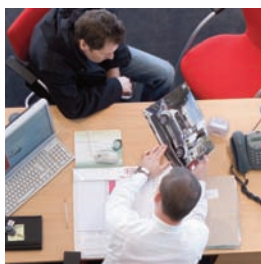
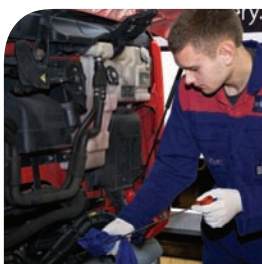




Skillnet Parent Guide

the leading training provider for the motor industry





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 Skillnet Apprenticeship Programme

The Skillnet Apprenticeship Programme has been running for over 10 years. Today's cars are miracles of modern engineering. There is more computer technology in a standard family car than there was in the first Apollo rocket that took man to the Moon. On the Skillnet Apprenticeship Programme, you can be assured that your son or daughter will receive the highest standard of training needed to work with modern vehicles.

Skillnet

Skillnet is the UK's largest provider of automotive Apprenticeship training in the UK. Skillnet works to ensure that your son or daughter gets the best out of their learning experience.

What is an Apprenticeship?

Programme funding

Apprenticeships are fully-funded by the Skills Funding Agency, Scottish Enterprise and the Welsh Assembly Government in England, Scotland and Wales respectively, for learners under the age of 19. People older than 19 who are keen to undertake an Apprenticeship can also join as an Apprentice but training will need to be support-funded by their employer.

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

Our Apprentices are fully-employed by a 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 a Skillnet approved training centre.

All Apprentices are entitled to a weekly wage and Apprentices over the age of 19 are entitled to the National Minimum Wage. Skillnet and its dealer network also fund Apprentices whilst on block/day release training at a Skillnet training centre.

The Skillnet Apprenticeship Programme involves:

1. Employment at a local dealership.
2. Supervised 'on-the-job' training at a dealership.
3. 'Off-the-job' or 'block release/day release' training at a Skillnet approved training centre.
4. National Vocational Qualification (NVQ) or Scottish Vocational Qualification (SVQ) - a competency based qualification that is nationally recognised.
5. Technical Certificate - a theory based qualification.
6. Key/Core Skills - measuring specific levels of Literacy, Numeracy and use of Information Technology.



Length of programme

A typical Advanced Apprenticeship Programme lasts up to three years, however, Apprentices may progress through the course faster, dependent on the discipline chosen. The programme consists of a level 2 programme (Service Technician Skills) undertaken in the first 18 months and progression through to a level 3 programme (Diagnostic Technician Skills). Throughout their Apprenticeship most Apprentices will spend up to eight weeks per year receiving 'off-the-job' training at one of Skillnet's training centres.

Programmes available at Skillnet

The programmes have been developed to provide dealers with a complete Apprenticeship training solution, now offering eight different Apprentice programmes in:

- Car Technician
- Service Advisor
- Accident Repair Centre Advisor
- Parts Advisor
- Vehicle Body Mechanical Technician
- Vehicle Body Panel Technician
- Vehicle Body Paint Technician
- Vehicle Sales Executive

The Skillnet Centre of Learning

Successful applicants will usually be required to attend one of Skillnet's approved training centres on block or day release training to enable them to complete their Technical Certificate and Key/Core Skills training.

Skillnet's training centres are closely monitored by Skillnet itself and Ofsted to ensure that they meet the highest standards of training required.

Skillnet's Training Centre

Skillnet's training centres are based nationally and the headquarters for Skillnet and our primary delivery site is Watford.

The Centre of Learning itself is an impressive and unique dedicated training centre.

Contact details

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

Skillnet Ltd
Unit 4, Eastcote Industrial Estate
Field End Road
Eastcote
Middlesex
HA4 9NJ

Website: www.skillnet.org.uk



First day at a Skillnet training centre

During their first day at college, each Apprentice is given an induction pack, including important contact numbers and programme information. They will receive a presentation from the Skillnet Tutor on the programme content and expectations.

Behaviour

Whilst at a training centre, Apprentices will be representing 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



Skillnet has 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 an Apprenticeship Programme course will be sent home and further disciplinary action will be taken. Parents/guardians will be immediately informed of any situations during college 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. Skillnet encourages learners to provide feedback throughout their course, which we evaluate as part of a continuous improvement plan as necessary.

Learner Information

Meals

Whilst at a training centre, learners will be provided with meal breaks and access to suitable lunch products.

Grievance procedure

Learners are encouraged to raise any workplace grievance with their employer. However, they can also speak to the Programme Manager or, ultimately, the Chief Executive of Skillnet to raise any concerns they might have with their workplace. Any grievance from employers regarding our service should be directed on 01923 630 800.

Equipment

Whilst at a training centre, the necessary tools and equipment will be provided.

