continuously employed in the industry for 5 years. Job roles within the Automotive Retail Industry require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the employer, provider and Apprentice. The IMI reserves the right to request a copy of one or more of these records when applying for an apprenticeship completion certificate.

Evidence for on-the-Job Training Hours:

Level 5:

Copy of certificate of achievement of the Level 5 Competence qualification (VCQ)

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

The employers consulted do not require these Wider Key Skills to be separately delivered as part of this Apprenticeship. However, training providers and learners are encouraged to record when and where they are using these skills to provide evidence towards claiming prior learning of these Skills in the future. Each apprentice is entitled to an average of two hours a week for mentoring. This time will contribute towards evidence for the achievement of Improving Own Learning and Performance.

## Working with others

The employers consulted do not require these Wider Key Skills to be separately delivered as part of this Apprenticeship. However, training providers and learners are encouraged to record when and where they are using these skills to provide evidence towards claiming prior learning of these Skills in the future.

## Problem solving

The employers that consulted do not require these Wider Key Skills to be separately delivered as part of this Apprenticeship. However, training providers and learners are encouraged to record when and where they are using these skills to provide evidence towards claiming prior learning of these Skills in the future. Each apprentice is entitled to an average of two hours a week for mentoring. This time will contribute towards evidence for the achievement of Problem Solving.

# Additional employer requirements

None.

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apprenticeship  
**FRAMEWORKS** ONLINE

For more information visit  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)