

OCCUPATIONAL QUALIFICATION STANDARD

Vehicle Technician, EstQF Level 3

An occupational qualification standard is a document which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational qualification standards are used for compiling curricula and awarding qualifications.

Occupational title	Level of Estonian Qualifications Framework (EstQF)
Vehicle Technician, EstQF Level 3	3

Part A DESCRIPTION OF WORK

A.1 Description of work
<p>The profession of vehicle technician comprises the following three occupations: Vehicle Technician, Level 3 Vehicle Technician, Level 4 Vehicle Technician, Level 5</p> <p>The aim of a vehicle technician's work is to ensure the safe use of the vehicle and proper functioning of its body, interior, mechanisms, aggregates and assemblies.</p> <p>Vehicle Technician, Level 3 is involved with the paint coating, interior materials, body components and engine bay cleaning and maintenance of motor vehicles, mobile and light machinery and trailers (henceforth referred to as vehicles). Vehicle cleaning means eliminating stains using the appropriate technology and maintenance means processing clean surfaces using the appropriate technology.</p> <p>The aim of the work is to provide the service of vehicle surface cleaning and maintenance at a professional level and to prevent the abnormal depreciation of and corrosion damage to the vehicle. According to the needs of the labour market, especially in relation to the seasonal nature of tyre work, Vehicle Technician, Level 3 may perform vehicle tyre changes and related work (henceforth referred to as tyre work).</p> <p>Vehicle Technician, Level 3 identifies the type, extent and causes of staining on different vehicle surfaces and offers appropriate solutions for cleaning and maintenance. They can work manually with professional cleaning and maintenance products or with the appropriate tools, and use the necessary materials and equipment for tyre work.</p> <p>Vehicle Technician, Level 3 uses environmentally friendly work methods and follows occupational safety and health requirements.</p> <p>Vehicle Technician, Level 3 follows work instructions, technical manuals, safety requirements and quality standards related to the job.</p> <p>Materials and technologies used in the occupation and in vehicle construction in general are always developing and changing, so constant self-development is necessary.</p> <p>Vehicle Technician, Level 3 may work independently or in a team and may need guidance in new situations, and their work involves communication with co-workers and clients.</p>
A.2 Tasks
<p>A.2.1 Cleaning and maintenance of paint coating (including on glass surfaces) A.2.2 Cleaning and maintenance of wheel arches, tyres, rims and spaces between doors A.2.3 Cleaning and maintenance of vehicle interior and surface coatings</p>

- A.2.4 Cleaning the vehicle engine bay and surface care
- A.2.5 Cleaning the underside of the vehicle
- A.2.6 Tyre changing
- A.2.7 Checking the condition of assemblies in wheel arches
- A.2.8 Tyre repairs

A.3 Work environment and specific nature of work

The profession of vehicle technician comprises the qualifications of Vehicle Technician, Level 3; Vehicle Technician, Level 4; and Vehicle Technician, Level 5.

Vehicle Technician, Level 3's work involves fulfilling tasks ordered by the client within the given time frame. It is therefore important to plan work stages and to design the workspace according to the principles of efficiency and ergonomics. The results of the work directly affect customer satisfaction and your employer's business interests.

Work is usually done during the day, but the technician may also be asked to work on weekends and public holidays, during the evening and at night. The job tasks vary and are seasonal to some extent. Work is mostly done indoors.

Vehicle Technician, Level 3 mostly works standing up and moving around, occasionally also in forced positions. A forced position means that the worker must be in a certain position (standing) during a certain part of the work process or must work in a physiologically uncomfortable position and under constant muscle strain (e.g. working in a hunched or squatting position, kneeling, sitting when driving a vehicle or working on a computer, etc.).

The risk factors in the work environment are physical (usually noise, temperature and humidity, moving parts of machinery and devices and hauling heavy objects by hand); chemical (according to the properties of the chemicals used in the job); and psychological (workload, working to a given time frame and repetitive work).

The worker must use the necessary self-protective gear and take measures to avoid bone and muscle strain in order to avoid or minimise the effect of risk factors.

The work is not suitable for those who are prone to allergic reactions or have low physical stamina.

A.4 Tools

Vehicle Technician, Level 3 uses manual, electrical, hydraulic and pneumatic tools, measurement tools to measure parts, openings, pressure and volume, torque measurement tools, workshop, repair and maintenance tools to implement their competences to the extent necessary, devices, chemicals and washing and drying tools for cleaning and maintaining vehicles. Computers and databases are necessary work tools to use and fulfil initial data, measurement values, work instructions, work orders and other instruction materials and documents.

A.5 Personal qualities required for work: abilities and characteristics

In order to be successful as a Vehicle Technician, Level 3 you should have logical thinking skills, visual memory, spatial imagination and the ability to focus.

Physically, you should be able to carry heavy weights, have physical stamina, be able to physically exert yourself, have precise, fast and skilled movement and have good sight and hearing.

Expected characteristics are the ability to adapt, tolerate and different environments, the ability to cooperate, the ability to learn and take responsibility, trustworthiness, emotional stability, accuracy, precision, self-discipline, readiness to communicate and friendliness.

