



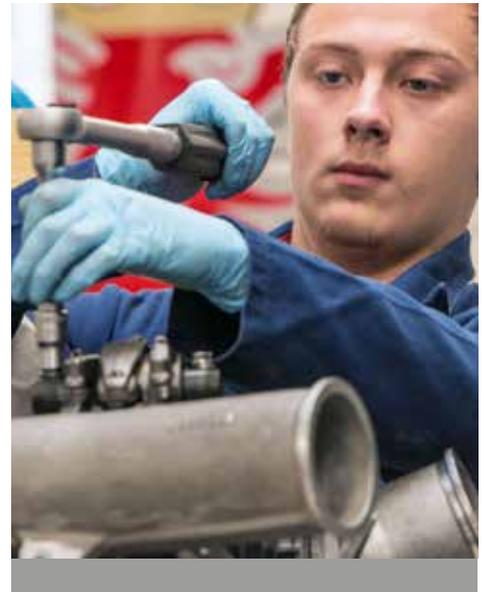
# Apprenticeship Programme

Scania (Great Britain) Limited Dealer Network

July 2016

# Introduction

This guide provides parents/guardians with an overview of what can be expected throughout this exciting stage in your son or daughter's\* training.



## The Scania Apprenticeship Programme

The Scania Apprenticeship Programme has an enviable track record in developing technicians and a range of other staff for the Scania network.

Today's trucks are the miracles of modern engineering. On the Scania Apprenticeship Programme, you can be assured that your son or daughter will receive the highest standard of training needed to work with the latest Scania vehicles and the customers who buy and run them.

*\*or ward's*

## Skillnet

Skillnet is the UK's largest provider of automotive Apprenticeship training in the UK and manages the Scania Programme. Skillnet and Scania work closely together to ensure all Apprentices get the best out of their learning experience.

## What is an Apprenticeship?

Apprenticeships are funded by the Skills Funding Agency in England, SDS in Scotland and Welsh Assembly Government in Wales.

To find out more about funding and how it works, contact Skillnet through the details provided in the back of this guide.

Our Apprentices are fully employed by a Scania dealership from day one where they will receive 'on-the-job' training. A big part of the training will also come from what is called 'off-the-job' training at the Scania Training Centre in Loughborough.

All Apprentices are entitled to a weekly wage and a full contract of employment. Wages are competitive and the full costs of all training are met. One of the key differences between completing an Apprenticeship and attending University is that our Apprentices graduate without the significant debt that their University friends may have.

## About Scania

Part of the Volkswagen group, Scania is a major supplier to British industry of trucks, buses, coaches and engines for industrial and marine applications.

Additionally the company provides a wide range of complimentary and ancillary services to support its products and customers with over 90 service centres.



## The Scania Apprenticeship Programme involves

1. Employment at a Scania dealership.
2. Supervised 'on-the-job' training at the dealership.
3. 'Off-the-job' or 'block-release' training at the Scania Training Centre.
4. VCQ or SVQ's which are nationally recognised competence qualifications
5. Technical Certificate – a theory based qualification.
6. Functional skills – improving specific levels of Literacy, Numeracy and use of Information Technology.

## Length of programme

A typical Scania Apprenticeship Programme lasts three to four years, but Apprentices may progress through the course faster dependent on the discipline chosen. Throughout their Apprenticeship many Scania Apprentices will spend up to eight weeks per year receiving off-the-job training at the Scania Training Centre.

## Courses available on the Scania Apprenticeship Programme

The Scania Apprenticeship programme has been developed to offer seven different Apprenticeship disciplines\*:

- Heavy Vehicle Technician
- Parts Advisor
- Sales
- Customer Care
- Business Administration
- Team Leading
- Management

*\* available according to location*



## Where does the training take place?

Heavy Vehicle Technicians, Parts and Sales Apprentices will attend the Scania Training centre. All travel expenses to and from the centre, together with the costs of accommodation, are paid for by the Apprentice's employer. Other Apprentices are trained "in-house" under the guidance of the Scania Assessor.

The Scania Training Centre is closely monitored by Scania to ensure that it meets the highest standards of training required.

## First day at the Scania Training Centre

During their first day, each Apprentice is given an induction pack, including important contact numbers and information. They will receive a presentation from Skillnet, our training partner, and Scania introducing them all to Scania and the programme ahead. The presentation is open to all managers and parents/guardians.

## The Scania Training Centre

The Scania Training Centre was officially opened in 2000 as the headquarters for all of Scania's technical and training needs throughout the UK and is seen by Scania in Sweden as part of one of its world wide Training Centres of excellence and a model for many of their Training Centres around the world.

