



# Start here, go far.

Join the Mercedes-Benz Apprenticeship Programme.

Mercedes-Benz



# Apprenticeships

Working for the famous three-pointed star at one of our Truck, Van or Car Dealerships you could be a part of one of the best apprenticeship training schemes in the UK, training at the state-of-the-art Mercedes-Benz National Apprentice Academy.

So what's involved in the Apprenticeship Programme? Here we answer some of the questions you may have.

“ To be successful, all you need is an opportunity – not a degree ”



## Apprentices have to be under 25?

This is incorrect. There are no age limits on apprenticeships – as long as you are 16 when you start this is the only age restriction. As there is no age cap, apprenticeships provide a great opportunity to re-train for a new career or follow a different career path.



“ Earn while you learn ”

## What is an apprenticeship?

An apprenticeship is an excellent opportunity to gain qualifications and experience.

You will earn as you learn and gain practical skills in the workplace.

## What career opportunities are there with a Mercedes-Benz apprenticeship?

We make every effort to provide you with the opportunity of a long-term career with Mercedes-Benz. Many of our former graduates are continuing to enjoy a rewarding career with Mercedes-Benz and we are proud that we have a 65% retention rate after 10 years' service.

## Does it cost anything to become an apprentice?

No. There is no personal contribution required from yourself for the apprenticeship training.

# Apprenticeships Continued

## Will I earn a salary?

Yes. As an apprentice you are considered a full-time employee and you will receive a highly competitive wage, which is subject to National Minimum Wages for apprentices.

## How long is the programme?

If you train as a Technician or Retail Parts Advisor your course will be delivered over a three year period. If you undertake the Customer Service Expert Apprenticeship, this programme is two years in duration. All of the courses we offer include a tailored Mercedes-Benz Competence element, which ensures your continued development.

“Apprenticeships: the best of both worlds”



## Only boys can be technicians

False. Women are as welcome as men in the motor industry, and many employers are actively seeking to employ females in a variety of positions.



“Why pay to learn when you can be paid to learn?”

## What qualifications will I be taking?

Light Vehicle Technician Apprentices will achieve a Level 3 Apprenticeship as a Motor Vehicle Service and Maintenance Technician (Light Vehicle). You will also achieve your F-Gas Handling Licence and High Voltage Awareness.

Heavy Vehicle Technician Apprentices will achieve a Level 3 Apprenticeship as a Heavy Vehicle Service and Maintenance Technician. You will also achieve your F-Gas Handling Licence and High Voltage Awareness.

Retail Parts Advisor Apprentices will achieve a Level 2 Apprenticeship as a Retailer, and then progress to a Level 3 Apprenticeship as a Retail Team Leader, gaining experience in either a heavy vehicle or light vehicle environment.

Customer Service Expert Apprentices will achieve a Level 3 Apprenticeship as a Customer Service Specialist, gaining experience in either a heavy vehicle or light vehicle environment.

Additional Mercedes-Benz qualifications are available to take on completion of your apprenticeship.

# Apprenticeships Continued

## Where will I be working?

Mercedes-Benz has dealerships all across the UK and therefore, if successful in the recruitment process, you will be placed as an apprentice at a site local to you for your workplace training, and you will attend the academy for the additional training aspects of your programme.

## Where is the academy? How often will I go there?

The academy is a purpose built Apprentice Training Centre at the Mercedes-Benz Head Office in the UK which is in Milton Keynes. Over the course of your apprenticeship you will attend between 16 and 25 one-week blocks at the academy if you are on the Technician or Retail Parts programmes which are three years each. If you are on the Customer Service Expert programme you will attend 13 times over the course of two years.



## If I qualify as a technician I'll have to work as a technician for the rest of my career

This is not true. We have numerous staff across our retail network who now work in different roles, after first training as a technician. These roles include Area Managers, Workshop Controllers, Trainers, Depot Managers and Course Developers.



## Will I be provided with accommodation?

Yes. Mercedes-Benz apprentices are provided with accommodation at a hotel near to the academy. You can also enjoy a range of entertainment activities throughout the week in the Mercedes-Benz games room. There is also a gym onsite should you wish to work out. Breakfast and dinner are provided for you at the hotel and lunch is provided at the academy.