A.6 Professional preparation

Vehicle Technician, Level 3 has vocational education or vocational skills learnt on the job and through vocational training.

A.7 Most common occupational titles

Tyre technician, car washer.

Part B COMPETENCY REQUIREMENTS

B.1 Structure of occupation

Mandatory competences B.2.1-B.2.9 must be certified when applying for the qualification of Vehicle Technician, Level 3.

B.2 Competences

MANDATORY COMPETENCES

B.2.1 Cleaning and maintenance of colour paint (including on glass surfaces)	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. Advises the client on paint coating maintenance. 2. Evaluates the vehicle's paint coating condition and chooses the appropriate technology, materials and devices for the job. 3. Prepares the necessary detergent solutions according to the types of stains and the instructions for the use of the chemicals. 4. Carries out pre-washing, washing and rinsing of a vehicle's paint coating. 5. Removes water from surfaces using compressed air to dry mirrors, mouldings and cavities and a cloth to dry paint coating. 6. Processes the paint coating with a clay bar or paste and removes contaminants. Covers mouldings and other elements that may be damaged by contact with detergents or spinning components of cleaning tools before work. 7. Processes surfaces with paint protection treatment. 8. Cleans windows. 9. Carries out quality control on completed work and eliminates any defects. 	
B.2.2 Cleaning and maintenance of wheel arches, tyres, rims and spaces between doors	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. Advises the client on wheel arch and rim maintenance 2. Evaluates the type of rim (chrome, lacquered, polished, complex, anodised aluminium, etc.) and chooses the appropriate technology, materials and devices. 3. Prepares the necessary detergent solutions according to the types of stains and the instructions for the use of the chemicals. 4. Checks that the wheels and breaks are cool before commencing work. 5. Washes and rinses wheel arches, tyres and rims. 6. Removes water from rims. 7. Processes wheel arches and rims with protection treatment. 8. Uses methods that prevent damage to the brake system. 9. Washes and rinses spaces between doors, seals and sills. 10. Processes sill surfaces with protection treatment. 11. Processes door seals with protection treatment. 12. Carries out quality control on completed work and eliminates any defects. 	
B.2.3 Cleaning and maintenance of vehicle interior and surface coatings	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. Advises the client on vehicle interior and surface maintenance 2. Evaluates the condition of the vehicle interior, the types of interior and exterior surface coating materials and their type and level of staining. Provides information on vehicle damage. Chooses the appropriate technology, materials, devices and solutions for the job. 3. Removes items belonging to the client from the vehicle and puts them in the prescribed storage place, whilst following any instructions given by the client on handling items found inside the vehicle. 4. Covers monitors and screens inside the vehicle to avoid damage. 	

<p>5. Removes floor mats, cleans them and leaves them to dry while working.</p> <p>6. Vacuums sand, rubbish and dust from the vehicle.</p> <p>7. Cleans hard-to-reach spaces with compressed air followed by vacuum cleaning.</p> <p>8. Cleans the dashboard, mirrors, centre console and door panels.</p> <p>9. Cleans upholstery with chemical washing equipment or manually.</p> <p>10. Processes clean surfaces with maintenance and protective treatment according to the materials.</p> <p>11. Cleans large monitors and screens.</p> <p>12. Treats the interior with an odour remover.</p> <p>13. Carries out quality control on completed work and eliminates any defects.</p>	
B.2.4 Cleaning the vehicle engine bay and maintaining surfaces	EstQF Level 3
<p>Performance indicators:</p> <p>1. Advises the client on engine bay maintenance.</p> <p>2. Removes the protective coverings of the engine bay.</p> <p>3. Evaluates the condition of the engine bay and the level of staining. Chooses the appropriate technology, materials, devices and solutions for the job.</p> <p>4. Warms up the cold engine to a suitable temperature for cleaning. Switches off the engine before commencing work.</p> <p>5. Identifies all sensitive components and covers them.</p> <p>6. Applies a cleaning product to surfaces for cleaning, using a brush if necessary.</p> <p>7. Rinses dirt and the cleaning product off with water.</p> <p>8. Dries using compressed air.</p> <p>9. Renders surfaces glossy.</p> <p>10. Cleans, rinses and dries the protective coverings of the engine bay.</p> <p>11. Carries out quality control on completed work and eliminates any defects.</p> <p>12. Removes protective coverings from sensitive components.</p> <p>13. Returns coverings to the motor bay.</p>	
B.2.5 Cleaning the underside of the vehicle	EstQF Level 3
<p>Performance indicators:</p> <p>1. Advises the client on underside cleaning and corrosion protection.</p> <p>2. Evaluates the condition of the underside of the vehicle and the level of staining and corrosion. Chooses the appropriate technology, materials, devices and solutions for the job.</p> <p>3. Visually inspects parts and nodes on the underside of the vehicle to ensure there are no visible leaks, defects, loose assemblies or parts. Makes sure the exhaust system and wheels are cool. Provides information on the inspection results.</p> <p>4. Washes the underside of the vehicle. Rinses and dries using compressed air.</p> <p>5. Processes necessary surfaces with protection treatment.</p> <p>6. Carries out quality control on completed work and eliminates any defects.</p>	
B.2.6 Tyre changing	EstQF Level 3
<p>Performance indicators:</p> <p>1. Advises clients on choosing tyres/rims according to their suitability and differences and on other relevant issues such as using tyres/rims, their condition, changing them, storage and driving safety.</p> <p>2. Evaluates the condition of wheels and tyres to ascertain their level and type of wear.</p> <p>3. Checks the requirements of the vehicle manufacturer related to tyres and rims and tyre pressure values. Knows and takes into account the requirements of valid legal acts when working.</p> <p>4. Dismantles wheels and removes tyres from rims according to requirements and the tyre assembly equipment manual.</p> <p>5. Evaluates the condition of tyres and rims that are dismantled or being assembled and carries out necessary measurements to identify potential defects, excessive wear and damage. Provides information on the inspection results.</p> <p>6. Assembles tyres and rims according to requirements, adjusts tyre pressure and balances wheels using a balancer according to its user manual. Inspects valves and replaces valves or their seals or caps as needed.</p> <p>7. Fits wheels on a vehicle according to the manufacturing norms.</p> <p>8. Carries out quality control on completed work and eliminates any defects.</p> <p>9. Stores tyres if necessary.</p>	

