

ABC Awards Entry Level Award/Certificate/Diploma in Motor Vehicle Studies (Entry 3)

Learner Assessment Record Book Motor Vehicle Units

Learners Name	
ABC Awards Registration Number	
Centre Name	
Assessor 1 Name	
Assessor 2 Name	

DECLARATION OF AUTHENTICITY

This declaration must be completed and signed by the learner and countersigned by the tutor / assessor and covers all evidence submitted for moderation.

Learner Name			
Unique Learner Number (ULN)		ABC Learner Reg. ID	
Qualification Title			
Centre Name			

Learner statement of authenticity

Before signing please read the guidance below.

I confirm, that the attached assignment / portfolio is all my own work¹ and does not include any work completed by anyone other than myself. I have completed the assignment / portfolio in accordance with ABC Awards' instructions and within the time limits set by my centre.

Signature		Date	
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Centre confirmation of authenticity

On behalf of(insert centre name), I confirm that the above mentioned learner, to the best of my knowledge, is the sole author of the completed assignment / portfolio attached, and the assessments have been completed under the required conditions.

Signed		Date	
Name			
Title			

Guidance for Learners

You have been asked to sign this Declaration of Authenticity and place it at the front of your portfolio or course work assessment. It confirms that the work you have submitted for assessment is your own and that you have not copied it from someone else or allowed another learner to copy it from you.

When preparing any course work it is good practice to undertake research using information from published sources. If you quote directly from these sources then this must be indicated in your work by using quotation marks and referencing the document from which the quotation was taken. You must then comment in your own words on any ideas expressed.

Assessors, internal verifiers and ABC Awards' external moderators and verifiers are subject specialists who can spot the use of published materials that may be passed as your own words or ideas. If you do copy words from a published source and do not indicate their reference you will be committing plagiarism. This is considered a form of cheating and may result in your assessment being declared void.

¹ Unless otherwise stated e.g. for some entry level qualifications, learners can work together but should identify sections which are their own work.

ABC Entry Level Award/Certificate/Diploma in Motor Vehicle Studies(Entry 3)

INDIVIDUAL LEARNING PLAN

LEARNERS NAME					ASSESSOR/S NAME/S				
COURSE START DATE		COURSE WEEKLY HOURS			TOTAL COURSE HOURS				
UNIT TITLE	✓	CREDIT VALUE	AWARD	CERT	DIP	DATE STARTED	DATE COMPLETED		
Health and safety awareness [J/506/0641]		1							
Motor vehicle workshop tools and equipment [J/502/4657]		2							
Principles of engine components and operations [L/502/4658]		2							
Check and maintain vehicle fluid levels [M/504/1386]		1							
Check and maintain motor vehicle external lights [T/504/1387]		1							
Checking and maintaining car tyre pressure and tread [M/506/0861]		1							
Remove and replace motor vehicle road wheels [A/504/1388]		1							
Motorcycle construction [J/502/4674]		2							
Routine motorcycle checks [L/502/4675]		2							
Routine braking system checks [M/502/4667]		2							
Routine vehicle checks [M/502/4670]		2							
Clean a vehicle exterior and interior [F/504/1389]		1							
Remove and replace spark plugs [T/504/1390]		1							
Introduction to vehicle exhaust systems [M/501/7024]		2							
Introduction to vehicle ignition systems [A/501/7026]		2							
Introduction to customer care [D/501/7021] (Level 1)		1							
Total credits									

INDIVIDUAL LEARNING PLAN (PSD UNITS – DIPLOMA ONLY)

UNIT TITLE	Level	✓	CREDIT VALUE	AWARD	CERT	DIP	DATE STARTED	DATE COMPLETED
Communicating with others at work [H/500/5887]	E3		1					
Communicating with others at work [F/500/5010]	L1		1					
Applying for a job [M/500/5892]	E3		1					
Applying for a job [H/500/5789]	1		1					
Maintaining work standards [M/500/5889]	E3		2					
Maintaining work standards [L/500/5009]	1		2					
Career exploration [A/601/4637]	E3		1					
Career exploration[L/601/4688]	1		2					
Overcoming barriers to work [J/601/4639]	E3		1					
Overcoming barriers to work [F/601/4705]	1		1					
Introduction to customer care [D/501/4409]	E3		1					
Introduction to customer Care [D/501/7021]	1		1					
Managing personal finance [F/501/6931]	E3		3					
Working towards goals [D/502/0453]	E3		2					
Working towards goals [J/502/0463]	1		2					
Developing self [M/502/0456]	E3		2					
Developing self [K/502/0469]	1		2					
Environmental awareness [R/502/0658]	E3		2					
Environmental awareness [Y/502/0659]	1		2					
Individual rights and responsibilities [A/502/0458]	E3		1					
Individual rights and responsibilities [K/502/0472]	1		1					
Preparation for work [A/502/0461]	E3		2					
Preparation for work [J/502/0477]	1		2					
Working as part of a group [K/502/0455]	E3		2					
Working as part of a group [R/502/0465]	1		2					
Dealing with problems in daily life [H/502/0454]	E3		2					
Dealing with problems in daily life [L/502/0464]	1		2					
Total credits								

UNIT J/506/0641 HEALTH AND SAFETY AWARENESS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Task No
1.1	State who they should tell in the event of an accident	1
1.2	Give an example of an emergency and state one thing they should do if one happens	1
1.3	Identify simple safety sign	2
2.1	Wear safety clothing and equipment as advised	3
2.2	Follow specific instructions concerning health and safety practice in relation to a given task	3

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit J/506/0641	Assessment Criteria 1.1,1.2	Task No 1
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Task: Accidents and Emergencies

Learner Instructions

If correct safety procedures are followed, accidents and emergencies should not happen but it is important that you know what to do if they do.

If an accident happens you should immediately tell;

An emergency is a situation that poses an immediate risk to health, life, property or the environment. In the table below, give two examples of emergencies that could occur in your workshop and one thing you should do if one happens

	Example	One thing to do
Emergency 1		
Emergency 2		

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.




Assessor Signature.....Date.....




Learner SignatureDate.....

Task: Safety Signs

Learner Instructions
 From the list below match the sign above with the correct instruction

- | | | |
|-------------------|-----------------------|-------------------------------------|
| 1. Emergency Exit | 2. Boots must be worn | 3. No Naked Flames |
| 4. First Aid | 5. No Smoking | 6. Protective clothing must be worn |

		
Instruction Number;	Instruction Number;	Instruction Number;

		
Instruction Number;	Instruction Number;	Instruction Number;

Assessor Declaration
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Assessor Signature.....Date.....

Learner SignatureDate.....

Unit J/506/0641	Assessment Criteria 2.1, 2.2	Task No 3
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Task: Safety Clothing and Safe Practice

Learner Instructions

During your practical tasks, you will need to wear particular protective clothing and follow safe practices.

