

THE FUTURE-READY WORKSHOP

LKQ

Keeping you moving

Five skills priorities for the next generation of independent repair

The skills needed to service and repair vehicles are becoming broader and more complex. Electrification is already changing workshop requirements, while advances in diagnostics, connectivity, cybersecurity and vehicle software are creating new demands for technicians and workshop owners.

LKQ's 2025 Europe-wide Voice of the Customer research reinforces the scale of the skills challenge: almost one in four customers surveyed (23.8%) identified training staff as one of the biggest challenges facing their business in the coming years.

LKQ Academy has trained more than **110,000** automotive professionals since its launch, giving it a valuable perspective on how those demands are developing across the independent aftermarket.

> What we see through LKQ Academy is how quickly the skills picture is changing. Electrification is already a significant part of training demand, diagnostics is becoming more complex, and workshops are starting to prepare for technologies that will become more important over the coming years.
>
> "Being future-ready isn't a destination or a fixed set of skills. It's a mindset: understanding what's changing, what it means for your business and where you need to keep developing your people and capabilities. Our role is to help workshops do that with confidence.



Domenico Ferrara
LKQ Academy Lead
LKQ Europe

Annual learner numbers have grown from approximately **5,000** to **20,000** since the Academy launched in 2021, while the course portfolio has expanded by around **20%**. Alongside strong demand for EV and hybrid training, LKQ Academy is seeing a more system-based approach to diagnostics and emerging interest in areas such as cybersecurity, connected vehicles and software-defined vehicle architectures.

Taken together, these trends provide a useful indication of where independent workshops are likely to need greater capability in the years ahead.

Here are five priorities for workshops to consider as they plan for the future.

110,000+
automotive professionals trained since launch

c.20,000
technicians trained annually

c.1 million
training-hours figure

45,000+
workshops reached

12
European markets

170+
internal and external specialist trainers

01

MAKE ELECTRIFICATION PART OF THE CORE SKILLS BASE

EV and hybrid is LKQ Academy's fastest-growing training area. Around **10,500** technicians trained in EV and hybrid across 2024 and 2025, with EV and hybrid courses representing around one in five LKQ Academy training seats since 2024. More than **24,000** operators have now been trained through dedicated EV programmes.

That demand is also reflected in LKQ's latest customer research. Among larger workshops (four or more ramps), **38%** in the UK and **36%** in both the Netherlands and Belgium said they would prioritise EV maintenance and repair for training.

The level of capability required will vary according to the vehicles coming through the workshop, the services it provides and the existing skills within the team. Some businesses may need broader EV awareness across their teams, while others will need more technicians able to work safely around high-voltage systems or develop more advanced diagnostic and repair capability.

The priority for workshops is to understand what their business needs now, how that is likely to change as the local vehicle parc evolves and where further capability could create an opportunity.

LKQ Academy provides structured EV and hybrid learning pathways, specialist facilities and practical training to help workshops build capability progressively.



c. 10,500

technicians trained in EV and hybrid across 2024 to 2025



1 IN 5

LKQ Academy training seats have been EV/Hybrid since 2024



24,000+

operators trained through dedicated EV programmes



- How quickly is the local hybrid and electric vehicle parc developing?
- What level of EV capability is likely to be needed as that changes?
- Which roles within the workshop will require which level of training?
- Where could additional capability create opportunities to expand services?

02

BUILD DIAGNOSTIC THINKERS, NOT JUST TECHNICAL SPECIALISTS

As vehicles become more complex, effective diagnosis increasingly relies on understanding how different systems interact.