B.2.7 Checking the condition of assemblies in wheel arches	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. Measures the thickness of brake pads and discs before re-assembling wheels and compares the results to the norms issued by the manufacturer. Evaluates the general condition of parts e.g. possible corrosion, excessive wear, damage and the existence and extent of defects. Visually evaluates the condition of brake components e.g. the condition of and leaks, cracks, etc. in hoses, cables, connections and mounts. 2. Provides information on the inspection results and informs the workers responsible for organising repair work. 	
B.2.8 Tyre repairs	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. Evaluates the location, cause and extent of tyre defects and chooses the appropriate technology, materials and devices to repair them. 2. Repairs tyres according to the manufacturer's instructions and requirements. 3. Inspects the efficiency of the finished work. 4. Advises the client on the subsequent use of the repaired tyres. 	

RECURRING COMPETENCES

B.2.9 Recurring competences of Vehicle Technician, Level 3	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1. Works only using the appropriate tools and devices in accordance with vehicle surface maintenance and repair technology, tyre maintenance and repair technology, the technical requirements for vehicles, safety requirements and the procedures established in the enterprise. 2. Prepares the work space according to the job, cleans the work space and tools after completing the job and returns materials and devices to their places. 3. Carries out a quality inspection of completed work according to the client's wishes and the quality requirements established for the job, eliminating any deficiencies if needed. 4. Uses energy-saving and environmentally friendly and safe work methods. 5. Communicates with co-workers and clients in a friendly and appropriate manner. 6. Finds and uses appropriate manuals, schemes and drawings. 7. Uses a computer for information processing and content creation at the Basic user level (see Annex 1). 8. Has the following Estonian skills: comprehension at the B1 level and speaking and writing at the A2 level (see Annex 2). 9. Has the following skills in at least one foreign language (preferably English): comprehension at the B1 level and speaking and writing at the A2 level. 	
<p>Knowledge:</p> <ol style="list-style-type: none"> 1) structure of a vehicle/machine chassis; 2) material studies; 3) basics of technical measuring; 4) basics of pneumatics and hydraulics; 5) basics of electrical engineering; 6) basics of customer service; 7) occupational and environmental safety requirements; 8) occupational health requirements; 9) requirements of handling chemicals; 10) fire safety requirements; 11) waste disposal requirements; 12) requirements of legal acts related to the occupation. 	
<p>Recurring competences are evaluated as part of the assessment of the other competences listed in the occupational qualification standard.</p>	

Part C
GENERAL INFORMATION AND ANNEXES

C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations	
1. ID of occupational qualification standard in register of occupational qualifications	12-09122019-01/5k
2. Occupational qualification standard compiled by:	Ene Pukk, Tallinna Lasnamäe Mehaanikakool Vladimir Krasnoštšjokov, Toyota Baltic AS Valter Kokkota, MTÜ Autokutseõppe Liit Piret Lilover, SA Innove Ülo Ramp, Põltsamaa Ametikool Koit Saar, AS Benefit Janek Pukka, Rakvere Ametikool Andrus Simberg, MTÜ Autokutseõppe Liit Toomas Rootalu, Amserv Auto AS Mairo Neem, Unelmauto AS
3. Occupational qualification standard approved by:	Transport and Logistics
4. No. of decision of Sectoral Council	13
5. Date of decision of Sectoral Council	09.12.2019
6. Occupational qualification standard valid until	06.11.2024
7. Occupational qualification standard version no.	5
8. Reference to International Standard Classification of Occupations (ISCO 08)	7231 Motor Vehicle Mechanics and Repairers
9. Reference to European Qualifications Framework (EQF)	3
C.2 Occupational title in foreign language	
English:	Vehicle Technician, EstQF Level 3
Finnish:	moottoriajoneuvon asentaja
Russian:	техник по автомобилям
C.3 Annexes	
Lisa 1 Scale of self-assessment in digital competence	
Lisa 2 Language skills level descriptions	