Choose 3 tasks you have completed and identify the protective clothing and safe practice required.

Task	Protective Clothing	Safe Practice Required
1:		
2:		
3:		

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT J/502/4657 MOTOR VEHICLE TOOLS AND EQUIPMENT

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Identify common hand tools found in a motor vehicle workshop	1
1.2	Identify common equipment found in a motor vehicle workshop	1
2.1	Demonstrate the safe use of common hand tools found in a motor vehicle workshop	1
2.2	Demonstrate the safe use of common equipment found in a motor vehicle workshop	1
3.1	Name the types of measuring equipment commonly used in a motor vehicle workshop	2
4.1	Identify the types of locking device commonly found on a motor vehicle	2
4.2	Demonstrate the correct use of tools when using locking devices commonly found on a motor vehicle	2

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

J/502/4657	Assessment Criteria 1.1, 1.2, 2.1, 2.2	Task No 1
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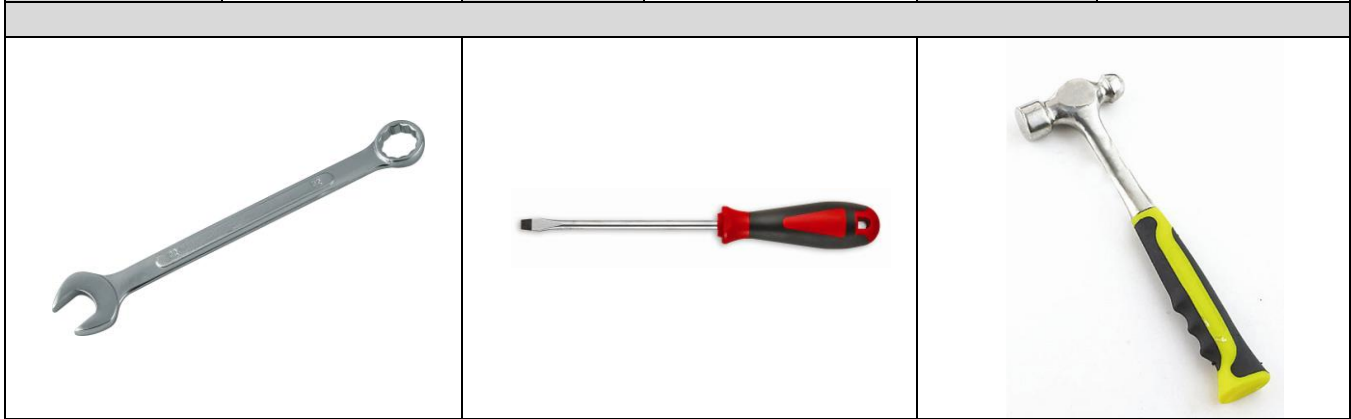
Task: Hand Tools and Garage Equipment

Learner Instructions
 Below are examples of hand tools and garage equipment. Identify the name of each, where they would be used and one safety precaution to be taken when using each of them.

Hand Tools






Name		Name		Name	
Use		Use		Use	
Safety Precaution		Safety Precaution		Safety Precaution	



Name		Name		Name	
Use		Use		Use	
Safety Precaution		Safety Precaution		Safety Precaution	

Garage Equipment



Name:		Name:	
Use:		Use:	
Safety Precaution		Safety Precaution	
			
Name:		Name:	
Use:		Use:	
Safety Precaution		Safety Precaution	

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit J/502/4657	Assessment Criteria 3.1 , 4.1, 4.2	Task No 2
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Task: Measuring Equipment and Locking Devices

Learner instructions

Below are examples of measuring equipment. Identify in the table below the name of each and one example of where they would be used

Measuring equipment



Name:		Name:	
Use:		Use:	
Safety Precaution		Safety Precaution	



Name:		Name:	
Use:		Use:	
Safety Precaution		Safety Precaution	

Learner instructions

Below are examples of locking devices. Identify in the table below the name of each and one example of where they would be used

Locking Devices

					
Name:		Name:		Name:	
Use:		Use:		Use:	
Safety Precaution		Safety Precaution		Safety Precaution	

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

**UNIT L/502/4658 PRINCIPLES OF ENGINE COMPONENTS
AND OPERATIONS**

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Use appropriate Personal Protective Equipment and methods when working on engines	2
2.1	State the four stroke cycle	1
2.2	Identify the main engine components	1
2.3	State using simple terms their purpose within the engine	1
3.1	Demonstrate how to remove and refit a range of simple engine components from a (non-running) stand engine to include	2
3.2	Demonstrate the correct use of tools and equipment	2

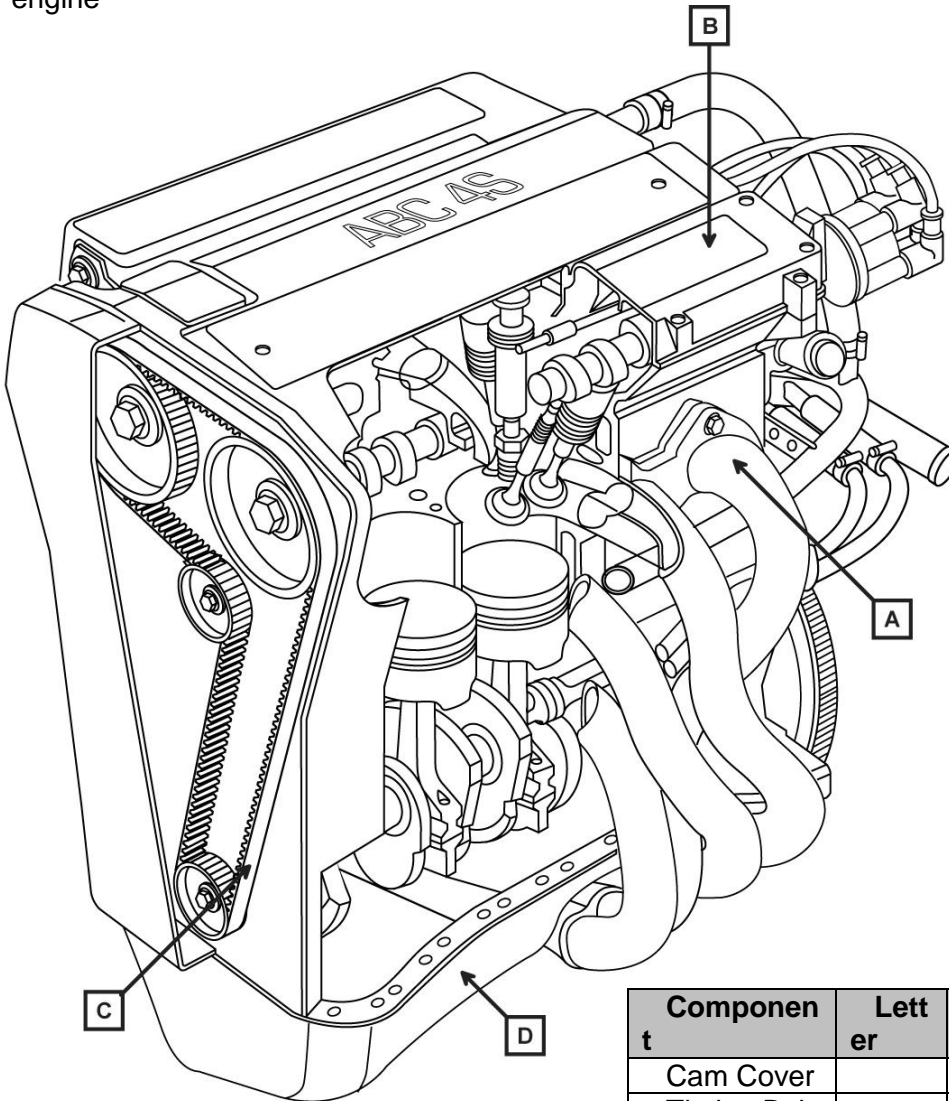
ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Task: Spark Ignition Engine Component Recognition

