

apprenticeship FRAMEWORK

Vehicle Parts (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 22 AUGUST 2017

Modifications to SASE came into effect on 22 August 2017. Accordingly, SASE publication DFE-00167-2017 applies both to new Apprenticeship starts from 22 August 2017 and all Apprenticeships commenced before and not completed by 22 August 2017.

For more details of the changes please read the following preface page to the framework document.

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR00157

Issue date: 04 April 2011

Issued by
Institute of the Motor Industry

apprenticeship
FRAMEWORKS ONLINE
www.afo.sscalliance.org

Document status:
Issued



CHANGES TO THE ENGLISH AND MATHS REGULAR MINIMUM REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 22 AUGUST 2017 AND APPRENTICESHIPS REMAINING INCOMPLETE ON 22 AUGUST 2017.

Modifications to SASE came into effect on 22 August 2017. Accordingly, SASE publication DFE-00167-2017 applies both to new Apprenticeship starts from 22 August 2017 and all Apprenticeships commenced before and not completed by 22 August 2017.

The modifications allow for an exemption to the English and Maths regular minimum requirements for people with Special Educational Needs, Learning Difficulties or Disabilities. This means that adjusting the minimum requirements to Entry Level 3 in English and Maths can be considered by the provider, on an individual and case-by-case basis, where **all of the conditions** of the updated SASE section 18 (Intermediate level) or section 37 (Advanced level) for have been satisfied and can be evidenced.

Full details relating to the exceptions eligibility criteria are contained in:

Sections 15-23 of SASE for Intermediate Level Apprenticeships
Sections 34-42 of SASE for Advanced Level Apprenticeships

When applying this exemption, providers must **STILL** consider how to enable the Apprentice to access further literacy and numeracy development – including Level 1 and Level 2 courses – as part of their overall training provision.

The modifications to SASE have also extended the list of qualifications that meet the minimum English requirements to allow for a British Sign Language (BSL) qualification, at the appropriate level, to be accepted as an alternative to a qualification in English, where **BSL is the primary language of the Apprentice**.

Full details relating to BSL acceptance are contained in:

Section 5(f) of SASE for Intermediate Level Apprenticeships
Section 28(f) of SASE for Advanced Level Apprenticeships

Furthermore, the SASE modifications have further extended the list of qualifications that meet the minimum English and Maths requirements to allow for the acceptance of a range of UK-wide qualifications, as an alternative to qualifications gained in England.

Full details relating to the list of acceptable qualifications are contained in:

Sections 5(g-j) and 6(f-i) of SASE for Intermediate Level Apprenticeships
Sections 28(g-j) and 29(f-i) of SASE for Advanced Level Apprenticeships

The modifications include reference to the new numerical grades in the reformed GCSE system and the **minimum** grade requirements. A grade 4 (new grading) will be considered equivalent to a grade C (old grading). A grade 2 (new grading) will be considered equivalent to a Grade E (old grading).

Full details relating to the numerically graded GCSEs are contained in:

Sections 5 and 6 of SASE for Intermediate Level Apprenticeships
Sections 28 and 29 of SASE for Advanced Level Apprenticeships

Please note that some frameworks may have English and Maths grade/level requirements that are **above** the SASE **regular** minimum requirements. The exceptions relating to the use of British Sign Language or Entry Level 3 qualifications, detailed above, **do not apply** to **industry-specific** minimum entry requirements. Please check specific framework documents to ascertain where this is the case and/or check directly with the Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630068/Specification_of_Apprenticeship_Standards_for_England_.pdf

Vehicle Parts (England)

Contents

Framework summary	4
Framework information	5
Contact information	6
Purpose of the framework	7
Entry conditions	10
Level 2: Intermediate Apprenticeship in Vehicle Parts	11
Pathway 1: Vehicle Parts	12
Level 3: Advanced Apprenticeship in Vehicle Parts	22
Pathway 1: Vehicle Parts	23
Equality and diversity	33
On and off the job guided learning	35
Personal learning and thinking skills	39
Additional employer requirements	42

