

# Motor Vehicle Parts Competence

Intermediate Apprenticeship and Level 2 Diploma



This qualification covers activities within the motor industry that relate to vehicle parts personnel working with a wide of range vehicles in all types of garages, dealerships and specialist vehicle parts outlets.

Your representatives will become proficient in motor vehicle parts sales – delivering good customer service and making you more money

## Factfile

### Aimed at:

Motor vehicle parts sales personnel in all types of garages, dealerships and specialist parts outlets

### Length of Level 2 Qualification:

9 – 12 months

### Length of Intermediate Apprenticeship:

18 – 24 months

### Location:

Greater Manchester, Warrington, Merseyside

### Funding:

Usually part or fully Government funded

### Employer commitment:

Study time/access for training and development

### For enrolment:

Freephone: 0800 389 5283

Email: [apprenticeships@mantralearning.co.uk](mailto:apprenticeships@mantralearning.co.uk)

## The programme

The Level 2 Diploma in Vehicle Parts Competence (QCF) is for anyone 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. This practical qualification demonstrates skills on the job, in the workplace, showing that your employees meet national standards for automotive workers. It has been developed by the Institute of the Motor Industry, which is the Sector Skills Council for the Automotive Industry.

The Level 2 Diploma in Vehicle Parts Competence is a combined qualification that forms both the knowledge and competence elements of the Intermediate Apprenticeship.

## Employer benefits

- Staff will develop skills in aspects of health and safety, maintaining positive relationships and good housekeeping
- They will give customers a positive impression of yourself and your organisation
- They will contribute to a secure workplace
- They will be proficient in selecting and issuing vehicle parts as well as receiving and storing parts
- You will have access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

## Outcomes

The programme ensures staff understand the role of the parts sales representative and their relationship to business success.

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## Programme delivery

All Mantra Learning Training Advisors are industry professionals who are specialists in the area in which they teach and are members of the Institute for Learning.

## Programme design

The qualification comprises of mandatory generic units, mandatory specialist units and optional groups. In order to achieve the qualification, candidates must achieve a minimum of: 18 credits from 4 mandatory generic units (Group A), 28 credits from 8 mandatory specialist units (Group B), a minimum of 20 credits from optional Group C by selecting four optional groups from Option 1, Option 2, Option 3, Option 4, Option 5, and/or Option 6, ensuring all components are achieved.

## Mandatory generic units

| Group A: 18 credits from 4 mandatory generic units                               |  | Credit |
|--|--|--------|
| Competency in health, safety and good housekeeping in the automotive environment |  | 7      |
| Knowledge of health, safety and good housekeeping in the automotive environment  |  | 3      |
| Competency in supporting job roles in the automotive work environment            |  | 5      |
| Knowledge of support for job roles in the automotive work environment            |  | 3      |

## Mandatory specialist units

| Group B: 28 credits from 8 mandatory specialist units                                     |  | Credit |
|---|--|--------|
| Competency in giving a positive impression to vehicle parts customers                     |  | 4      |
| Knowledge of giving a positive impression to vehicle parts customers                      |  | 3      |
| Competency in identifying and reporting security risks within a vehicle parts environment |  | 1      |
| Knowledge of identifying and reporting security risks within a vehicle parts environment  |  | 2      |
| Competency in selecting and issuing motor vehicle parts                                   |  | 6      |
| Knowledge of selecting and issuing motor vehicle parts                                    |  | 6      |
| Competency in receiving and storing motor vehicle parts                                   |  | 3      |
| Knowledge of receiving and storing motor vehicle parts                                    |  | 3      |

## Optional units

| Option | Group C: a minimum of 20 credits from 4 option groups                                | Credit |
|--------|--|--------|
| 1      | Competency in processing orders for non-stock motor vehicle parts                    | 4      |
|        | Knowledge of processing orders for non-stock motor vehicle parts                     | 3      |
| 2      | Competency in processing returned goods and materials in a vehicle parts environment | 2      |
|        | Knowledge of processing returned goods and materials in a vehicle parts environment  | 4      |
| 3      | Competency in delivering motor vehicle parts to customers                            | 3      |
|        | Knowledge of delivering motor vehicle parts to customers                             | 3      |
| 4      | Competency in processing payment transactions within a vehicle parts environment     | 3      |
|        | Knowledge of processing payment transactions within a vehicle parts environment      | 3      |

| Option | Group C: a minimum of 20 credits from 4 option groups   | Credit |
|--------|---|--------|
| 5      | Competency in entering and finding data using information technology within a vehicle parts environment | 2      |
|        | Knowledge of entering and finding data using information technology within a vehicle parts environment  | 2      |
| 6      | Competency in communicating information electronically within a vehicle parts environment               | 2      |
|        | Knowledge of communicating information electronically within a vehicle parts environment                | 2      |

## Additional Apprenticeship units

|  |
|--|
| Functional skills at level 1 in English, mathematics and ICT |
| Employment rights and responsibilities workbook              |
| Personal learning and thinking skills                        |

## Assessment

The qualification is assessed using portfolio and on-line multi-choice testing. The Mantra Learning Advisor will use a range of assessment methods including observation, question and answer, video, professional discussion and written reports. Their visits usually take place once a month with progress assessed and reviewed every three months or sooner if necessary. We also arrange an Employer Review every six months to measure the impact on your business.

## Opportunities for further development

Learners can progress to:

- Motor Vehicle Parts Competence Advanced Apprenticeship or Level 3 Qualification



For further information and to increase the value of your staff:  
**FREEPHONE**

**0800 389 5283**

**www.mantralearning.co.uk**



ENABLING PEOPLE TO TRANSFORM BUSINESS