Instructions to learners

Identify the engine components labeled in the diagram below and state their purpose within the engine



Component	Letter	Purpose within Engine
Cam Cover		
Timing Belt		
Manifold		
Sump		

Four stroke Cycle

Complete the table below showing the actions **at the start** of each stroke

STROKE	Compression	TDC	BDC	Power
Piston at		TDC	BDC	TDC
Inlet Valve	Closed	Opening	Closed	
Piston Moving	Upward	Downward		Downward
Exhaust valve			Open	Closed

The correct order of the strokes are

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Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit L/502/4658	Assessment Criteria 1.1 & 2.2	Task No 2
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Task: Remove and Refit Engine Components

Instructions to Assessors
 The following tasks can be carried out on a non-running stand engine that is securely held.
 Tasks may be combined to increase the complexity

Instructions to Learners
 Remove and refit THREE engine components from the list below ensuring the tools and sources of data used are recorded in the task boxes provided

3 Components from;		
Inlet/Exhaust Manifold	Timing Belt Tensioner	Engine Timing Belt
Flywheel	Water Pump	Engine Mounting
Motorcycle Cylinder Head	Motorcycle Barrel	Motorcycle Oil Cooler

Task 1, Component:		
PPE Used	Sources of Data Used	Tools Used

Task 2, Component:		
PPE Used	Sources of Data Used	Tools Used

Task 3, Component:		
PPE Used	Sources of Data Used	Tools Used

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT M/504/1386 CHECK AND MAINTAIN VEHICLE FLUID LEVELS

ASSESSMENT CRITERIA RECORD

Specificati on Reference	Assessment Criteria	Evidence Reference
1.1	Demonstrate safe working practices when checking vehicle fluid levels	1
1.2	Use correct PPE required to carry out given tasks	1
1.3	Dispose of waste products in line with environmental guidance	1
1.4	Clean and store tools, equipment and PPE safely	1
2.1	Recognise fluid reservoirs and associated fluids	1
2.2	Check and maintain fluid levels using the correct type and grade of fluid	1
2.3	Ensure reservoir caps are replaced securely	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit M/504/1386	Assessment Criteria All	Task No 1
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Task Check and Maintain Fluid Levels

Vehicle details	Tools Used	PPE Used
Make Model Year		

Instructions to learners

Check THREE fluid levels on a vehicle and complete the table below

Fluid Level Checked	Fluid Specification	Level O/K (Y/N)	Topped Up (Y/N)	Waste Disposal
Engine Oil				
Engine Coolant				
Brake Fluid				
Transmission Fluid				
Windscreen Washer Reservoir				

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT T/504/1387 CHECK AND MAINTAIN MOTOR VEHICLE EXTERNAL LIGHTS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Demonstrate safe working practices when checking motor vehicle lights	1
1.2	Use correct PPE required to carry out given tasks	1
1.3	Clean and store tools, equipment and PPE safely	1
2.1	Identify external lights on a vehicle	1
2.2	State reasons for checking that all external lights are in working order	1
3.1	Check external vehicle lights for correct functioning	1
3.2	Maintain external vehicle lights safely	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit T/504/1387	Assessment Criteria All	Task No 1
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Task: External Lighting Check
PPE Used

Instructions to Learners

State TWO reasons for checking and maintaining vehicle external lights

1.

2.

Inspect the condition and operation of vehicle exterior lights and complete the report below.

Vehicle Details	Lights	Report
Make _____ Model _____ Year _____	Front and rear sidelights	
	Front headlamps (dip & main beam)	
	Direction indicators (front, side and rear)	
	Stop lights including high level	
	Reverse lights	
	Rear fog light	
	Number plate illumination light	
	Hazard warning lights	

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

M/506/0861 CHECKING AND MAINTAINING CAR TYRE PRESSURES AND TREAD

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Select and use tyre pressure gauge, air line and inflator, tread gauge and tyre pressure chart for tasks	1
2.1	Check all tyres for uneven wear and damage and record findings on a checklist.	1
2.2	Identify legal tyre tread depth.	1
2.3	Check tread depths of all tyres using a tread gauge and record on a checklist.	1
2.4	Identify front and rear tyre pressures of a specified car from a tyre pressure chart.	1
2.5	Check all tyre pressures and increase or decrease to correct value using an air line pressure gauge and inflator	1
2.6	Remove dust caps, store and replace correctly when checking tyre pressure	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit M/506/0861	Assessment Criteria All	Task No 1
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Task: Check and Maintain Tyre Pressures and Tread

Vehicle Details	Special Tools	PPE Worn
Make _____ Model _____ Year _____	Airline Tyre inflation pressure gauge Tyre tread depth gauge	

Instructions to Learners

Inflation Pressure
Obtain the correct tyres pressures for the front and rear tyres of ONE vehicle
Using a tyre inflation pressure gauge, check the pressures of both front tyres and both rear tyres., adjusting the pressure as required.
Complete the table below

Tyre	Recommended Pressure	Actual pressure	Adjusted to
Front Tyre (1)			
Front Tyre (2)			
Rear Tyre (1)			
Rear Tyre(2)			

Tyre Condition

Inspect the 4 tyres for nails, uneven tread wear and cracked sidewalls.
Check the tread depth of each tyre
Complete the table below

Tyre	Nails (Y/N)	Uneven Tread Wear (Y/N)	Cracked Sidewalls (Y/N)	Tread Depth	Min Legal Tread Depth	Tyre Legal (Y/N)
Front Tyre (1)						
Front Tyre (2)						
Rear Tyre (1)						
Rear Tyre(2)						

Assessor Declaration
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Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT A/504/1388 REMOVE AND REPLACE MOTOR VEHICLE ROAD WHEELS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Demonstrate safe working practices when removing and replacing motor vehicle road wheels	1
1.2	Use correct PPE required to carry out given tasks	1
1.3	Dispose of waste products in line with environmental guidance	1
1.4	Clean and store tools, equipment and PPE safely	1
2.1	State reasons for removing wheels from a motor vehicle	1
2.2	State why wheels need to be checked for condition	1
3.1	Select the correct tools and equipment, checking for fitness for purpose	1
3.2	Safely use a jack	1
3.3	Remove, check and refit wheel	1
3.4	Ensure all wheel nuts are replaced securely	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit A/504/1388	Assessment Criteria All	Task No 1
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Task: Remove and Replace Road Wheel

Vehicle Details	Special Tools	Data	
Make _____	Trolley Jack	PPE Used	
Model _____	Wheel nut socket		
Year _____	Axle stands	Tyre Size	
	Torque Wrench	Wheel Nut Torque	

Instructions to Learners

State TWO reasons why a wheel would be removed from a motor Vehicle

1..... 2.....