Framework summary

Vehicle Parts

Intermediate Apprenticeship in Vehicle Parts

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 2 include:

Pathway 1: Vehicle Parts

Competence qualifications available to this pathway:

C1 - Level 2 Diploma in Vehicle Parts Operations Competence

Knowledge qualifications available to this pathway:

K1 - Level 2 Diploma in Vehicle Parts Operations Principles

Combined qualifications available to this pathway:

B1 - N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Vehicle Parts

Advanced Apprenticeship in Vehicle Parts

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 3 include:

Pathway 1: Vehicle Parts

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Vehicle Parts Operations Competence

Knowledge qualifications available to this pathway:

K1 - Level 3 Diploma in Vehicle Parts Operations Principles

Combined qualifications available to this pathway:

B1 - 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) and also occupations in freight logistics and maritime.

Issue number: 1	This framework includes:
Framework ID: FR00157	Level 2 Level 3
Date this framework is to be reviewed by: 31/03/2014	This framework is for use in: England

Short description

The efficient ordering and delivery of vehicle parts is crucial in keeping businesses running smoothly. This Apprenticeship and the qualifications within the framework, have been designed with the help of employers to ensure that it meets their needs for staff with the technical knowledge and customer service skills to help their businesses remain competitive. Intermediate Level Apprentices will train as Parts Operatives, Parts Sales/Telesales Representatives. Advanced Level Apprentices will train as Parts Advisors.

Contact information

Proposer of this framework

N/A

Developer of this framework

Name: Laura Beattie
Organisation: The Institute of Motor Industry (IMI)
Organisation type: Sector Skills Council
Job title: Apprenticeship Developer
Phone: 01992 511521
Email: laurab@motor.org.uk
Postal address: The IMI, Fanshaws, Brickendon, Hertford, SG13 8PQ.
Website: www.motor.org.uk

Issuing Authority's contact details

Issued by: Institute of the Motor Industry
Issuer contact name: Stirling Wood
Issuer phone: 01992 511521
Issuer email: stirlingw@motor.org.uk

Purpose of this framework

Summary of the purpose of the framework

The Automotive Retail Industry relies on the efficient ordering and delivery of vehicle parts to ensure that technicians responsible for repairing vehicles can do their job. They build relationships with business and private customers to encourage customer loyalty and repeat business, helping employers to remain competitive and profitable.

As part of the wider Automotive Retail Industry, Vehicle Parts faces a number of challenges which impact on skills needs of employers. These challenges include:

- Responding to Government policy which drives consumer demand and business behaviour, for example, legislation and targets around CO2 emissions and the MoT test
- Consumer preferences including price, running costs, safety, environmental performance and fuel consumption
- Vehicle technology moves at an incredible pace therefore the rate of technological change in the automotive sector needs staff with the knowledge and skills to keep pace.
- The National Consumer Council's "super complaint" has put more focus on improving the image of the sector and driving up skill levels.
- Although automotive retail employers seem largely happy with the overall skill levels of their employees, there is general consensus that there is room for improvement in management and leadership skills in the sector as managers and senior officials have relatively low levels of formal qualifications compared with the UK at large.
- Given the nature of the sector, there is a high demand for technical skills, and the pace of change and development in technology can make it difficult for businesses to keep up to date. This is exacerbated for smaller businesses (85% of the sector) that lack the means or access to relevant training.
- The sector demonstrates slightly higher than average levels of skill gaps within customer services and sales, problem-solving, communications, and team working.
- The sector is mainly White, male and is not therefore, tapping into the skills potential of the wider population

Future skills priorities for the Automotive Retail Industry, therefore, include the demand for:

- more generic skills – including customer handling (sales and customer service), improved literacy and numeracy, problem-solving, communications, and team working;
- management skills particularly leadership and strategic planning – to keep pace with rapid changes in new technology and market structure;
- sales skills – to cope with the release of new makes, models and technology;

- technical skills - as the diversification and pace of new forms of technology increases, so must the training and skill levels of the workforce;
- administrative skills around use of ICT.

