



Apprenticeship Programme

Scania (Great Britain) Limited Dealer Network

July 2016



Apprenticeship Programme

To support our network in the recruitment and training of the very best Technicians, Scania (Great Britain) Limited operates a market leading Apprenticeship Programme which all dealers can benefit from. Since the launch of the programme in 2008, over 749 Apprentices have been trained on the programme and have gone on to be Technicians in the network.

In more recent years we have extended the reach of our Apprentice Programme to cover; Parts, Sales, Management, Team Leading, Customer Care and Business Administration.

The programme has received the highest accolades and our

Apprentices have gone on to achieve individual recognition. In 2015, Ciaran Blakemore from Scania (Great Britain) Limited in Heathrow was awarded the IMI's Outstanding Achievers Award after facing competition from Apprentices across the Heavy Vehicle industry.

The Scania Apprentice programme provides our dealerships with high quality and relevant industry accredited employees who add value to your business from day one. A Scania Apprentice will become a loyal and committed advocate of your business, trained to the highest industry standards.

Apprenticeships Offered*:

Technical Apprenticeships:

Heavy Vehicle Technicians

Apprenticeships in other skills:

Vehicle Sales

Parts

Customer Care

Business administration

Team Leading

Management

**available depending on location.*





Heavy Vehicle Technician Apprenticeships

Our Heavy Vehicle Programme offers dealers:

- A free recruitment service
- A full training programme for Apprentices which includes 24 weeks of instruction at The Scania Training Centre
- In-Dealer visits every 8 weeks from a dedicated Scania Assessor
- Apprentice training costs are met by the government - you pay for wages, travel and accommodation
- A solution to the shortage of highly trained technicians in our network. Recruiting apprentices

is a long-term solution to build company loyalty and develop specialist knowledge that will positively affect your bottom line

Personal Development Plan

For heavy vehicle Apprentices, attendance at the Scania Training Centre is usually in two-week blocks. While there, Apprentices stay in approved accommodation which is organised by Skillnet. Alongside their technical training they also undertake a programme of study designed to develop their wider life skills. Subjects such as financial awareness, drug and alcohol awareness, British values and sexual health are all covered.

How It Works

The Scania Apprentice Programme is run by our training partner, Skillnet, who have worked with us since 2008 to create programmes which are completely tailored to our needs.

Our Heavy Vehicle Programme is a challenging three-year programme that combines hands-on workshop training, with block release studying at Scania's state-of-the-art Training Centre in Loughborough.

Apprentices are trained to the standards set by the Sector Skills Council for the Motor Industry and lead to nationally recognised qualifications. This means that they provide your staff with real skills and with recognised certification that will build confidence amongst your customers.

Training begins with a week's induction alongside other Scania Apprentices from around the country. Training takes place at the Scania Training Centre with

its specialist instructors, range of Scania vehicles and dedicated workshop facilities.

Heavy Vehicle Apprentices typically achieve:

- VCQ Level 2/3 in Heavy Vehicle Maintenance & Repair
- VRQ Level 2 & 3 in Heavy Vehicle Maintenance & Repair
- Functional Skills Qualifications in:
 - English
 - Maths
 - ICT

Heavy Vehicle Apprentices will complete a series of Scania recognised product-training courses, which when completed allow them to achieve a Scania Technician status.

For further details about recruiting an Apprentice please contact the Scania Apprenticeship hotline on 01923 216172



CASE STUDY: 1

Ciaran Blakemore

2015

"I began my Apprenticeship with Scania Heathrow at the age of 20. I worked in a variety of jobs previously such as a kitchen porter and also in a supermarket but these offered no desirable career prospects".

"I didn't have a great deal of experience with vehicle technology when I started but through the Apprenticeship I was able to learn and develop quickly.

The Apprenticeship was great as I was able to learn while working hands-on in a demanding, high pressure environment with a premium product. The technicians at the depot were very supportive and were always trying to teach me new things; I was told that there was no such thing as a 'stupid question'. I was also visited regularly by my Skillnet Assessor for advice and support with my coursework portfolio.

As well as learning at the branch, training also took place at the Scania's state-of-the-art Training Centre in



Apprenticeships in other skills

Loughborough. The Apprenticeship consisted of 11 blocks, and I would travel to Loughborough every few months for a two-week training period.

During the Apprenticeship I managed to win Scania's Apprentice of the Year Award in 2013 and also in 2014. The prize for this included a trip to the Scania headquarters and factory in Södertälje, Sweden. In 2015 I won the IMI Outstanding Achiever Award, which I was nominated by Skillnet for.