Removing and refitting wheel

1. Secure vehicle prior to jacking
2. Slacken wheel securing bolts
3. Safely raise the vehicle using a trolley jack and position axle stands
4. Lower vehicle onto axle stands
5. Remove road wheel
6. Refit road wheel and lower vehicle safely
7. Find the correct wheel torque Data for this vehicle
8. Tighten the securing bolts to the correct torque

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT J/502/4674 MOTORCYCLE CONSTRUCTION

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Identify a range of motorcycle types	1
2.1	State the names of the main parts found on naked motor cycles	2
2.2	State the names of the main panels found on faired motor cycles	3
3.1	Identify the position of the various controls found on a range of motorcycles and scooters	4

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Task: Motorcycle Types

Learner instructions

From the list of motorcycle types below, label the types of motorcycle shown in the table.

Scooter Sport/Tourer Trail/Enduro Naked/Traditional

Motorcycle Types



Type: _____	Type: _____
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Type: _____	Type: _____
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Assessor Declaration

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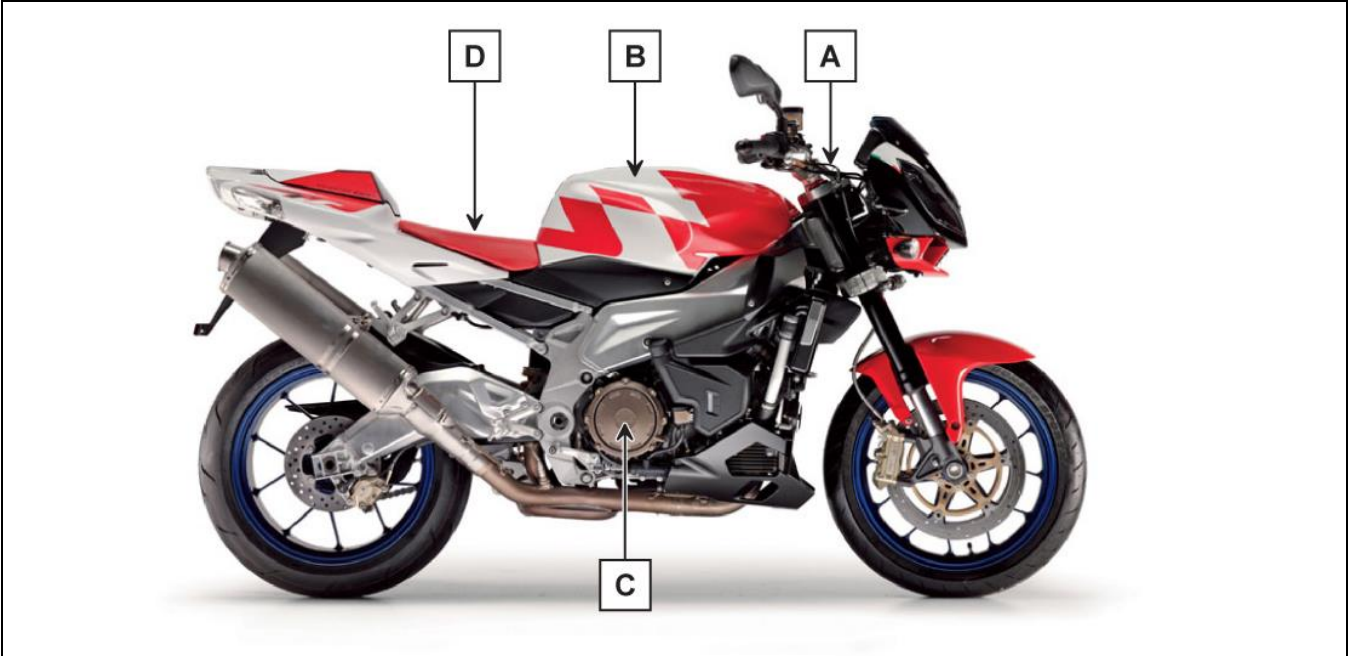
Assessor Signature.....Date.....

Learner SignatureDate.....

Task: Motorcycle Components

Instructions to Learners

1. investigate the layout of a modern motorcycle
2. Complete the table below by identifying the lettered parts on the diagram



Component	Letter	Component	Letter
Seat		Fuel Tank	
Engine		Headstock	

Assessor Declaration
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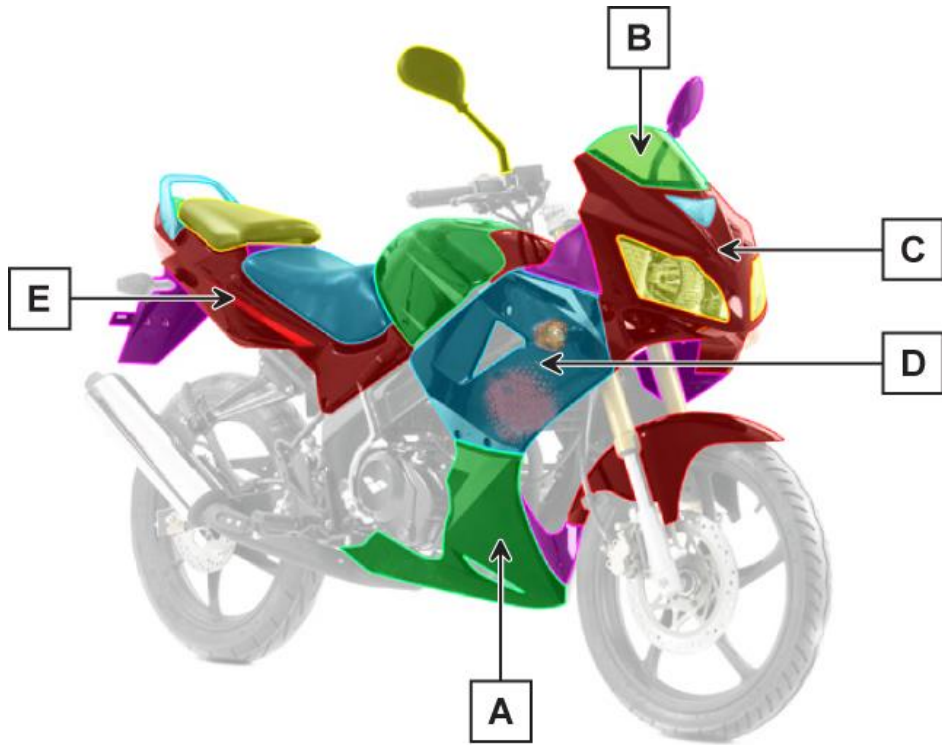
Assessor Signature.....Date.....