Employers have been involved in the design of the qualifications which are part of this framework and in the development of the framework itself to ensure that it can contribute to meeting some of the challenges they face. Around 213,00 jobs will need to be filled over the next decade to replace those who leave or retire and the Industry has been using Apprenticeships for a number of years - around 500 apprentices in Vehicle Parts Operations start the apprenticeship each year.

Intermediate Level Apprentices will train as Parts Operatives, Parts Sales/Telesales Representatives. Advanced Level Apprentices will train as Parts Advisors.

This Apprenticeship will build on the success of its predecessor and will also contribute to meeting the skills priorities for England by:

- providing flexible access to a high quality Level 2 and 3 skills programme, which act as a real alternative to academic qualifications for those who prefer this style of learning and achievement
- incorporating skills to improve the general literacy, numeracy and ICT in England
- using technical and competence qualifications, valued by employers, to help their businesses grow
- developing Apprentice's Personal Learning and Thinking Skills, to build their confidence and creativity, improving their social and working lives
- developing Apprentice's employability skills, making them more attractive to all employers whichever career they choose
- providing a career pathway into jobs and training at technician Level and higher, to provide the skills which the economy needs to grow

Aims and objectives of this framework (England)

The aim of this framework is to attract new people into Vehicle Parts from a wide range of backgrounds to replace those who leave or retire and to upskill the existing workforce in England to provide employers with the skills they need to remain competitive and profitable.

Objectives of this framework are to:

1. contribute to increasing the number of existing staff qualified to levels 2 and 3;
2. attract more applicants from women and under-represented groups into Vehicle Parts posts;

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 around 85% of businesses in the Automotive Retail Industry, with access to a quality training programme to help their businesses grow;
5. provide opportunities for career progression within Vehicle Parts into the wider Automotive Retail Industry;
6. provide a career pathway to more senior jobs through further training and development, including foundation degrees and to undergraduate programmes for those who chose to do so.

Entry conditions for this framework

This framework in Vehicle Parts would suit someone who is interested in the technical aspects of motor vehicles, who enjoys talking to customers and who understands the importance of providing high quality customer service.

Employers are looking to attract applicants who have a keen interest in working in the Automotive Retail Industry in Vehicle Parts jobs and who have good communication skills, literacy and numeracy skills on which this Apprenticeship will build.

Applicants to this Apprenticeship will be a mix of age and experience. As a guide, applicants may come from a range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship in the Automotive Retail Industry
- any of the (14-19) Diplomas including the Engineering Diploma or the Diploma in Retail Business
- vocational or academic qualifications

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, recognising prior qualifications and experience.

Level 2

Title for this framework at level 2

Intermediate Apprenticeship in Vehicle Parts

Pathways for this framework at level 2

Pathway 1: Vehicle Parts

Level 2, Pathway 1: Vehicle Parts

Description of this pathway

Vehicle Parts - 131 credits in total.

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

None in addition to the general entry requirements.

Job title(s)	Job role(s)
Parts sales representatives	Promoting, selling and delivering automotive parts to motor trade and other customers, achieving sales targets, advising customers on required parts, establishing and maintaining customer relationships
Parts telesales representative	Generating new parts sales business and maintaining existing accounts, over the phone, answering queries about parts operation, generating new business leads and following through to completion, arranging for delivery of parts, developing and maintaining existing contracts with customers.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Diploma in Vehicle Parts Operations Competence					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0268/2	IMIAL	66	366	N/A
C1b	600/1196/8	City & Guilds	66	366	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Diploma in Vehicle Parts Operations Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0282/7	IMIAL	58	356	N/A
K1b	600/1199/3	City & Guilds	58	356	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

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for the competence qualification C1.

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	1	5
GCSE qualification in English (with enhanced functional content)	1	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	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	1	5
GCSE qualification (with enhanced functional content) in Mathematics	1	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	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.