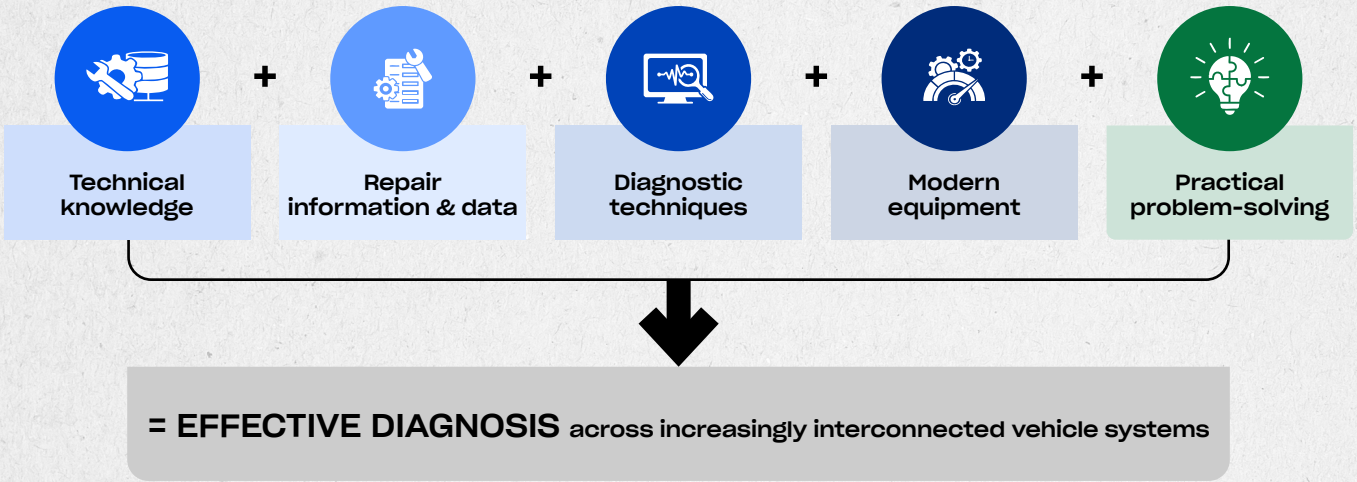
LKQ Academy is seeing growing demand for a more holistic, system-based approach, combining technical knowledge with repair information, diagnostic techniques, modern equipment and practical application.

Customer research reinforces the importance of diagnostic skills. Diagnostics and troubleshooting ranks first among the four technical training areas in five of the six surveyed markets. Among larger workshops (four or more ramps), **65%** in Germany, **63%** in Hungary, **55%** in the UK, **51%** in the Netherlands and **46%** in Austria said they would prioritise it for training.

Technicians still need strong knowledge of individual technologies and components, but increasingly they also need to interpret data, use technical information effectively and work methodically across interconnected systems. Investment in equipment and access to information therefore needs to be matched by the skills and confidence to use it effectively.

LKQ Academy's approach brings these elements together, helping technicians develop the practical diagnostic skills required as vehicles become increasingly sophisticated.

THE MODERN DIAGNOSTIC SKILLSET



03

START BUILDING TOMORROW'S CAPABILITIES TODAY

Some of the technologies that will shape the next phase of independent repair are already beginning to influence training requirements.

Across its European network, LKQ Academy is seeing demand emerge around cybersecurity, connected vehicles and V2X communication, Repair and Maintenance Information access, advanced diagnostics and software-defined vehicle architectures.

These areas won't all develop at the same pace in every market, nor will every workshop require the same level of expertise. But they do provide an indication of how much broader the technical environment around vehicle repair is becoming.

As software, data and connectivity play a greater role in vehicle operation, workshops will increasingly need to understand the digital infrastructure around the physical systems they service and repair. The practical challenge is to identify which developments are most relevant to their customer base and business model, and begin developing capability early enough to be ready as demand grows.

LKQ Academy uses insight from across its European network to identify emerging requirements and translate them into relevant learning, while LKQ continues to campaign for fair and shared access to the information and systems independent repairers need.

FIVE AREAS TO HAVE ON YOUR RADAR

CYBERSECURITY

Secure access and authorisation requirements around vehicle systems.



CONNECTED VEHICLES & V2X

The skills required as vehicles communicate with increasingly connected systems and infrastructure.



SOFTWARE-DEFINED VEHICLES

The growing role of software in vehicle functions, updates and repair.



ADVANCED DIAGNOSTICS

More sophisticated diagnostic requirements across a wider range of repair work.



REPAIR & MAINTENANCE INFORMATION

Access to the accurate information needed to diagnose, service and repair modern vehicles. vehicle systems.



04

INVEST IN THE SKILLS BEHIND THE BUSINESS

Around **8,000** garage owners and workshop managers have participated in LKQ Academy's business-focused programmes to date, while Business Management is now its sixth most purchased training category.

That demand reflects the breadth of skills required to run a modern workshop. Owners and managers need to think about productivity and utilisation, leadership and people development, customer experience and commercial performance, alongside decisions about new equipment, services and technical training.

These capabilities are becoming even more important as the industry changes. Investment in new technical skills needs to be supported by good decisions about where to invest, how to use technician time effectively, which services to develop and how to attract and retain the right people.

LKQ Academy's business programmes support the people running independent workshops as well as those repairing vehicles, reflecting LKQ's wider role as a long-term partner to the businesses it serves.

