

## **FAST-FIT 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. Fast Fit Technician 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.*

An assessor ratio of three candidates to one assessor must be maintained. A workshop technician (to assist in setting the tasks) will also be needed during the assessment process. It is important that the assessors ensure that candidates comply with health and safety guidelines throughout.

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.

Technicians who are referred on one or two practical assessments may re-take these assessments within the twelve-month period. Technicians who are referred on more than two practical assessments will have to retake **all** the assessments again.

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 Fast Fit ATA**

Fast Fit Technicians may become accredited at the following levels:

- Fast Fit Level 1 Technician
- Fast Fit Level 2 Technician

### **4. Pre-requisites for candidates**

A requirement of Fast Fit ATA is that candidates must meet specified pre-requisites before they may take an assessment. To be eligible, a technician must:

- have a minimum level of industry experience in an appropriate role as follows:

- **Fast Fit Level 1 Technician** 12 months

- **Fast Fit Level 2 Technician** 18 months

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**or**

- hold a relevant nationally recognised qualification at the same level and have a minimum level of post qualification industry experience in an appropriate role as follows:

- **Fast Fit Level 1 Technician** Level 1 qualification and 6 months

- **Fast Fit Level 2 Technician**      Level 2 qualification and 6 months

## **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.

Each assessment task will be approximately 45 minutes in duration, which will allow the complete accreditation process to be completed within one working day.

If many technicians are to be assessed during one day i.e. all assessed during one session, it is recommended that a maximum of seven technicians be assessed during any one period.

### **Fast Fit Level 1 Technician**

To become an accredited Fast Fit Technician. Candidates must pass five practical assessments and an on-line knowledge test.

- **Fast Fit Level 1 Technician – practical assessments**

#### **FFL1 01 Tyres**

- To demonstrate skills in raising and supporting the vehicle correctly
- To remove the road wheel
- To inspect the other vehicle related components to ensure all are 'fit for purpose' during the practical task e.g brakes, suspension
- To repair a puncture correctly to BSI requirements
- To correctly replace the valve
- To inflate the tyre to the correct pressure
- To correctly balance the wheel and tyre using the appropriate equipment
- To refit the wheel to the vehicle and lower the vehicle to the ground

- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.

#### FFL1 02 Exhaust

- To demonstrate skills in fitting a short exhaust assembly (from catalyst through to the rear of the vehicle)
- To remove the exhaust using appropriate tools and equipment
- To identify, if required, the use of exhaust cutting equipment, including the use of heat (but not to use it)
- To select the correct exhaust components for the vehicle
- To replace the exhaust system on the vehicle using the correct components where necessary
- To check the exhaust is fitted correctly after a replacement assembly has been installed on the vehicle
- To check the assembly is sealed correctly after the replacement of the short exhaust system
- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.

#### FFL1 03 Battery and related components

- To demonstrate skills in identifying and selecting the correct battery for a vehicle
- To check charge condition of new battery prior to fitment
- To identify any vehicle electrical systems that require specific procedures before replacing the battery
- To demonstrate your knowledge in removing the battery from the vehicle
- To replace the battery correctly to the vehicle
- To demonstrate your knowledge in checking a vehicles charging system
- To ensure that all vehicle systems are working correctly before the vehicle is returned to the customer
- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.

#### FFL1 04 Wheel Alignment

- To demonstrate your knowledge of front wheel alignment
- Interpret wheel alignment data
- To carry out the necessary checks prior to checking/adjusting the wheel alignment
- To check and adjust a vehicles front wheel alignment using the correct procedures
- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.

## FFL1 05 Customer Care

- To demonstrate your customer care and interpersonal skills during communication with customers and internal staff, including
  - Meeting and greeting the customer
  - Dealing with customer enquiries/ interpretation of customer requests
  - Knowing a customers needs and requirements
  - Basic knowledge for general range of products
  - Passing of information to others in the workplace
  - Informing customers of delays, complications and progress updates
  - Understanding limits of authority
  - Knowledge of H & S
  - Answering the phone to customers
  - Vehicle handover

- **Fast Fit Level 1 Technician – Underpinning knowledge assessment**

Fast Fit Level 1 Technician – 30 questions / 45 minutes

The theory test includes the following areas to ensure that the candidate has the underpinning knowledge of fast fit operations.