ICT

Apprentices must complete or have completed one of the ICT 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 one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	1	5
GCSE qualification in ICT (with enhanced functional content)	1	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in ICT*	C	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	A	N/A
A' Level or AS Level qualification in ICT**	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 THE INTERMEDIATE LEVEL APPRENTICESHIP IN VEHICLE PARTS:

This can be from a wide range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- foundation learning at Level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship in Automotive Retail Industry
- any of the (14-19) Diplomas including the Engineering Diploma
- vocational or academic qualification(s)

PROGRESSION FROM THIS INTERMEDIATE LEVEL APPRENTICESHIP:

- Advanced Level Apprenticeship in Vehicle Parts
- employment as a Parts Sales Adviser or Telesales Representative, Service Department or perhaps move into vehicle sales.

Employee rights and responsibilities

Delivery and Assessment of Employee Rights and Responsibilities (ERR)

All Apprentices will receive an induction to the workplace and to the Apprenticeship programme.

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

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 evidence of completion of the EER qualification.

To download the ERR workbook please click here: www.motor.org.uk/standards-and-qualifications/apprenticeships.html

RECOGNITION OF ERR:

A certificate of achievement of the ERR Award must be submitted to The Institute of the Motor Industry (IMI) upon completion of the framework regardless of whether an overall framework Apprenticeship completion certificate is claimed.

Level 3

Title for this framework at level 3

Advanced Apprenticeship in Vehicle Parts

Pathways for this framework at level 3

Pathway 1: Vehicle Parts

Level 3, Pathway 1: Vehicle Parts

Description of this pathway

Vehicle Parts - 144 credits in total.

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

You should have at least one year's supervisory experience or one year's experience of working in a similar job role at level 2.

Comment - should this be 1 year's experience of working in a parts department or is this too restrictive?

Job title(s)	Job role(s)
Vehicle Parts Advisor	Ordering, selling and managing parts and accessories, advising customers on how to solve a problem with their vehicle, taking orders from customers, efficient stock control, raising invoices for parts sold, liaison with other members of staff.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Vehicle Parts Operations Competence					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0266/9	IMIAL	93	640	N/A
C1b	600/1197/X	City & Guilds	93	640	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Diploma in Vehicle Parts Operations Principles					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0174/4	IMIAL	44	591	N/A
K1b	600/1200/6	City & Guilds	44	591	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

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for the competence qualification C1.

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	2	5
GCSE qualification in English (with enhanced functional content)	2	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	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	2	5
GCSE qualification (with enhanced functional content) in Mathematics	2	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	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.

ICT

Apprentices must complete or have completed one of the ICT 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 one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

ICT	Minimum level or grade	Credit value
Functional Skills qualification in Information and Communications Technology (ICT)	2	5
GCSE qualification in ICT (with enhanced functional content)	2	5
Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE qualification in ICT*	C	N/A
A' Level or AS Level qualification in ICT*	E	N/A
GCSE or O'Level qualification in ICT**	A	N/A
A' Level or AS Level qualification in ICT**	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 the Advanced level Apprenticeship in Vehicle Parts:

- Intermediate Level Apprenticeship in Vehicle Parts
- supervisory experience and one year's experience of working in a parts department.

Progression from the Advanced level Apprenticeship in Vehicle Parts:

- Higher level management qualifications
- into employment into a range of Level 3 and 4 jobs such as Parts Manager
- after further training and development onto Higher Education (HE) programmes such as Business and Management

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

Delivery and Assessment of Employee Rights and Responsibilities (ERR)

All Apprentices will receive an induction to the workplace and to the Apprenticeship programme.

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

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 evidence of completion of the EER qualification.

To download the ERR workbook please click here: www.motor.org.uk/standards-and-qualifications/apprenticeships.html

RECOGNITION OF ERR:

A certificate of achievement of the ERR Award must be submitted to The Institute of the Motor Industry (IMI) upon completion of the framework regardless of whether an overall framework Apprenticeship completion certificate is claimed.