8,000

garage owners and workshop managers have participated in LKQ Academy business programmes

#6

Business Management is LKQ Academy's sixth most purchased training category

THE OTHER SIDE OF THE SKILLS PLAN

- Leadership
- Productivity
- Customer experience
- Commercial management
- People development

05

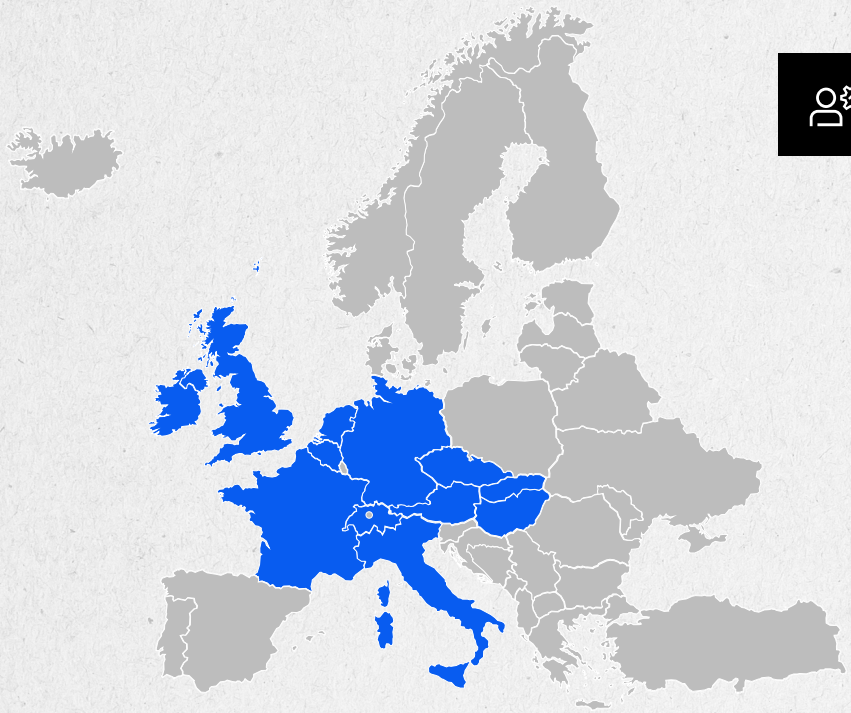
MAKE LEARNING CONTINUOUS

There is no fixed set of skills that will make a workshop permanently future-ready. Vehicles will continue to evolve, bringing new technologies, repair techniques, equipment and regulatory requirements with them, so the skills within the workshop need to evolve too.

Skills planning therefore needs to become a regular part of running the business. By looking at the skills already in the team and the work the workshop is likely to be doing in future, businesses can identify gaps earlier, plan investment and give technicians time to develop the capabilities they will need.

The way training is delivered is evolving too. LKQ is investing in digital learning, virtual and augmented reality, its new learning management platform and an expansion of its flagship Academy network from seven to **15 centres**, alongside practical face-to-face learning.

This gives workshops more flexibility to develop new capability while balancing time spent away from the business, maintain existing skills and make continuous learning part of how they prepare for change.



7 → 15
flagship LKQ Academy centres

+250
training sites across Europe

12
countries

Hands-on practical training → Digital learning → New LMS

CUSTOMER VOICE

FIVE QUESTIONS TO CONSIDER

There is no single skills plan that will work for every independent workshop. Local vehicle parc, customer base, services, existing expertise and ambitions for the business will all influence where capability is needed.

But the trends LKQ Academy is seeing point to five questions worth considering as workshops plan for the future.



1. ELECTRIFICATION

Does the business have the EV and hybrid capability it needs for the vehicles it sees now – and those it expects to see next?

2. DIAGNOSTICS

Are technicians equipped to diagnose faults across increasingly interconnected vehicle systems?

3. EMERGING TECHNOLOGY

Which technology changes are most likely to affect the workshop's customers and services over the coming years?

4. BUSINESS SKILLS

Is management and commercial capability developing alongside technical expertise?

5. CONTINUOUS LEARNING

Are future skills needs being considered regularly as part of business planning?

UNDERSTANDING WHAT COMES NEXT

LKQ Academy supports independent workshops across Europe with technical, practical and business training designed to evolve alongside the aftermarket.

Its skills assessment can help workshops understand existing capability and identify areas where further development could be valuable.

REFERENCES AND DATA SOURCES

LKQ Europe Voice of the Customer survey 2025 – online survey of 4,331 B2B workshops across six European markets.

All other statistics in this report are drawn from LKQ Academy's training records and programme data, as supplied by LKQ Europe.

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