### Contact details:

Scania Training Centre  
Charley Road, Copt Oak  
Loughborough, LE12 9YB

01530 242023

[www.scania.co.uk/apprenticeships](http://www.scania.co.uk/apprenticeships)

[www.skillnet.org.uk](http://www.skillnet.org.uk)

## Behaviour

Whilst at the Training Centre, Apprentices will be representing Scania and their own dealership; therefore they will be expected to conduct themselves in an appropriate manner. Clear guidance is given during their induction.



## Alcohol and illegal drugs

Scania and Skillnet have a zero tolerance policy towards underage alcohol consumption and the possession and taking of illegal drugs and substances.

Learners under the age of 18 are reminded that the purchase and consumption of alcohol while attending training is not permitted.

Any learner found in possession of illegal drugs whilst on a Scania Apprenticeship Programme course will be sent home and further disciplinary action will be taken.

Parents/guardians will be immediately informed of any situations during training that are believed to be of concern.

## Sickness

In the event of sickness during training, the centre will ensure the appropriate medical treatment is sought.

Both Scania and Skillnet encourage learners to provide feedback throughout their course, which we evaluate as part of a continuous improvement plan as necessary.

## Learner information

### MEALS

Whilst at the Training Centre, learners will be provided with meals at breakfast, lunchtime and in the evening.

### GRIEVANCE PROCEDURE

Learners are encouraged to raise any workplace grievance with their employer. However, they can also speak to the Scania Apprenticeship Programme Manager or, ultimately, the Chief Executive of Skillnet to raise any concerns they might have with their workplace.



## Equipment

Whilst at the Training Centre, we will provide the necessary tools and equipment.

Your son or daughter should bring his or her own pens, paper and drawing equipment.

When training takes place in the workshop it is vital that overalls and safety footwear are worn. Boots and overalls are provided by the dealership. When attending training at the centre please ensure they are brought. Failure to wear appropriate safety clothing will result in them being unable to train in the workshop.

## Workplace learner reviews

Skillnet will visit all Apprentices in their workplace every six to eight weeks. The purpose of this review is for the assessor to engage the learner and his/her supervisor in a review process, set achievement targets for the weeks and months to follow and identify any additional support required. This visit is an essential part of the training and Skillnet uses a number of teaching, learning and assessment methods to ensure the link between off-the-job training and on-the-job learning is strong, thereby ensuring everyone benefits from the programme.

## Insurance

Apprentices are covered by employer liability insurance. A copy of this insurance certificate should be displayed at their workplace.

## Terms and conditions

Terms and conditions should be set out for an employee within eight weeks of starting work. This applies to all Apprentices. It is vital for all involved that terms and conditions are clearly laid out to avoid confusion and misunderstanding. Skillnet would recommend that your son or daughter takes time out to discuss these with their supervisor at their place of employment to ensure a thorough understanding of their employer's expectations.



## Wages

Your son or daughter has full employment status; this means they will be paid by the Scania dealership they are working for. As a member of staff they must work under the conditions laid down by the company. In recruiting an Apprentice, the dealer has agreed to follow a training programme and will release the Apprentice to attend off-the-job training at the Scania Training Centre. They have the expectation that your son or daughter will make full use of their training time. They pay wages throughout the training time as well as paying a fee to Scania to cover the cost of accommodation and travel to and from the Training Centre where appropriate.

## Equal opportunities

Skillnet ensures recruitment and selection is a fair and open process and that treatment of all learners is the same. At the recruitment stage, Skillnet collates information from applicants so that we can monitor the effectiveness of our equality and diversity policy. This allows us to identify trends and to take positive action in favour of under-represented groups.

In supplying applicants to companies for interview, Skillnet will always aim to put forward the most suitable person/persons for the position offered, in terms of skills, abilities and potential. All learners are questioned during the review process about harassment or bullying issues.

Once highlighted to Skillnet all complaints and grievances are investigated through Skillnet's Customer Complaints and Appeals Procedure.

## Attendance reporting

The employer is responsible for maintaining accurate attendance records as evidence of the learner's attendance at work. This recording system may be audited under requirements set by the Government. The Training Centre will keep records of attendance whilst the Apprentice is attending off-the-job training; any instances of lateness or non-attendance will be reported to their employer.

## Sickness

As an employee, the Apprentice is subject to whatever arrangements the Scania dealership has for notification and payment for sickness.



