



If you need new talent in your business...

If you want to maximise the potential in your existing workforce...

If you have a desire to support your team in their personal and professional development...



## ...we can help: Non-Technical Apprenticeships on the Scania Apprentice Programme

We offer a range of qualifications designed to help recruit new and develop existing people in your business;

- Delivered in-house, they provide knowledge and skills so that employees are fully equipped to carry out duties efficiently and effectively
- All assessment is on a regular 6-8 week training cycle supported by a robust reporting system
- All learners will be allocated a dedicated assessor with specific experience of delivering qualifications in the Scania dealer network
- Most Apprenticeships are fully funded so do not add to your training costs
- For new appointments, we have a free recruitment service to source applicants for your vacancy
- Parts Advisor Apprenticeships include training blocks at the Scania Training Centre

### THE RESULTS:

- Qualifications allow employees to develop their own performance and become more effective in progressing their career
- Staff who have time and effort invested in their development will become loyal advocates of the business
- Most training is delivered in house – Staff will not have to be out of the workplace on release to college
- All training is accredited and recognised nationally

**Scania. It starts with you.**

Apprenticeship Hotline: 01923 216 172 Website: [scania-apprenticeships.co.uk](http://scania-apprenticeships.co.uk)



**SCANIA**

QUALIFICATION	PARTS ADVISOR		VEHICLE SALES		CUSTOMER SERVICE		BUSINESS ADMINISTRATION		TEAM LEADING	MANAGEMENT
	(LEVEL 2)	(LEVEL 3)	(LEVEL 2)	(LEVEL 3)	(LEVEL 2)	(LEVEL 3)	(LEVEL 2)	(LEVEL 3)	(LEVEL 2)	(LEVEL 3)
WHO IS IT FOR?	Employees who work within a parts department. The programme ensures staff fully understand and use stock management systems, offer excellent customer service and compliance with the latest consumer legislation.		The programme is designed to develop vehicle sales product knowledge, giving customers a professional informed and a service second to none. Participants will become fluent in selling techniques, finance and vehicle appraisal systems through dedicated one-to-one coaching. Delivered in house this ensures maximum return for your investment in time and minimum disruption to your business.		Employees working within a customer service role.		Employees working in an administrative capacity. It covers all aspects of working in the modern office and develops essential skills in IT, administration and customer service.		Employees who have some personal responsibility and who work with others. It provides an opportunity to develop core competences needed by team leaders.	Supervisors and first line managers. People who need to maintain and develop the effectiveness and efficiency of the operations for which they are responsible.
HOW LONG DOES IT TAKE?	24 Months	12 Months	18 Months	18 Months	12 Months	12 Months	18 Months	12 Months	12 Months	12 Months
DELIVERY?	Attendance at the Scania Training Centre and in the workplace		In the workplace							
WHAT DOES THE TRAINING COVER?	Give customers a positive impression of yourself and your organisation	Co-Ordinate receipt and storage of parts	Manage and prioritise time for sales activities	Complying with legal, regulatory and ethical requirements in a sales or marketing role	Preparing to deliver good customer service	Understanding customer service to improve service delivery	Managing your own performance in a business environment	Solving customer and business problems	Managing personal development	Managing your own professional development within an organisation
	Contribute to a secure workplace	Source and order parts for stock	Demonstrate compliance with legal, regulatory and ethical requirements for sales activities	Negotiating, handling objections and closing sales	Providing good customer service within the rules	Improving customer relationships	Evaluating and improving your own performance in a business environment	Supervising office facilities	Developing working relationships with colleagues	Setting objectives and providing support for team members
	Receive, store, select and issue vehicle parts	Monitor and solve customer service problems	Sell products and service over the telephone	Communicate information and knowledge	Developing customer relations	Knowing the rules to follow when developing customer service		Planning and organising meetings	Communicating information and knowledge	Planning, monitoring and allocating the work of the team
	Process customer orders for non stock parts	Co-ordinate stock-taking activities	Obtain and analyse sales related information	Obtaining and analysing sales related Information	Recognising and dealing with customer queries requests and problems	Monitoring, solving and processing customer service problems and complaints	Working in a business environment	Maintaining and issuing stationery stock items	Setting objectives and providing support for team members	Managing risk in your own area of responsibility
	Process payment transactions	Support and contribute to improvements in operations and customer service	Develop, implement and monitor call plans	Developing and implementing sales call plans	Dealing with customers in writing, using ICT, face to face or on the telephone	Working with others to improve customer service and promote continuous improvement	Communicating in a business environment			Leading and managing meetings
			Manage your own personal and professional development in sales	Building and retaining sales relationships						

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Skillnet Limited: Unit 4, Woodshots Meadow, Croxley Green Business Park, Hatters Lane, Watford, Hertfordshire, WD18 8YS, Tel: 01923 216 172, Email: [info@skillnet.org.uk](mailto:info@skillnet.org.uk), Web: [skillnet.org.uk](http://skillnet.org.uk)