- Tyres
- Exhaust
- Wheel alignment
- Customer communication
- Vehicle battery and charging
- Health and safety inc. responsibilities and PPE

## Fast Fit Level 2 Technician

To become an accredited Fast Fit Senior Technician. Candidates must pass seven practical assessments and an on-line knowledge test.

- **Fast Fit Level 2 Technician – practical assessments**

### FFL2 01 Tyres

- To demonstrate skills in raising, supporting and lowering of a vehicle correctly
- Removal / refitting of road wheels
- To demonstrate knowledge of directional/asymmetric and ultra low profile tyres
- To inspect the vehicle related components to ensure all are 'fit for purpose' during the practical task
- To repair a puncture correctly to BSI requirements
- To demonstrate knowledge of tyre pressure sensing systems

- To correctly balance the wheel and tyre using the appropriate equipment
- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.
- To competently remove and refit a run flat tyre (separate task)

#### FFL2 02 Exhaust

- To demonstrate your skills to separate seized exhaust components
- To identify and use exhaust cutting equipment including the use of heat
- To remove seized / sheared studs and replace
- To demonstrate safe lighting and closing down of 'oxyacetylene' equipment, together with any health and safety implications surrounding it's use
- To replace a section of exhaust system and checks it's integrity after the replacement
- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.

#### FFL2 03 Braking Systems

- To demonstrate your knowledge and skill to check a vehicles braking system correctly
- To demonstrate skills in carrying out a disc brake service check
- To demonstrate skills in carrying out a drum brake service check
- To check the condition and serviceability of the brake hydraulic system/components
- Demonstrate your ability to report on your findings on the vehicle data sheet provided
- Be aware of any health and safety issues surrounding the workshop and the person / people that you are responsible for.

#### FFL2 04 Wheel Alignment

- To demonstrate your knowledge of basic four wheel alignment
- Interpret wheel alignment data
- To check and adjust a vehicles wheel alignment using the correct procedures
- To ensure that the vehicle is in a condition to return to a customer after all work has been completed.

#### FFL2 05 Vehicle Inspection – Customer Care

- To demonstrate your customer care and interpersonal skills during 'face to face' contact
- Demonstrate your ability to inspect a vehicle in the following areas and report on your findings on the vehicle sheet provided

- Provide an explanation to the customer (assessor) on any findings, the possible reasons why they have occurred and how the faults could be resolved
- Be aware of any health and safety issues surrounding the workshop and the person / people that you are responsible for.

#### FFL2 06 Suspension System

- To demonstrate your knowledge of suspension systems
- To demonstrate your skill to dismantle and refit suspension
- To demonstrate your ability to replace a front suspension semi strut (McPherson) correctly

#### FFL2 07 Oxyacetylene Equipment

- To demonstrate your knowledge on safe use of heating and gas cutting equipment
- To safely demonstrate replacement of empty gas bottles including appropriate manual handling techniques
- To ensure replaced regulators are free from leaks
- To correctly adjust gas pressures for task required
- To demonstrate safe lighting and closing down of 'oxyacetylene' equipment, together with any health and safety implications surrounding it's use

- **Fast Fit Level 2 Technician – Underpinning knowledge assessment**

Fast Fit Level 2 Technician – 30 questions / 45 minutes

The theory test includes the following areas to ensure that the candidate has the underpinning knowledge of fast fit operations.

- Tyres
- Exhaust systems
- Use of oxyacetylene equipment
- Braking systems
- Basic four wheel alignment and adjustment (toe in/out)
- Vehicle inspection / Customer liaison
- Suspension systems
- Health and safety inc. responsibilities and PPE