## Health and safety

Scania and the dealers in the Scania Dealer Network have a legal responsibility to ensure they provide a safe working environment. This involves providing employer's liability insurance and completing risk assessments. As a Government-funded training provider, Skillnet has to ensure all the Scania dealerships are providing safe environments for the Apprentices. Therefore, Skillnet checks all work sites before placing an Apprentice. Skillnet expects the Scania dealership to carry out initial and ongoing health and safety training at the workplace. Whilst not exhaustive, below is a short list of some key points to bear in mind:

- All relevant risk assessments, including risk assessments for young persons, as required by health and safety law shall be carried out, documented and actioned.
- It is the Scania dealership's responsibility to immediately notify Skillnet of any situations involving accidents, occupational diseases and near-misses involving Apprentices.
- The requirement of all other relevant legislation and Codes of Practice, including welfare provisions are implemented. As a learner, your son or daughter is entitled to the same protection under The Health and Safety Law as any other employed person. In addition to this, they also have a legal obligation to obey safety rules.

## Qualifications

### FUNCTIONAL SKILLS

There are three Functional Skills that have to be achieved as part of the Scania Apprenticeship Programme. They are:

- Maths
- English
- ICT

The Government following industry concerns that a significant number of young people were leaving school without acceptable knowledge levels in these areas has introduced this requirement.



## Does every learner need to complete Functional Skills?

Some young people cover Functional Skills at school. If the Apprentice presents Skillnet with a Functional Skills Certificate at the appropriate level, they will be exempt from this element of the Apprenticeship. Likewise, if a learner has certain GCSE grades in Maths and English, they may become exempt from doing the Functional Skills tests. Most learners will need to produce a portfolio of evidence confirming Functional Skills ability.

## Functional Skills

English, Mathematics and ICT provide Apprentices with the essential knowledge, skills and understanding that will enable them to operate confidently. Functional Skills are embedded throughout the programme and those that are not exempt will be required to pass on-line assessments. All learning is completed online, Functional Skills need to be completed before the end of Year 1.

## Is additional support available for Key/ Core Skills?

Some learners cope very well with the technical and practical aspects of the Apprenticeship, but do have difficulty in Functional Skills. Skillnet and the Scania Training Centre will support these learners with additional revision and coaching to ensure they attain Functional Skills qualifications. It is important to identify difficulties as early as possible; generally during the first session of off-the-job training and we would encourage learners to be honest and upfront with us if they are having difficulties. Upon successful completion of the SVCQ/VCQ, Technical Certificate and Functional Skills, your son or daughter will achieve an Advanced Apprenticeship and receive the Scania Apprenticeship Programme Completion Certificate from Automotive Skills Limited, the sector skills council for the motor industry.



## Graduating from the Scania Apprenticeship programme

We recognise the work that Apprentices put into their studies and every year we hold an Apprentice of The Year and graduation ceremony to recognise and celebrate that success, The ceremony, which gets bigger and brighter every year is an excellent way to mark the end of an Apprenticeship and an important staging post in what we hope will be a long term career in our network.

## Personal Development Programme

As well as developing our Apprentices work related skills we want to help them become well rounded members of society with skills that will help them in their everyday life as well as their careers. To help this we can provide help and guidance in a wide range of subjects such as managing finances, health and fitness and avoiding drug and alcohol problems.



## Completion of the Scania Apprenticeship Programme

Following their graduation from the Scania Apprenticeship Programme, Heavy Vehicle Apprentices also have the opportunity to further advance their Scania product knowledge by taking the Scania Master Technician product training courses that are available. This prestigious accreditation tests the skills of Scania technicians across the UK, provides an official recognition of competence and sets the standard for Scania Technicians in the network which

is highly regarded throughout the industry. The culmination of these courses can lead you to becoming a full Scania Master Technician.

The Scania Training Centre also provides further adult and advanced Apprenticeship training to further your son or daughter's training upon successful completion of their programme. This stage of their career development can be discussed with their employer.

## Useful Contacts

If you have any concerns or questions at any stage about your son or daughter's Apprenticeship, please do not hesitate to contact the Scania Apprenticeship Hotline on 01923 216172

### USEFUL WEBSITES

[www.skillnet.org.uk](http://www.skillnet.org.uk)  
[www.skillsfundingagency.com](http://www.skillsfundingagency.com)  
[www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)  
[www.imiawards.org.uk](http://www.imiawards.org.uk)  
[www.scania.co.uk/apprenticeships](http://www.scania.co.uk/apprenticeships)  
[www.scania.co.uk](http://www.scania.co.uk)



Skillnet Limited  
Unit 4, Woodshots Meadow,  
Croxley Green Business Park  
Hatters Lane,  
Watford,  
Hertfordshire,  
WD18 8YS

Telephone: 01923 630 800  
Email: [info@skillnet.org.uk](mailto:info@skillnet.org.uk)  
Web: [www.skillnet.org.uk](http://www.skillnet.org.uk)