After graduating from the Apprenticeship I applied to work for the Process Improvement Department. I am now involved with supporting Scania branches in the South West with the implementation of new service processes and standards. This has allowed me to see so much more of the business and I am constantly learning more. I am looking forward to progressing and developing my career with Scania even further.”

Other Apprenticeships like Parts and Sales also have an element of training at the Scania Training Centre.



Non Technical

Our Non-Technical Apprenticeships like Business Administration, Customer Service, Team Leading and Management are all delivered by our Assessors in your workplaces. Like our technical Apprenticeships these

qualifications can be offered to members of your existing workforce. You can also use our free recruitment service to find new Apprentices to fill these roles in your workplace.

Future Prospects for all Apprentices

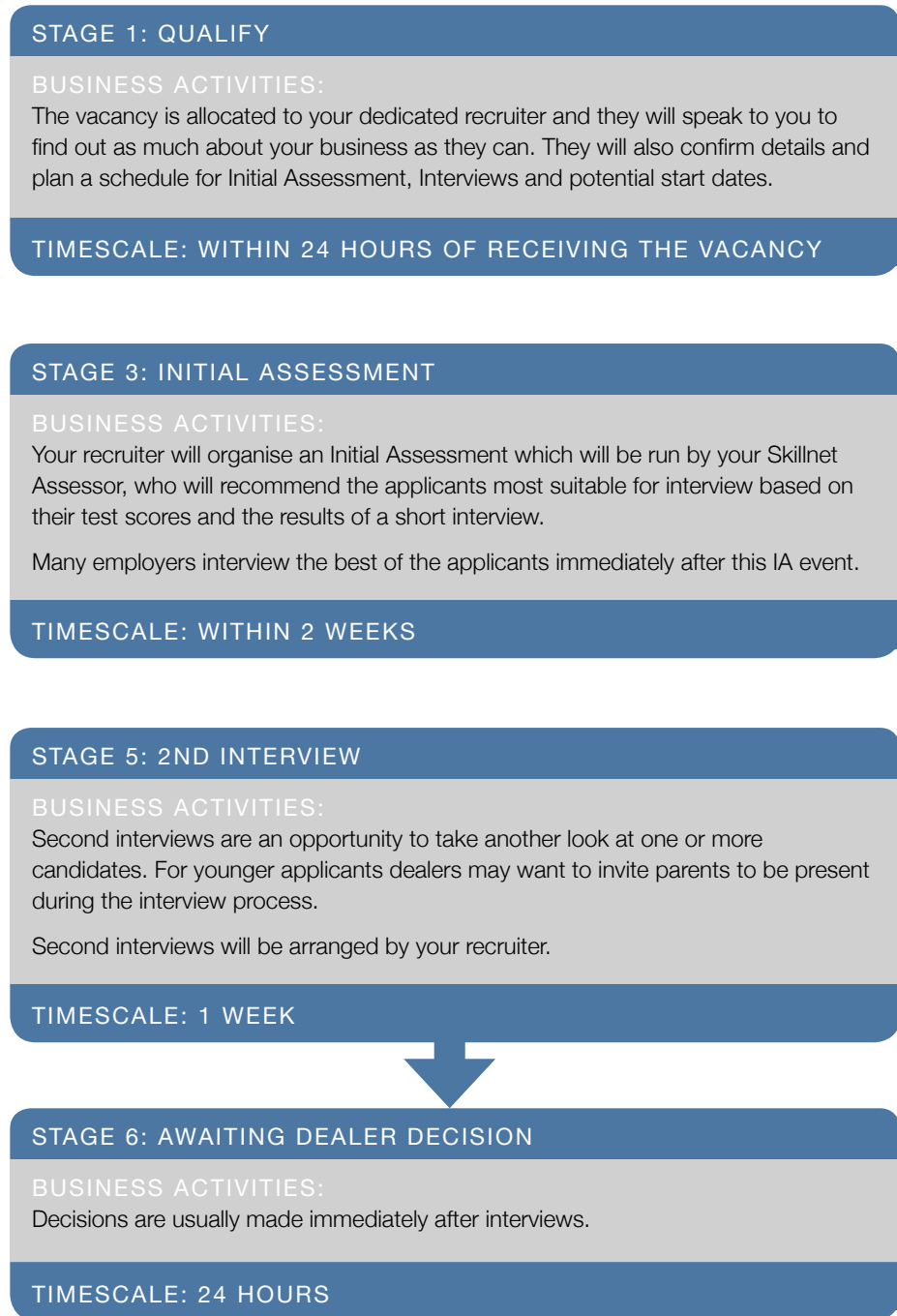
The completion of an Apprenticeship is just the start of your Apprentice's journey. Having qualified as a technician, they can go on to develop their technical skills to become Maintenance or even Master Technicians. Technical Apprentices and Apprentices in other skills may also take courses which can lead them into management. An excellent Apprenticeship is the best possible foundation for an exciting career in the Scania Dealer Network.