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 (93%) and male (86%). 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 on the Vehicle Parts Framework in 2008/9 showed the following:

- 2.4 % female
- 93% white British
- 13% consider themselves to have a learning difficulty and/or disability or health problem

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:

- the (14-19) Diploma in Engineering and through the automotive retail content of the Diploma in Retail Business
- the Young Apprenticeship Programme in the Automotive Retail Industry, which has been raising awareness in schools
- Headlight - free business studies resources available for schools with the motor industry as the exciting backdrop
- Women in Work initiative, which is a financial incentive for employers towards the training costs for upskilling women in the sector
- Autocity - Careers website for the Automotive 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 mentoring has been included to contribute towards increasing retention and achievement rates.

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 Equality Act here: <http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

The IMI will monitor 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 our Sector Qualifications Strategy.

On and off the job guided learning (England)

Total GLH for each pathway

Off-the-job GLH is the knowledge and Skills qualification plus the Employee Rights and Responsibilities (ERR) qualification, the Functional/Key Skills qualifications and Mentoring.

On-the-job GLH is the competence qualification plus Personal Learning and Thinking Skills (PLTS).

The minimum amount of Guided Learning Hours (GLH), which includes both on and off-the-job GLH, is:

Level 2: 24 month programme

- Vehicle Parts: 1075 GLH for the duration of the 24 month programme / 548 GLH per 12 months

Level 3: 18 month programme

- Vehicle Parts: 1584 GLH for the duration of the 18 month programme / 1056 GLH per 12 months

Minimum off-the-job guided learning hours

The minimum amount of Guided Learning Hours (GLH) for off-the-job GLH is:

Level 2: 24 month programme

- Vehicle Parts: 649 GLH for the duration of the 24 month programme / 335 GLH per 12 months

Level 3: 18 month programme

- Vehicle Parts: 884 GLH for the duration of the 18 month programme / 589 GLH per 12 months

How this requirement will be met

Off-the-job GLH 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

The GLH within this Apprenticeship is an entitlement for the learner as part of the Education Act. Therefore providers will need to ensure that the programme of learning they deliver includes the requirements of the GLH set out in this Apprenticeship framework. Providers will not be required to record individual hours. However for certification purposes, the provider will be required to declare that the apprentice has completed the GLH requirement as set out in this Apprenticeship framework.

Breakdown of off the job GLH:

Level 2: 24 month programme

- Vehicle Parts (Knowledge and Skills qualification 356 GLH + ERR 8 GLH + Functional/Key Skills 135 GLH (45 GLH for each Skill) + Mentoring 150 Hours (an average of 2 Hours per week)) = 649 GLH for the duration of the 24 month programme

Level 3: 18 month programme

- Vehicle Parts (Knowledge and Skills qualification 591 GLH + ERR 8 GLH + Functional/Key Skills 135 GLH (45 GLH for each Skill) + Mentoring 150 Hours (an average of 2 Hours per week)) = 884 GLH for the duration of the 18 month programme

Evidence for off-the job GLH:

Level 2

- Level 2 certificate for the knowledge and skills qualification for the relevant pathway
- Certificate showing achievement of the ERR Award
- Level 1 Key Skills Certificate showing achievement of Key Skills in Application of Number, Communications and Information Communication Technology (ICT) OR Functional Skills certificate showing achievement of Maths, English and ICT

Level 3

- Level 3 certificate for the knowledge and skills qualification for the relevant pathway
- Certificate showing achievement of the ERR Award
- Level 2 Key Skills Certificate showing achievement of Key Skills in Application of Number, Communications and Information Communication Technology (ICT) OR Functional Skills certificate showing achievement of Maths, English and ICT

Apprenticeship Certificate application forms can be downloaded from: www.motor.org.uk/standards-and-qualifications/downloads.html

Minimum on-the-job guided learning hours

The minimum amount of Guided Learning Hours (GLH) for on-the-job GLH is:

Level 2: 24 month programme

- Vehicle Parts: 426 GLH for the duration of the 24 month programme / 213 GLH per 12 months

Level 3: 18 month programme

- Vehicle Parts: 700 GLH for the duration of the 18 month programme / 467 GLH per 12 months

How this requirement will be met

On-the-job GLH 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

The GLH within this Apprenticeship is an entitlement for the learner as part of the Education Act. Therefore providers will need to ensure that the programme of learning they deliver includes the requirements of the GLH set out in this Apprenticeship framework. Providers will not be required to record individual hours. However for certification purposes, the provider will be required to declare that the apprentice has completed the GLH requirement as set out in this Apprenticeship framework.