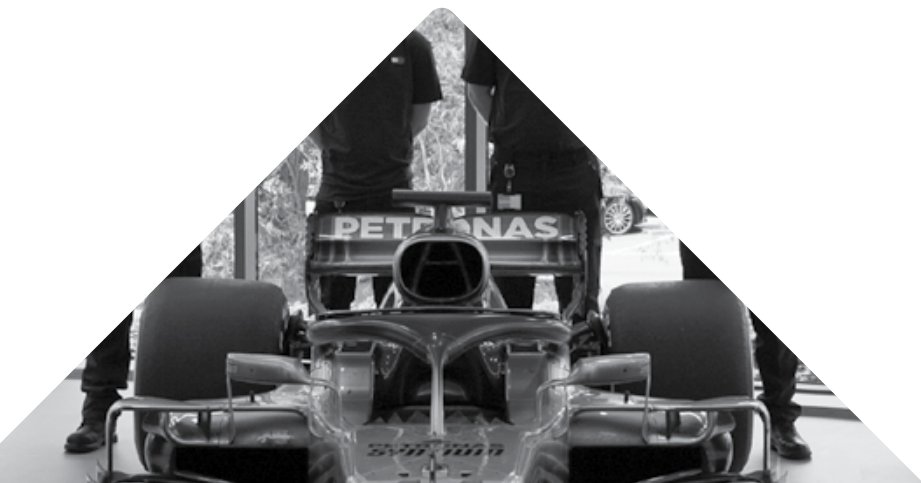
## What if I get ill or have any problems when I am away from home?

Mercedes-Benz is committed to ensuring you feel as comfortable and confident as possible when you are away from home. You will be assigned a Student Liaison Officer to support you during your time with us and a 24-hour telephone helpline.

# Apprenticeships Continued

## What happens when I finish the programme?

All successful apprentices are invited to celebrate their achievement at a prestigious Graduation event and some of you may even be recognised at the Apprentice of the Year Awards. 89% of our apprentices gain additional qualifications, promotions or internal transfers within two years of their graduation.



## If I complete the apprenticeship I won't get a job at the end

Our managers take apprentices on with a view to them being part of their team at the conclusion of their training. 98% of our apprentices choose to stay in full time employment at their dealership when their apprenticeship ends.



“Not all knowledge comes from college, but not all skills come from degrees”





# Simple Application Process

Complete an online application – include as much detail as possible. If you think it might help us to consider you as a candidate, make sure you tell us about it!

Ideally candidates will have a minimum GCSE grade 4/C in English and Maths. However, for the right candidate who has not met this requirement, the equivalent qualification will be delivered.

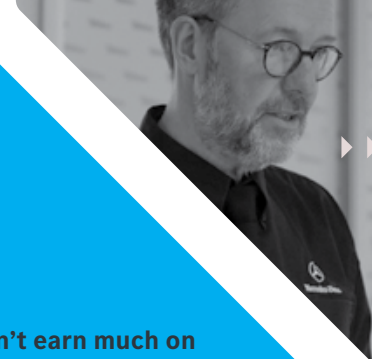
If your application is successful, we will contact you for a telephone interview, where we will ask you some questions to get more information about you and your suitability for the role.

Your application and telephone interview notes will then be passed to the hiring manager to consider. They will then advise us who they would like to interview.



## **I won't earn much on an apprenticeship**

Apprentices must be paid at least the National Apprenticeship Minimum Wage, although many employers choose to pay more than this. In addition to being paid for your full time work, you will also be gaining a qualification and will not come out with any debt for it. If you are slightly older, i.e. over 18 when you start, you are entitled to a slightly higher pay from your second year onwards.



If you are successful, we will contact you to arrange your face to face interview, which will take place at the dealership.

You will also be asked to complete some online tests – you may be asked to do these before your interview or after, depending on the hiring manager's preference.

If the hiring manager is confident in your suitability for the role, they may invite you for a 2nd interview or ask you to do a work trial, prior to making their final decision.

**“ Don't be afraid to be different; do an apprenticeship ”**

# At the Academy

You will undertake your block training at our purpose built academy in Milton Keynes. Depending on the apprenticeship you are doing, you will do a mixture of classroom and practical learning at the academy.

Whilst you are at the Academy you will stay at a local hotel, with the other Apprentices. Dinner and breakfast are provided at the hotel, and lunch will be given to you at the academy.

Technical apprentices will attend the academy for 25 one week blocks across the three year programme, Parts apprentices for 14 one week blocks across three years and Customer Service apprentices for 13 one week blocks across the two year programme.