Learner SignatureDate.....

Task: Motorcycle Fairings

Instructions to learner

Complete the table below by identifying the names of the fairings indicated



Fairing	Letter	Fairing	Letter
Windshield		Nose Fairing	
Belly Pan		Seat Panel	
Side Panel			

Assessor Declaration

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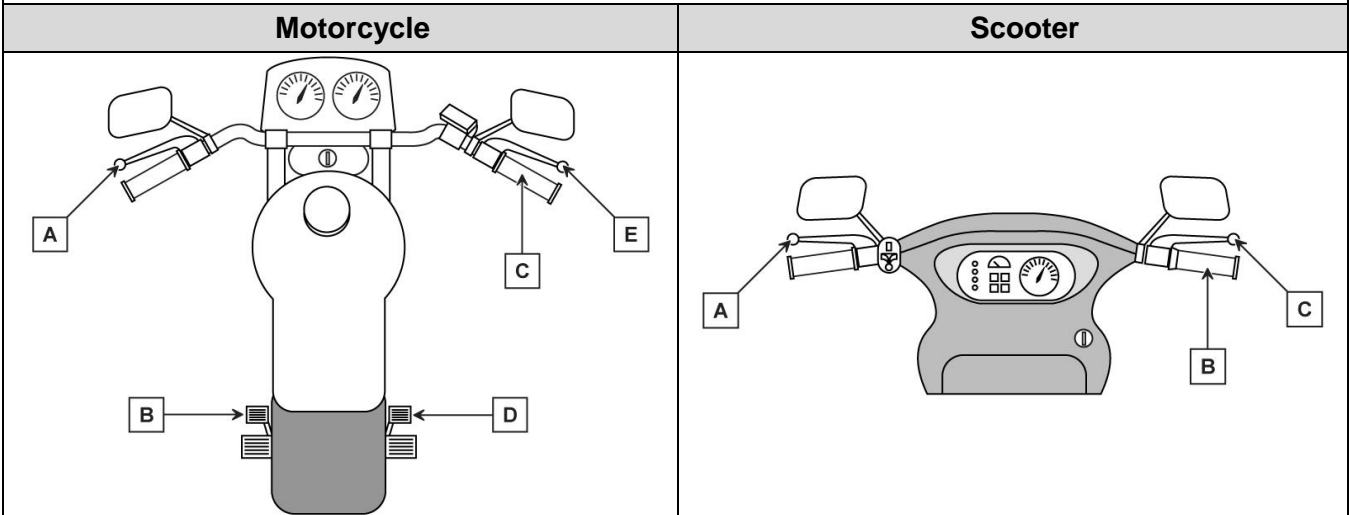
Assessor Signature.....Date.....

Learner SignatureDate.....

Task: Motorcycle Controls

Instructions to learners

From the diagrams of motorcycle and scooter controls below identify the controls indicated



Control	Letter		Control	Letter
Clutch			Throttle	
Throttle			Front Brake	
Front Brake			Rear Brake	
Rear Brake				
Gear Change Lever				

Why is there no gear change lever on the scooter?

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT L/502/4675 ROUTINE MOTORCYCLE CHECKS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Identify the motorcycle systems and components that require routine checks	1
1.2	Identify the basic maintenance requirements for Motorcycle systems	1
2.1	Identify the information required for motorcycle maintenance.	1
2.2	Identify the tools and equipment required for motorcycle maintenance	1
3.1	Use safe working practices and correct methods of working	1
3.2	Use the appropriate personal protective equipment required for motorcycle checks	1
3.3	Demonstrate the correct sequence and procedure when carrying out motorcycle checks	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit L/502/4675	Assessment Criteria ALL	Task No 1
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Task: Periodic Maintenance

PPE Worn or Used	Special Tools

Instructions to Learners

1. Carry out a periodic maintenance check using the checklist on the next page.
2. Report any actions required.

Assessor Declaration
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Assessor Signature.....Date.....

Learner SignatureDate.....

MOTORCYCLE ROUTINE MAINTENANCE CHECKLIST

Machine Details		Data	
Make _____		Engine oil specification	
Model _____		Transmission oil specification	
Year _____		Minimum Legal tyre tread depth	
Task:	Complete ✓	Action Items	
Wheels and Tyres			
Wheel Condition	F..... R.....		
Tyre Condition	F..... R.....		
Tyre Tread Depth	F..... R.....		
Braking Systems			
Front brake lever travel			
Rear Brake Pedal/lever travel			
Fluid level			
Suspension Systems			
Leakage	F R.....		
Security			
Lighting Equipment			
Front			
Rear			
Sop Lamp			
Direction Indicators			
Transmission			
Fluid Level			
Fluid leaks			
Exhaust System			
Security			
Condition			
Engine			
Oil Level			
Oil leaks			

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

UNIT M/502/4667 ROUTINE BRAKING SYSTEMS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Use appropriate Personal Protective Equipment and methods when working on braking systems	2
2.1	State the function of a vehicle braking system	1
2.2	State in simple terms how the drivers effort is converted into braking forces	1
2.3	Identify the main components of a vehicle braking system	1
3.1	Remove and refit a set of disc pads	2
3.2	Check operation of brake lights	2
3.3	Check and top-up brake fluid reservoir	2
4.1	State how to dispose of brake friction materials	3
4.2	State how to dispose of brake fluid	3

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit M/502/4667	Assessment Criteria 3.1	Task No 2
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Task: Remove and Replace Disc Pads

Vehicle Details	Special Tools	PPE Worn or used	
Make _____			
Model _____			
Year _____			
		DATA	
		Wheel Nut torque	
		Brake fluid Specification	

Instructions to Learners

1. Position vehicle at correct working height
2. Identify the wheels fitted with disc brakes
3. Remove one wheel
4. Remove the disc pads following manufacturers procedures
5. Check pads for serviceability and report findings
6. Refit pads to manufacturers specification
7. Refit wheel
8. Repeat on other disc brake
9. Lower Vehicle and check wheel nut torque
10. Press the brake pedal repeatedly to adjust pads
11. Press and hold brake pedal and check for correct operation and operation of brake light
12. Check hydraulic fluid level and top-up as required
13. Complete report below

