# EV Technician Training

## Audit Scorecard

A 15-point compliance assessment for EV certification, high-voltage awareness, battery safety, diagnostic training, rescue procedures, and refresher training

| | |
|---|---|
| **Dealer / Center Name** | |
| **Dealer Code** | |
| **Region / Zone** | |
| **Auditor Name** | |
| **Audit Date** | |
| **Cycle / Period** | |

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## How to Use This Scorecard

This scorecard evaluates EV Technician Training compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

## Score Scale

| Score | Level | What it means |
|---|---|---|
| 1 | **Not in place** | Standard does not exist or has never been implemented at this dealership. |
| 2 | **Attempted** | Some effort made but inconsistent — visible gaps remain in most areas. |
| 3 | **Defined** | Standard is documented and partially followed. Some areas compliant, others not. |
| 4 | **Managed** | Standard is followed consistently. Minor exceptions occur. |
| 5 | **Fully Sustained** | Fully embedded. Evidence of ongoing compliance between audits without prompting. |

## RAG Status Guide

| Status | Overall Score | Action |
|---|---|---|
| Green | 60–75 (80–100%) | Compliant. Maintain current standards. |
| Amber | 38–59 (50–79%) | Improvement required. Structured action plan within 30 days. |
| Red | 0–37 (0–49%) | Non-compliant. Priority intervention. Escalate to regional management. |

**AutoSmart Tip:** EV technician training audits should include a practical knowledge check, not only a certificate review. Ask a certified technician to describe the isolation procedure for a specific EV model in the current bay, identify the service disconnect location on the vehicle, and explain what they would do if they found a battery with visible damage. If any of these cannot be answered confidently, the training has not transferred to working knowledge.

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## Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

| No. | Criterion / Question | 1 | 2 | 3 | 4 | 5 | Notes |
|---|---|---|---|---|---|---|---|
| **EV CERTIFICATION & HV AWARENESS** | | | | | | | |
| **1** | Do all technicians performing EV/HV work hold a current, valid HV safety certification from a recognised body (OEM programme, IMI, City & Guilds, or equivalent)? | ○ | ○ | ○ | ○ | ○ | |
| **2** | Are certification records on file at the dealership for every HV-certified technician, showing the certification body, scope of certification, and expiry date? | ○ | ○ | ○ | ○ | ○ | |
| **3** | Are all workshop staff — including non-HV-certified technicians and service advisors — trained on basic EV hazard awareness: what HV systems look like, what to avoid, and what to do if they encounter an HV component? | ○ | ○ | ○ | ○ | ○ | |
| **4** | Is the scope of each technician's HV certification understood — distinguishing between awareness level, working on HV systems, and leading HV rescue — with jobs allocated only within the certified scope? | ○ | ○ | ○ | ○ | ○ | |
| **BATTERY SAFETY & DIAGNOSTIC TRAINING** | | | | | | | |
| **5** | Are HV-certified technicians trained on battery-specific safety — including identifying battery damage, safe transportation of a damaged battery, and the risks of thermal runaway? | ○ | ○ | ○ | ○ | ○ | |
| **6** | Have technicians completed OEM-specific diagnostic training for the EV models serviced at the dealership, not only generic EV technology training? | ○ | ○ | ○ | ○ | ○ | |
| **7** | Are technicians proficient in using the OEM diagnostic tool for EV fault code interpretation, battery state-of-health assessment, and charging system diagnosis? | ○ | ○ | ○ | ○ | ○ | |
| **8** | Is training completed on the specific EV model variants serviced — covering model-specific isolation points, service disconnect locations, and HV architecture — not assumed to transfer from another model? | ○ | ○ | ○ | ○ | ○ | |
| **RESCUE PROCEDURES & TOOL USAGE** | | | | | | | |
| **9** | Have HV-certified technicians completed EV rescue procedures training, covering how to safely approach and assist a person who has received an HV shock? | ○ | ○ | ○ | ○ | ○ | |
| **10** | Are all HV tools used by each certified technician tools they have been specifically trained on — with no assumption that HV tool proficiency transfers from a different tool type or brand? | ○ | ○ | ○ | ○ | ○ | |