At the end of your apprenticeship, you will undertake an independent 'End Point Assessment (EPA)' to confirm that you have achieved occupational competence. The EPA can take a wide range of forms but is likely to include observation in the workplace, online and written assessments and a professional discussion.

**“ 89% of our apprentices gain additional qualifications ”**



### Retail Parts Advisor Apprentice

The Role of a Retail Parts Advisor Apprentice is diverse. You'll be working both behind the scenes receiving delivers, and at the front desk serving Mercedes-Benz customers. You'll learn skills in managing stock, merchandising, forecasting and analysing purchasing habits, as well as developing your ability to retain customers and increase market saturation.

### Light Vehicle Technician

If you have an apt for practical work, like to work independently but at the same time operate as a member of a team and can offer good customer handling skills then apply to be a Light Vehicle Technician Apprentice.

As a technician you will work on all systems found within the vehicle. Work will range from replacing parts to solving complex faults using diagnostic methods and equipment. With ever more complex technologies the tasks are constantly changing.

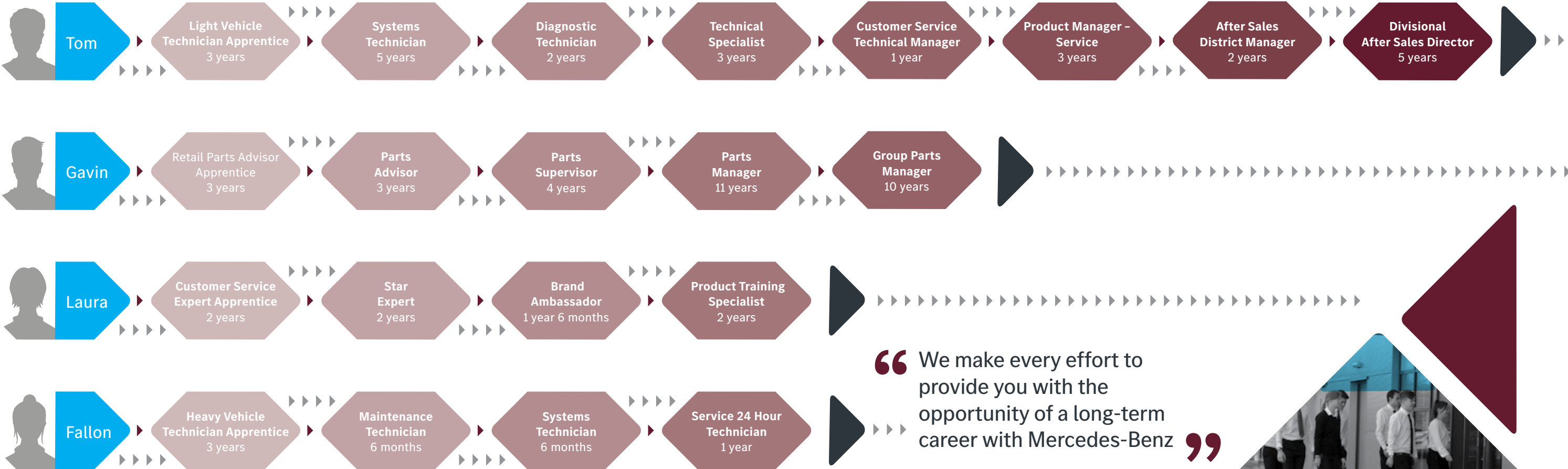
### Heavy Vehicle Technician

Have you ever wondered who services all the Mercedes-Benz trucks you see on the roads in your daily life? Many of them are maintained through our nationwide dealerships. If you want to be a part of a team that supports large businesses to ensure goods and services continue to be delivered to the public then this could be the role for you.

As a technician you will work on all systems found within the vehicle. Work will range from replacing parts to solving complex faults using diagnostic methods and equipment. With ever more complex technologies the tasks are constantly changing.

### Customer Service Expert

As a Customer Service Expert Apprentice, you will develop first-class customer service skills including understanding customer needs and business needs, critically evaluating customer service levels and implementing changes to improve the customer journey and using appropriate resources and technology to support the needs of the customer. You will acquire the skills to deal with challenging situations and develop plans to drive loyalty and retention and exceed customer expectations.



“ We make every effort to provide you with the opportunity of a long-term career with Mercedes-Benz ”







**For any further enquiries please contact the recruitment team:**

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The information contained in this document is correct at the time of production.

For notification of any alterations or amendments, please email us at [apprentice\\_recruitment@daimler.com](mailto:apprentice_recruitment@daimler.com)

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