

Roadside Assistance ATA - GUIDELINES

1. Introduction

ATA is governed by the Institute of the Motor Industry (IMI) in line with ATA requirements.

Under this scheme, any technician will be able to gain accredited status (at different levels) by successfully completing a series of practical assessments and knowledge tests.

Successful technicians will be issued with a photo ID card, valid for five years, and entered onto the ATA Register.

Organisations wishing to offer ATA assessments must be approved by a regulated awarding body recognised by the IMI to carry out such approvals (see section 6).

2. Roadside Assistance ATA Assessment Guidelines

Assessments must be undertaken off the job within an approved assessment centre. Each assessment must be carried out by occupationally competent and qualified assessors. Centres must also ensure that an internal verification process is in place for all ATA activities.

Note: All ATA assessors and verifiers must be approved by the awarding body in advance of carrying out assessments/verification.

A minimum ratio of one assessor to three candidates is required for the practical assessment process, together with a workshop technician to assist in resetting the tasks after each assessment has been completed. It is recommended that a maximum of six technicians are assessed during any one period of practical assessment.

To ensure currency of assessments, no more than twelve months may elapse between the first assessment and the last successful assessment.

Prior to assessment, the approved centre must ensure that the candidate:

- has been registered to take the assessments
- is eligible to take the assessments (see section 3 below)
- has signed the ATA Code of Conduct.

On the assessment day the centre must ensure the candidate has provided photographic proof of identity in the form of a driving licence or valid passport. The centre must take a digital photograph of the technician in line with ATA requirements.

Following successful assessments, the centre must submit the candidate's photograph and claim their ID card on line.

Candidates who initially pass any of the practical tasks may 'bank' these assessments achieved for a maximum of twelve months. Candidates who are referred on any of the practical assessment tasks, may re-take these assessments within the twelve-month period.

Candidates may re-take the on-line knowledge test as many times as the centre considers appropriate. However, if they are not successful after three attempts and suitable refresher training, the centre should review whether they are being assessed at the most appropriate level.

3. Levels of Roadside assistance ATA

Roadside assistance technicians may become accredited at the following levels

- Diagnostic Technician
- Master Technician

4. Specification Guidelines for Candidates

A preferred requirement of Roadside Assistance ATA is that candidates meet specified guidelines before they may take an assessment. To be eligible, a technician should:

- have a minimum level of industry experience in an appropriate role as follows:
 - for diagnostics technicians 3 years
 - for master technicians 5 years
- or**
- hold a relevant nationally recognised qualification as follows, as well as a minimum of 1 year's post qualification experience in an appropriate role:
 - for diagnostics technicians Level 3 qualification
 - for master technicians Level 4 qualification

5. Assessment Details

To attain each level of accreditation, candidates will have to pass practical assessments and on-line knowledge test(s).

The practical assessments, comprising technician's instructions, work station requirements, marking schedules and associated paperwork can be obtained by contacting the recognised awarding body. These documents are accessible to approved centres only.

The Under Pinning Knowledge assessment, to allow flexibility the online knowledge test can be taken before, during or after the assessment day. If all other assessments have not been completed within 12 months, the candidate will need to complete the UPK test again. The on-line test will be multiple choice and consist of randomised questions.

Diagnostic Technician (DT) Assessment

To become an accredited Diagnostic Technician, candidates must pass 6 practical assessments and an on-line knowledge test.

- **Diagnostic Technician- practical assessments:**

RA DT01 Electrical Systems

- To demonstrate your knowledge and ability in diagnosing a fault with a vehicle electrical system.

RA DT02 Engine Electrical Systems

- To demonstrate your knowledge and ability in diagnosing a fault with an engine management system.

RA DT03 Engine Mechanical Systems

- To demonstrate your ability in diagnosing an engine running fault
- To demonstrate your knowledge of engine cooling system.

RA DT04 Customer Liaison

- To ensure customer safety at all times.
- To demonstrate your ability to communicate effectively with the customer.
- To demonstrate your ability to record the vehicle defect on a worksheet accurately / correctly to allow a workshop technician to diagnosis and repair the defect.
- To diagnose a vehicle fault with the customer present.
- Unfortunately you cannot repair the vehicle at the roadside. You will need to explain to the customer the reason why the vehicle cannot be repaired at the roadside.

RA DT05 Vehicle Electrical Systems

- To demonstrate your knowledge and ability in diagnosing vehicle electrical faults
- To understand the operation of an electrical circuit
- To locate electrical components on a vehicle.

RA DT06 Vehicle Assessment

- To demonstrate your knowledge of inspecting a vehicle for road-worthiness
- To assess a vehicle condition.

- **Diagnostic Technician – underpinning knowledge test:**

Diagnostic Technician – 30 questions / 45minutes

The theory test includes the following areas to ensure that the candidate has the underpinning knowledge of a diagnostic technician.

- Health and Safety
- Chassis, steering and brakes
- Electrical
- Engine
- Driveline

Master Technician (MT) Assessment

To become an accredited Master Technician, candidates must pass 5 practical assessments and an on-line knowledge test.

RA MT01 Engine Electrical Systems

- To demonstrate your knowledge and ability in diagnosing a fault with an engine management system
- To demonstrate your ability to use and understand diagnostic equipment information
- To demonstrate your understanding of test equipment information, i.e. fault codes/serial data.

RA MT02 Engine Electrical Systems (Engine Management)

- To demonstrate your knowledge and ability in diagnosing a fault with an engine management system.
- To demonstrate your ability to use and understand diagnostic equipment information.
- To demonstrate your understanding of test equipment information.

RA MT03 Instructional Support

- To demonstrate your ability to communicate with colleagues
- To demonstrate your ability to provide instructional technical support to others in the workplace
- To provide clear instruction with at least two methods of demonstrational aids i.e. whiteboard / sensor removed
- To pass on your knowledge to other technical personnel.

RA MT04 Vehicle Electrical Systems

- To demonstrate your knowledge and ability in diagnosing vehicle electrical faults
- To locate the electrical components on a vehicle and to understand the applicable electrical systems.

RA MT05 Customer Liaison

- To ensure customer safety at all times
- To demonstrate your ability to communicate effectively with the customer and to deal with any issues that develop due the circumstances of the roadside situation
- To demonstrate your ability to record the vehicle defect on a worksheet correctly to allow a workshop technician to diagnosis and repair the fault
- To understand the necessary vehicle repair and explain to the customer in simple terms the complex repair procedure that involves the use of diagnostic equipment
- Unfortunately you cannot repair the vehicle at the roadside. You will need to explain to the customer the reason why the vehicle cannot be repaired at the roadside
- To provide the customer with an understanding of the reason the component has failed and any necessary steps to prevent future failures.

- **Master Technician – underpinning knowledge test:**

Master Technician – 30 questions / 45minutes

The theory test includes the following areas to ensure that the candidate has the underpinning knowledge of a Master technician.

- Health and Safety
- Chassis, steering and brakes
- Electrical
- Engine
- Driveline
- Customer care

6. Centre Approval

To become an approved centre to offer this ATA route contact:

IMI Awards Ltd
Fanshaws
Brickendon
Hertford SG13 8PQ

Tel: 01992 511521

Email: ianc@imiawards.org.uk