Component	Report
Brake pad condition	
Brake light operation	
Brake fluid level	

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit M/502/4667	Assessment Criteria 4.1, 4.2	Task No 3
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Task: Waste Disposal

Instructions to Learners State in the spaces provided below the correct procedure for disposing of waste braking system components	
Component	Correct Disposal
Brake Dust	
Brake Fluid	
Waste Components	

Assessor Declaration
In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

M/502/4670 ROUTINE VEHICLE CHECKS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Identify the vehicle systems and components that require routine checks.	1
1.2	Identify the basic maintenance requirements for vehicle systems	1
2.1	Identify the information required for vehicle maintenance	1
2.2	Identify the tools and equipment required for vehicle maintenance	1
3.1	Use safe working practices and correct methods of working	1
3.2	Use the appropriate personal protection equipment (PPE) required for vehicle checks.	1
3.3	Demonstrate the correct sequence and procedure when carrying out vehicle checks	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit M/502/4670	Assessment Criteria All	Task No 1
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Task: Carry Out Periodic Inspection

Vehicle Details	PPE Worn or Used	Tools used
Make _____ Model _____ Year _____		

Instructions to Learners		
Following the checklist below, carry out a periodic maintenance inspection		
Task	✓	Action Required
Check engine oil level		
Check engine coolant level		
Check operation of all external lights		
Check windscreen washer fluid level		
Check brake fluid level		
Check footbrake travel		
Check handbrake lever travel		
Check tyre condition		
Check tyre pressure and tread depth		
Check operation of all doors, bonnet and boot/hatch		

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

F/504/1389 CLEAN A VEHICLE EXTERIOR AND INTERIOR

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Demonstrate safe working practices when cleaning a vehicle	1,2
1.2	Use correct PPE required to carry out given tasks	1,2
1.3	Clean and store tools, equipment and PPE safely	1,2
2.1	Rinse off any dirt and grit from the vehicle	1
2.2	Wash the exterior of a vehicle	1
2.3	Dry the exterior of a vehicle	1
3.1	Remove any rubbish from the interior of the car	2
3.2	Remove internal floor mats	2
3.3	Clean internal floor mats	2
3.4	Clean a vehicle interior foot wells, seats, dash board and windows	2
3.5	Replace internal floor mats in the correct position	2

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit F/504/1389	Assessment Criteria 1.1, 1.2, 1.3, 2.1, 2.2, 2.3	Task No 1
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Task: Clean Vehicle Exterior

Vehicle Details	Equipment Used	PPE Used or Worn
Make _____ Model _____ Year _____		

- Instructions to Learners**
- 1 Rinse off excessive dirt and grit before washing vehicle
 - 2 Wash the vehicle exterior and rinse
 - 3 Dry vehicle exterior effectively
 - 4 Examine vehicle exterior to ensure clean surface finish

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit F/504/1389	Assessment Criteria 1.1, 1.2, 1.3, 3.1, 3.2, 3.3, 3.4, 3.5	Task No 2
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Task: Valet Vehicle Interior

Vehicle Details	Equipment used	PPE worn or Used
Make _____ Model _____ Year _____		

Instructions to Learners

1. Remove any rubbish from the interior of the car
2. Remove internal floor mats
3. Clean internal floor mats
4. Vacuum vehicle interior
5. Clean interior glass ensuring no smears are left
6. Restore the appearance of interior plastic trim
7. refit internal floor mats
8. Check vehicle interior to ensure surface finish

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

T/504/1390 REMOVE AND REPLACE SPARK PLUGS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1.1	Demonstrate safe working practices when removing and replacing spark plugs	1
1.2	Use correct PPE required to carry out given tasks	1
1.3	Dispose of waste products in line with environmental guidance	1
1.4	Clean and store tools, equipment and PPE safely	1
2.1	Locate the spark plugs	1
2.2	Remove and replace the spark plugs in the correct sequence	1
2.3	Ensure all spark plugs are replaced securely	1

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit T/504/1390	Assessment Criteria All	Task No 1
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Task: Remove, Check and Replace Spark Plug

Vehicle Details	Special Tools	Data	
Make _____	PPE Worn or Used	Position of No1 Spark plug	
Model _____		Spark Plug Make	
Year _____		Spark Plug Specification	
		Spark Plug Condition	

Instructions to Learners

1. Identify number 1 spark plug
2. Remove No.1 spark plug
3. Re-gap as required
4. Refit spark plug
5. Remove and refit all other spark plugs
6. Assessor to Start engine and check for correct operation and throttle response

Note

Ignition HT systems run at very high voltage and care must be taken when working on running engines to avoid electric shocks

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

M/501/7024 INTRODUCTION TO VEHICLE EXHAUST SYSTEMS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1. Work safely	1.1 Use safe working practices when working with vehicle exhaust systems	1,2,3,4
2. Know the main components of a vehicle exhaust system	2.1 Identify and locate the main components of a vehicle exhaust system to include: <ul style="list-style-type: none">• Manifold• Catalytic converter• Oxygen sensor• Front pipe• Silencer	1
3. Know how to inspect a vehicle exhaust system	3.1 Give examples of common exhaust faults 3.2 Perform visual inspection of exhaust system for serviceability with particular attention to leakage, corrosion, damage and security 3.3 Identify key findings of inspection	2
4. Know how to replace a vehicle exhaust component	4.1 Remove an exhaust component 4.2 Identify the correct replacement component for a specified vehicle 4.3 Fit an exhaust component in accordance with manufacturers guidance 4.4 Perform inspection to ensure correct alignment, security and sealing	3
5. Be aware of environmental considerations	5.1 Demonstrate appropriate ways to dispose of waste products in accordance with environmental guidance	4