Breakdown of on the job GLH:

Level 2: 24 month programme

- Vehicle Parts (Competency qualification 366 GLH + PLTS 60 GLH) = 426 GLH for the duration of the 24 month programme

Level 3: 18 month programme

- Vehicle Parts (Competency qualification 640 GLH + PLTS 60 GLH) = 700 GLH for the duration of the 18 month programme

Evidence for on-the-Job GLH:

Level 2:

- Level 2 certificate showing achievement of the competence qualification for the relevant pathway

Level 3:

- Level 3 certificate showing achievement of the competence qualification for the relevant pathway

Apprenticeship Certificate application forms can be downloaded from: www.motor.org.uk/standards-and-qualifications/downloads.html

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Apprentices must be introduced to Personal Learning and Thinking Skills (PLTS) during induction so that they learn to recognise for themselves when and where they are practicing these skills.

The IMI has mapped all of the PLTS to all units within all competence and knowledge units. For more information on PLTS and to view the IMI's mapping document please click on the following link: www.motor.org.uk/documentlibrary/Standards%20and%20Qualifications/plts-guidelines.pdf

Evidence of PLTS achievement

The IMI provides a transferable skills evidence record sheet which Apprentices must use to record when, where and how the learning for PLTS have been delivered and demonstrated. To download the evidence record sheet please click on the following link: www.motor.org.uk/standards-and-qualifications/apprenticeships.html

Creative thinking

Creative Thinking involves:

- generating ideas and exploring possibilities
- asking questions to extend thinking
- connecting own and others' ideas and experiences in inventive ways
- questioning own and others' assumptions
- trying out alternatives or new solutions and following ideas through
- adapting ideas as circumstances change

Independent enquiry

Independent Enquiry involves:

- identifying questions to answer and problems to resolve
- planning and carrying out research, appreciating the consequences of decisions

- exploring issues, events or problems from different perspectives
- analysing and evaluating information, judging its relevance and value
- considering the influence of circumstances, beliefs and feelings on decisions and events
- supporting conclusions, using reasoned arguments and evidence.

Reflective learning

Reflective Learning involves:

- assessing yourself and others, identifying opportunities and achievements
- setting goals with success criteria for your personal development and work
- reviewing progress, acting on the outcomes
- inviting feedback and dealing positively with praise, setbacks and criticism
- evaluating experiences and learning to inform your future progress
- communicating your learning in relevant ways for different audiences.

Team working

Team Working involves:

- collaborating with others to work towards common goals
- reaching agreements, managing discussions to achieve results
- adapting behaviour to suit different roles and situations, including leadership roles
- showing fairness and consideration to others
- taking responsibility, showing confidence in yourself and your contribution
- providing constructive support and feedback to others.

Self management

Self Management involves:

- seeking out challenges or new responsibilities and showing flexibility when priorities change
- working towards goals, showing initiative, commitment and perseverance
- organising time and resources, prioritising actions
- anticipating, taking and managing risks
- dealing with competing pressures, including personal and work-related demands

- responding positively to change, seeking advice and support when needed
- managing your emotions and building and maintaining relationships.

Effective participation

Effective Participation involves:

- discussing issues of concern, seeking resolution where needed
- presenting a persuasive case for action
- proposing practical ways forward, breaking these down into manageable steps
- identifying improvements that would benefit others as well yourself
- trying to influence others, negotiating and balancing diverse views to reach workable solutions
- acting as an advocate for views and beliefs that may differ from your own.

Additional employer requirements

None.

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org