Recruiting your Apprentices

Skillnet operates a robust attraction and selection process to help you recruit the very best Apprentices.

Each year they generate 20,000 applications from people looking for Apprenticeships in the automotive industry through their advertising and marketing campaigns, and their links with schools and careers services nationally. They then take these applicants through a series of tests and interviews to help to determine if they are right for your business. You then make the final decision about which Apprentice to recruit.

The Skillnet seven-stage recruitment process



STAGE 2: MATCH & FILL

BUSINESS ACTIVITIES:

Using our applicant database, your recruiter will search through more than 20,000 applicants to find the ones, local to you, that meet your requirements. This means they are looking at academic background, interests, aspirations and career goals. Advertisements will also be placed with the National Apprenticeship Service and a selection of job-boards. We can also advise you on how to attract additional applicants locally.

Your recruiter will then contact each of the selected applicants, discuss the vacancy, complete a telephone-based vetting process and select a short list of the best candidates to present to you.

TIMESCALE: WITHIN 48 HOURS

STAGE 4: INTERVIEW

BUSINESS ACTIVITIES:

If you can't hold your interviews directly after the IA event, your recruiter will organise interviews with you for a later date.

Remember – high quality applicants are in high demand so you will need to move quickly to secure your preferred applicants.

Recommendations for interview will be made by the Assessor who delivers the IA event.

**TIMESCALE: IDEALLY AT THE IA EVENT.
ALTERNATIVELY WITHIN ONE WEEK.**

STAGE 7: SIGN UP

BUSINESS ACTIVITIES:

The end of the recruitment process is when the successful candidate is enrolled on the Scania Apprentice Programme by their Assessor. This should happen on or very close to their start date in the role and will be co-ordinated by the recruiter as soon as the start date is known.

TIMESCALE: AT START DATE

You can support Skillnet in attracting applicants for your vacancies by:

- Arranging “open days” for Careers staff and schools to visit your dealerships.
- Offering “work-tasters” and work experience opportunities for year 10-12 pupils from local schools.
- Giving potential Apprentices the chance to visit your premises with their parents to find out more about the opportunities you can offer.
- Visiting local schools to talk to groups of pupils about careers in the Heavy Vehicle Industry.
- Putting your Apprenticeship vacancies on your own website and linking these to the www.scania-apprenticeships.co.uk site.

For further details about recruiting an Apprentice please contact the Scania Apprenticeship hotline on 01923 216172

The business benefits of recruiting an Apprentice

Businesses across the UK offer Apprenticeship places because they are effective at increasing productivity, improving business performance and creating a committed and highly trained workforce.

Recruiting Apprentices enables employers to fill the skills gaps that exist within their current workforce as Apprentices begin to learn sector specific skills from day one.

- 80% of companies who invest in Apprentices have reported a significant increase in employee retention.
- 77% of employers believe Apprenticeships make them more competitive.
- 76% of those employers who employ Apprentices agree they make their workplace more productive.
- 81% of consumers favour using a company which takes on Apprentices.
- 92% of employers who employ Apprentices believe that Apprenticeships lead to a more motivated and satisfied workforce.
- 83% of employers who employ Apprentices rely on their Apprenticeships programme to provide the skilled workers that they need for the future.

(Statistics produced by the National Apprenticeship Service)

CASE STUDY: 2

Fay Bradbury

2015

Fay Bradbury works part-time as a Fleet Administrator at S. J. Bargh Ltd in Stoke on Trent and she completed her Level 2 Apprenticeship in Business Administration in 2015.

Fay said, "I have been working in the logistics and haulage industry for 10 years and the opportunity came about to retrain in my current role."

On a daily basis Fay's job ranges from; checking over invoices and matching them to delivery notes, processing weekly payroll, inputting timesheets and completed job records on a new fleet management system.

"Skillnet has an existing relationship with my company as some of my colleagues have previously completed an Apprenticeship. My Apprenticeship was completed in 18 months. I completed all tasks set in the agreed timeframe. My course work was interesting and it was distributed in advance of my meetings with my mentor so I knew what I had to complete for my next appointment. As the course didn't require any college attendance my meetings took place during work hours and I then completed my tasks in my own time. As a single parent of two children this was really helpful. I felt a real sense of achievement as my Apprenticeship was challenging but my family is very proud of me."