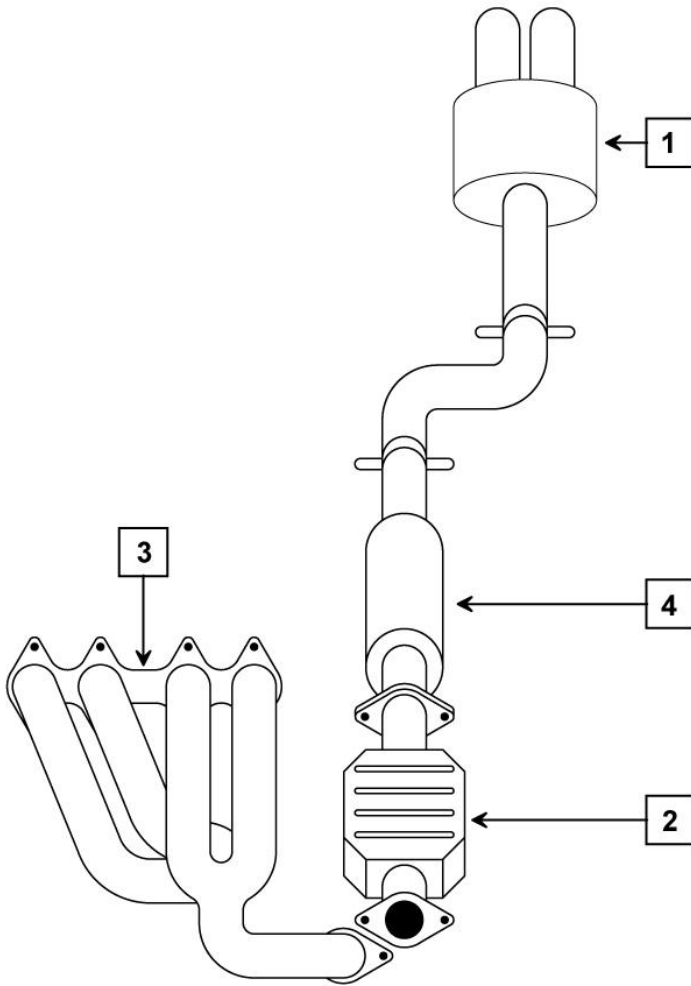
ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Task: Identify Exhaust Components

Instructions to Learners

1. Examine an exhaust system on a vehicle and compare to the diagram below.
2. Identify the components numbered on the diagram and complete the table.



Number	Component
	Manifold
	Front Pipe
	Middle Silencer
	Rear Silencer

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit M/501/7024	Assessment Criteria 3.1, 3.2, 3.3	Task No 2
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Task: Exhaust System Inspection

Instructions to Learners
 1. Examine a vehicle exhaust system for faults
 2. Complete the inspection report noting findings.

Exhaust Condition Report				
Component	Leakage	Corrosion	Damage	Security
Manifold				
Exhaust Pipes				
Silencers				
Support Brackets				
Catalytic Converter				

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit M/501/7024	Assessment Criteria 4.1, 4.2, 4.3 & 4.4	Task No 3
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Task: Replace Exhaust Section

Vehicle Details	Special Tools	Exhaust Section Replaced
Make _____ Model _____ Year _____		

- Instructions to Learners**
1. Position vehicle at correct working height
 2. Remove exhaust section and mountings
 3. Identify correct replacement section
 4. Replace exhaust section
 5. Run engine and check for exhaust system leakage and correct positioning

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit M/501/7024	Assessment Criteria 5.1	Task No 4
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Task: Waste Disposal

Instructions to Learners	
State in the spaces provided below the correct procedure for disposing of waste exhaust components	
Component	Correct Disposal
Exhaust Pipes	
Catalytic Converter	
Rubber Mountings	
Exhaust Silencers	

<p>Assessor Declaration In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.</p> <p>Assessor Signature.....Date.....</p> <p>Learner SignatureDate.....</p>

A/501/7026 INTRODUCTION TO VEHICLE IGNITION SYSTEMS

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference*
1. Work safely	1.1 Use safe working practices when working with vehicle ignition systems 1.2 Identify and avoid specific risks associated with high tension systems	1,2,3,4
2. Know the main components of a vehicle ignition system	2.1 Identify and locate the main components of a vehicle ignition system to include: <ul style="list-style-type: none"> ○ Ignition coils ○ Spark plug leads ○ Spark plugs 2.2 Identify the primary purpose of each	1
3. Know how to replace a vehicle ignition component	3.1 Remove and replace an ignition coil 3.2 Remove, inspect and measure the resistance of an HT lead using correct equipment 3.3 Replace the HT lead in the correct position 3.4 Remove and examine spark plugs to identify signs of wear 3.5 Replace spark plugs in accordance with manufacturers' guidance 3.6 Start engine to check correct engine operation and throttle response	2,3
4. Be aware of environmental considerations	4.1 Demonstrate appropriate ways to dispose of waste products in accordance with environmental guidance	4

***Where evidence is provided through responses to underpinning knowledge tests, a copy of the responses must be included as part of the evidence. An evidence reference should be added to the column.**

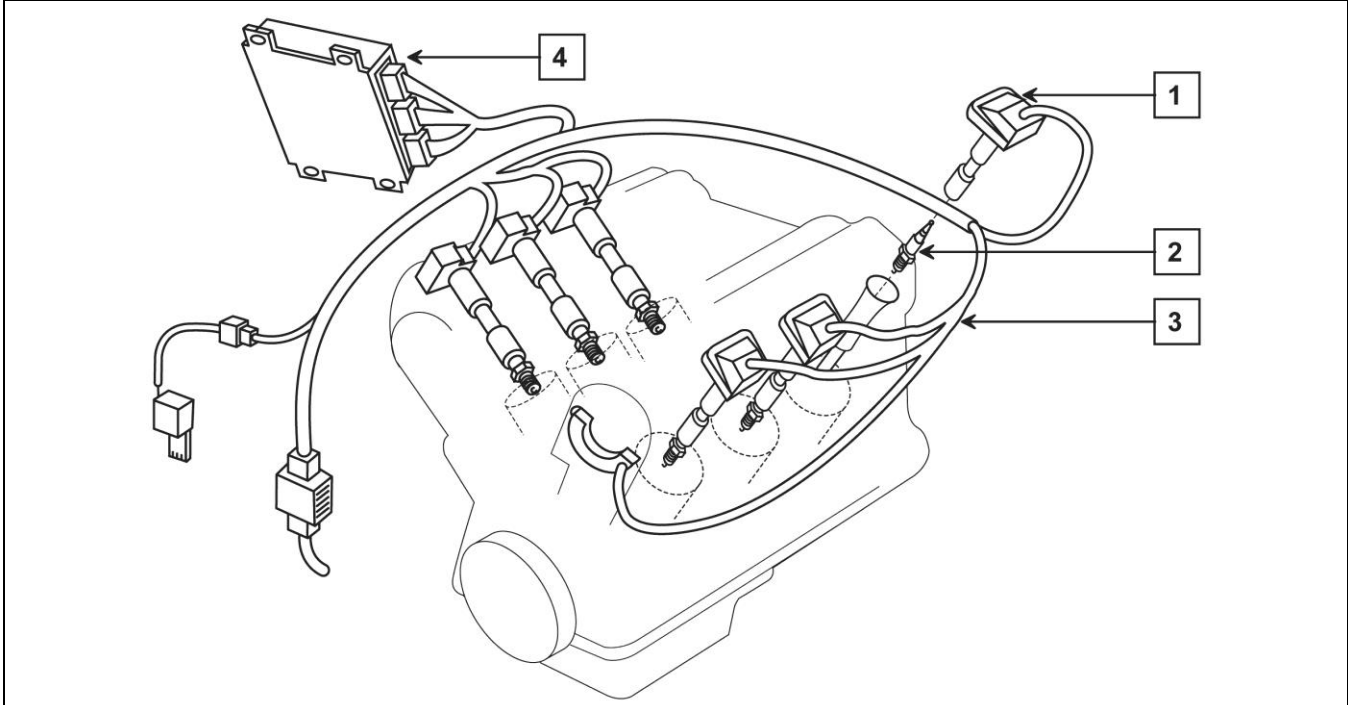
ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Task: Ignition System Inspection

Instructions to Learners

1. Inspect the ignition system of a modern engine.
2. Identify the arrowed components in the diagram below.
3. Name each component and state the purpose of each



Number	Component	Purpose
1		
2		
3		
4		

Assessor Checklist	Achieved Y/N
PPE selected and used correctly	
Methodical Procedures used	
Report completed	

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature..... Date.....