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| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **11** | Is a rescue hook or non-conductive rescue equipment available in the EV bay and accessible without needing to enter the hazard zone? | ○ | ○ | ○ | ○ | ○ | |
| **REFRESHER TRAINING & GOVERNANCE** | | | | | | | |
| **12** | Is HV certification refreshed at the interval required by the certifying body, with no technician permitted to continue HV work on a lapsed certification? | ○ | ○ | ○ | ○ | ○ | |
| **13** | Is refresher training triggered by significant changes — new model introduction, OEM procedure update, HV incident — not only by calendar schedule? | ○ | ○ | ○ | ○ | ○ | |
| **14** | Is EV training completion tracked in the same training register as other mandatory certifications, with expiry dates visible and renewal proactively scheduled? | ○ | ○ | ○ | ○ | ○ | |
| **15** | Is the training plan for EV competence reviewed at least annually, covering new model introductions, diagnostic tool updates, and any regulatory changes affecting HV work? | ○ | ○ | ○ | ○ | ○ | |
| **OVERALL SCORE → / 75 = %** | | | | | | | |

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## Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

| Category | Score | % | RAG | Priority Action |
|---|---|---|---|---|
| EV Certification & HV Awareness | /20 | | | |
| Battery Safety & Diagnostic Training | /20 | | | |
| Rescue Procedures & Tool Usage | /15 | | | |
| Refresher Training & Governance | /20 | | | |
| **OVERALL SCORE** | **/75** | | | |

## Sign-Off

| | |
|---|---|
| **Auditor Name** | |
| **Auditor Signature** | |
| **Date** | |
| **Service Manager Name** | |
| **Service Manager Signature** | |
| **Next Audit Date** | |

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# Action Plan Tracker

## EV Technician Training — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Technician Training non-compliances

| | |
|---|---|
| **Dealer / Center Name** | |
| **Dealer Code** | |
| **Region / Zone** | |
| **Audit Cycle / Period** | |
| **Tracker Owner (ASM / ZSM)** | |
| **Date Opened** | |
| **Target Close Date** | |

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## How to Use This Tracker

This tracker is designed to be completed immediately following a EV Technician Training audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

## Four-Stage Workflow

| 1. PENDING | 2. IN PROGRESS | 3. COMPLETED | 4. APPROVED |
|---|---|---|---|
| Finding assigned. Owner & date set. | Work underway. Evidence being gathered. | Dealer submits evidence for review. | Auditor verifies and closes the item. |

## Stage Rules

| Stage | Actioned by | Required action | Evidence required |
|---|---|---|---|
| PENDING | ASM / Auditor | Assign a named responsible party. Set a close date. Log the non-compliance description. | No evidence required at this stage. |
| IN PROGRESS | EV Technician Training / Dealer Team | Begin remediation. Update status. Upload progress evidence as work is completed. | In-progress photos, supporting documents, records. |
| COMPLETED | Service Manager | Mark item complete and submit for review. Evidence must be attached before submission. | Photo of rectified item, signed procedure, supporting evidence. |
| APPROVED | ASM / ZSM / Auditor | Review evidence. Verify compliance on next site visit if required. Approve and close. | Auditor sign-off. Date of verification recorded. |

## Tracker Summary

Fill in after completing each audit cycle.

| Stage | Description | Count | Notes |
|---|---|---|---|
| PENDING | Not yet started | | |
| IN PROGRESS | Work underway | | |
| COMPLETED | Awaiting approval | | |
| APPROVED | Verified & closed | | |

**AutoSmart Tip:** With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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# Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

| STAGE — PENDING | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| P-01 | | | | | | |
| P-02 | | | | | | |
| P-03 | | | | | | |
| P-04 | | | | | | |
| P-05 | | | | | | |
| P-06 | | | | | | |
| P-07 | | | | | | |
| P-08 | | | | | | |
| P-09 | | | | | | |
| P-10 | | | | | | |

| STAGE — IN PROGRESS | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| I-01 | | | | | | |
| I-02 | | | | | | |
| I-03 | | | | | | |
| I-04 | | | | | | |
| I-05 | | | | | | |
| I-06 | | | | | | |
| I-07 | | | | | | |
| I-08 | | | | | | |

| STAGE — COMPLETED | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| C-01 | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| C-02 | | | | | | |
| C-03 | | | | | | |
| C-04 | | | | | | |
| C-05 | | | | | | |
| C-06 | | | | | | |

| STAGE — APPROVED | | | | | | |
|---|---|---|---|---|---|---|
| **Ref** | **Non-Compliance / Gap Description** | **Category** | **Responsible Party** | **Target Date** | **Status** | **Evidence / Notes** |
| A-01 | | | | | | |
| A-02 | | | | | | |
| A-03 | | | | | | |
| A-04 | | | | | | |
| A-05 | | | | | | |
| A-06 | | | | | | |

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## Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the Service Manager and the Regional Auditor must sign.

| | |
|---|---|
| **Dealer Principal Name** | |
| **Dealer Principal Signature** | |
| **Regional Auditor / ASM Name** | |
| **Auditor Signature** | |
| **Date of Review** | |
| **Next Review Date** | |

## Cycle Notes

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|---|
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