Fay was able to use her newly acquired skills immediately and to achieve an intermediate level in Excel. Fay is also now efficient in using Power



Point due to the experience she gained in creating presentations on various topics for group discussion as part of her Apprenticeship modules.

“I would definitely recommend the course as it was really enjoyable and some of the scenarios we practised were useful in my current role. Also I can refer to my course work folder as the various modules I completed refreshed my maths, administration and communication skills. I also feel I have developed my confidence and I believe this has given me a far greater opportunity of being promoted in my job.”

Age and eligibility

Whilst the traditional view of Apprentices may be that they are recruited directly from school or college, opportunities exist for applicants outside this age range and your existing staff can do Apprenticeship qualifications too. To be eligible for funding Apprentices need to fulfil some eligibility criteria - your Skillnet Assessor will advise you about these during the recruitment process.

Rules of Engagement

Apprenticeships are funded by the government and there are rules and regulations about their use:

- Apprentices can only work a maximum of a 40-hour week and cannot work night shifts.
- Rates of pay for Apprentices are governed by the National Minimum wage legislation.
- You must actively support your Apprentice in gaining their qualification throughout their period of study.
- Your Apprentice will be employed full-time with recognised terms and conditions of employment. They will be entitled to paid holiday each year as well as the usual Bank Holidays.
- You will need to provide overalls, safety boots and other PPE where relevant.



Scania's Training Centre

- When it comes to providing staff with the skills they need, no-one does it better than Scania.
- Situated in the heart of England, the Scania Training Centre is a centre of excellence unmatched within our industry. Step inside and you will find the broadest range of state-of-the-art equipment, a well-equipped workshop with a wealth of Scania products available for Apprentices to develop their skills and classrooms containing the latest diagnostic computers.
- The Scania Training Centre offers a wide and ever-developing selection of courses. From Apprentices taking their first steps within our industry to experienced Technicians being updated on leading-edge technology, Service Receptionists or Managers being developed, you will find them all here, being trained and supported by our expert team of in-house instructors – delivered in a safe environment in accordance with Scania's health and safety policies.

The Role of the Assessor

Throughout their Apprenticeship, whether technical or not, your Apprentice will be visited regularly by a Scania Training Assessor. Their task is to make sure that the training is effective and to help them complete their qualifications in the workplace. They also have a pastoral care role in checking that your Apprentice is happy, safe and making good progress. The Assessor will also keep you up to speed with your Apprentice's progress and plan with you the next steps in their training programme. To do this, they will meet with you and your Apprentice approximately every 8 weeks.

On Successful Completion

Heavy Vehicle and Parts Apprentices will be eligible to enter the Scania Apprentice of the Year competition, which awards prizes and trophies to the highest achievers in the competition.

In addition, all completing Apprentices will be invited to attend a glittering graduation event to celebrate their success with colleagues, friends and family. Each year, this event gets bigger and provides a real focal point for celebrating the success of the individuals who successfully complete their Apprenticeship Programme.



What it costs

For Heavy Vehicle Apprentices

To cover the costs of accommodation during the 24 weeks that Learners attend the Training Centre and their travel from the hotel to the Training Centre, we make a charge of approx. £9,000. This is payable at the start of the programme.

In England the Government contributes up to £21,000* to cover the three-year costs of training your Heavy Vehicle Apprentice for 16-18 year olds.

For Parts Apprentices To cover the costs of accommodation during the time that Learners attend the Training Centre and their travel from the hotel to the Training Centre, we make a charge of approx. £3,900. This is payable at the start of the programme.

In England the Government contributes up to £20,000* to cover the three-year costs of training your Parts Apprentice for 16-18 year olds.

For Sales Apprentices

To cover the costs of accommodation during the time that Learners attend the Training Centre and their travel from the hotel to the Training Centre, we make a charge of approx. £3,900. This is payable at the start of the programme.

In England the Government contributes up to £7,000* to cover the three-year costs of training your Sales Apprentice for 16-18 year olds.

For Other

There are no additional travel and accommodation costs as all training takes place in your workplace.

In England the Government contributes up to £7,000* to cover the three-year costs of training your Apprentice in these disciplines for 16-18 year olds.

For further information contact the
Scania Apprenticeship Hotline on
01923 216172 or go to our website at:
www.scania-apprenticeships.co.uk



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