Learner Signature Date.....

Unit A/501/7026	Assessment Criteria 3.1, 3.2, 3.3 & 3.6	Task No 2
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Task: Remove and Refit Ignition Coil
Remove and Refit Ignition HT Lead

Vehicle Details	Special Tools	Data	
Make _____ Model _____ Year _____		Ignition Coil Primary Resistance	
		Actual	
		Recommended	
		HT Lead Resistance	
		Actual	
		Recommended	

Instructions to Learners

1. Locate Ignition Coil
2. Remove Ignition Coil
3. Measure primary winding resistance and report
4. Refit Ignition Coil.
5. Remove HT lead from No.1 spark plug
6. Measure lead resistance and report
7. Refit lead
8. Start engine and check for correct operation and throttle response

NOTE
 Ignition HT systems run at very high voltage and care must be taken when working on running engines to avoid electric shocks

Assessor Checklist	Achieved Y/N
PPE selected and used correctly	
Methodical Procedures used	
Data completed	

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature..... Date.....

Learner Signature Date.....

Unit 17 (A/501/7026)	Assessment Criteria 3.4, 3.5 & 3.6	Task No 3
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Task: Remove, Check and Replace Sparking Plug

Vehicle Details	Special Tools	Data	
Make _____		Position of No1 sparking plug	
Model _____		Sparking Plug Make	
Year _____		Sparking Plug Specification	
		Spark Plug Condition	

Instructions to Learners

1. Identify number 1 sparking plug
2. Remove No.1 spark plug
3. Check spark plug for condition and report
4. Re-gap as required
5. Refit sparking plug
6. Start engine and check for correct operation and throttle response

Note
Ignition HT systems run at very high voltage and care must be taken when working on running engines to avoid electric shocks

Assessor Checklist	Achieved Y/N
PPE selected and used correctly	
Methodical Procedures used	
Data completed	

Assessor Declaration
In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature..... Date.....

Learner Signature Date.....

Unit 17 (A/501/7026)	Assessment Criteria 4.1	Task No 4
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Task: Waste Disposal

Instructions to Learners
 State in the spaces provided below the correct procedure for disposing of waste ignition components
IN YOUR WORKSHOP

Component	Correct Disposal
Sparking Plugs	
Used components	

Assessor Checklist	Achieved Y/N
PPE selected and used correctly	
Methodical Procedures used	
Report completed	

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature..... Date.....

Learner Signature Date.....

UNIT D/501/7021 INTRODUCTION TO CUSTOMER CARE

ASSESSMENT CRITERIA RECORD

Specification Reference	Assessment Criteria	Evidence Reference
1. Recognise the elements of positive customer experience	1.1 Give an example of a positive customer experience 1.2 Give an example of a negative customer experience	1
2. Understand the importance of the customer's experience to a business	2.1 Indicate how positive and negative customer experience could affect a business	1
3. Recognise own contribution to customer experience	3.1 Identify and demonstrate behaviors that would contribute to a positive customer experience when: <ul style="list-style-type: none">• greeting a customer• answering customer questions• relaying customer information or requests to the correct workplace person 3.2 Identify and demonstrate behaviors that would contribute to a negative customer experience when: <ul style="list-style-type: none">• greeting a customer• answering customer questions• relaying customer information or requests to the correct workplace person	1 2 1 2
4. Know how to promote customer safety	4.1 Identify and demonstrate customer safety procedures	3

ASSESSOR FEEDBACK ON UNIT COMPLETION

This confirms unit completion and should offer supportive guidance to the learner

Unit D/501/7021	Assessment Criteria 1.1, 1.2, 2.1, 3.1(Part) 3.2(Part)	Task No 1
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Task: Examples of Customer Experience

Instructions to Learners
 Below are **three** case studies of dealing with customers.

1. In each case state how you would deal with the situation ensuring a **POSITIVE** customer experience
2. In each case state the behavior that would result in a **NEGATIVE** customer experience and how this might affect the business

Case Study 1

It is 4.00 o'clock in the afternoon and you have been asked to inquire what a male customer in reception requires. **How would you introduce yourself?**

Positive Customer Experience

.....

.....

Negative Customer Experience

.....

.....

Effect on Business

.....

.....

Case Study 2

The manager of the company has asked you to ask a female customer standing in the workshop if she will wait in the customer reception area. **How would you do this?**

Positive Customer Experience

.....

.....

Negative Customer Experience

.....

.....

Effect on Business

.....

.....

Case Study 3

A male customer has been waiting in the reception area for about an hour, he asks you how much longer it will take to repair his vehicle. **How would you answer him and what would you do?**

Positive Customer Experience

.....
.....

Negative Customer Experience

.....
.....

Effect on Business

.....
.....

Assessor Declaration

In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....

Unit D/501/7021	Assessment Criteria 3.1 & 3.2	Task No 2
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Task: Dealing with Customers

Instructions to Learners
 You are required to demonstrate good customer care by dealing direct with customers in a variety of situations. You will be observed by your assessor in each case

Instructions to the Assessor
 You are to observe the learner dealing with customers and are required to complete and sign the observation sheets below.

1. Learner Greets Customer

Situation

Assessor Report

Assessor Signature..... **Date**.....

2. Learner Answers Customer Question

Situation

Assessor Report

Assessor Signature..... **Date**.....

3. Learner Relays Customer Information or requests to Correct Workplace Person

Situation

Assessor Report

Assessor Signature..... **Date**.....

Unit D/501/7021	Assessment Criteria 4.1	Task No 3
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Task: Examples of Customer Experience

Instructions to Learners
 Any Motor Vehicle repair establishment can present hazards to safety by the nature of the work involved.

Customers may not be aware of these hazards and so it is important to identify customer safety procedures

Complete the table below listing THREE safety hazards and THREE methods of ensuring customer safety whilst visiting a motor vehicle repair establishment.

Hazard	Method
1.	1.
2.	2.
3.	3.

Assessor Declaration
 In signing this sheet the assessor and learner confirm that all the operations in this task were carried out by the named learner and the learner observed safe working practices at all times.

Assessor Signature.....Date.....

Learner SignatureDate.....