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

When training takes place in the workshop it is vital that overalls and safety footwear are worn. Although overalls will be provided, your son or daughter must bring their own safety footwear. 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 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 assessment and progression 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 recommends 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

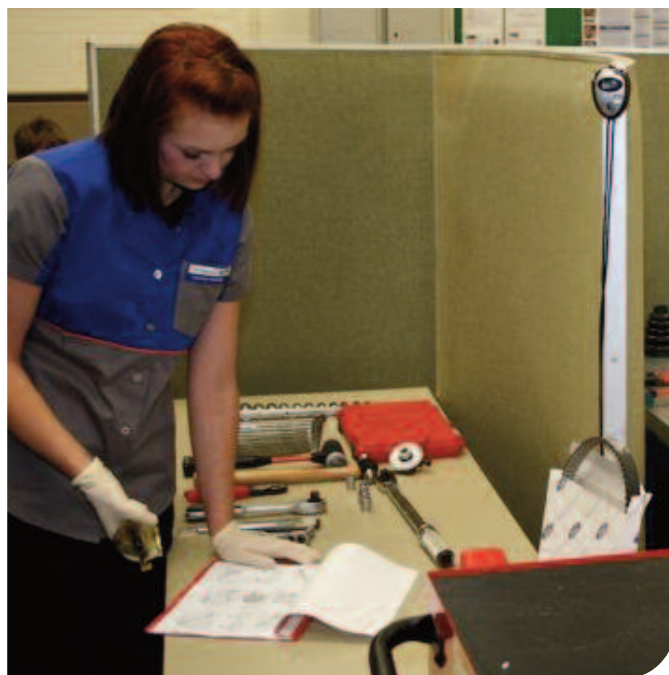
Your son or daughter has full employment status; this means they will be paid by the dealership they are working for. As a member of staff they must work under the conditions laid down by the company. In recruiting an Apprentice, the dealer has agreed to follow a training programme and will release the Apprentice to attend 'off-the-job' training at a Skillnet approved training centre. They have the expectation that your son or daughter will make full use of their training time. They will also pay wages throughout the training periods.

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 to monitor the effectiveness of the equality and diversity policy. This allows Skillnet 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.



Hours of work/holidays

The Department of Business, Enterprise and Regulatory Reform (BERR) produces a booklet outlining all the conditions of the working time regulations.

Further information can be obtained by telephoning 020 7215 5000 or via their website www.berr.gov.uk. The regulations apply to most workers aged 16 and over and affect all learners on Skillnet programmes.

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 college 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

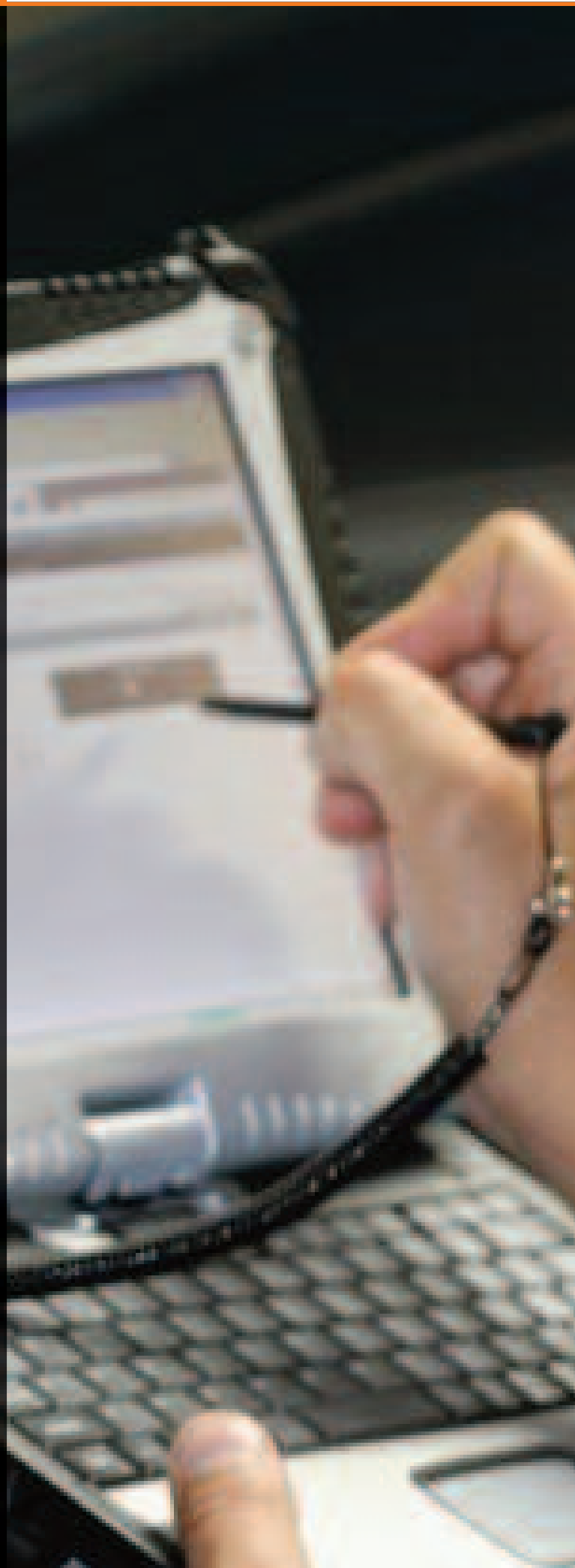
As an employee, the Apprentice is subject to whatever arrangements the dealership has for notification and payment for sickness.

Health and Safety

Skillnet and the dealerships in the Skillnet 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 dealerships are providing safe environments for the Apprentices. Therefore, Skillnet checks all work sites before placing an Apprentice. Skillnet expects the 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 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

Key/Core Skills

There are three Key/Core Skills which have to be achieved as part of the Skillnet Apprenticeship Programme. They are:

- Numeracy
- Communication
- Information Technology

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

Does every learner need to complete Key/Core Skills?

Some young people cover Key/Core Skills at school. If the Apprentice presents Skillnet with a Key/Core 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 Key/Core Skills tests. Most learners will need to produce a portfolio of evidence confirming Key/Core Skills ability.

How are Key/Core Skills assessed?

This is done in two ways:

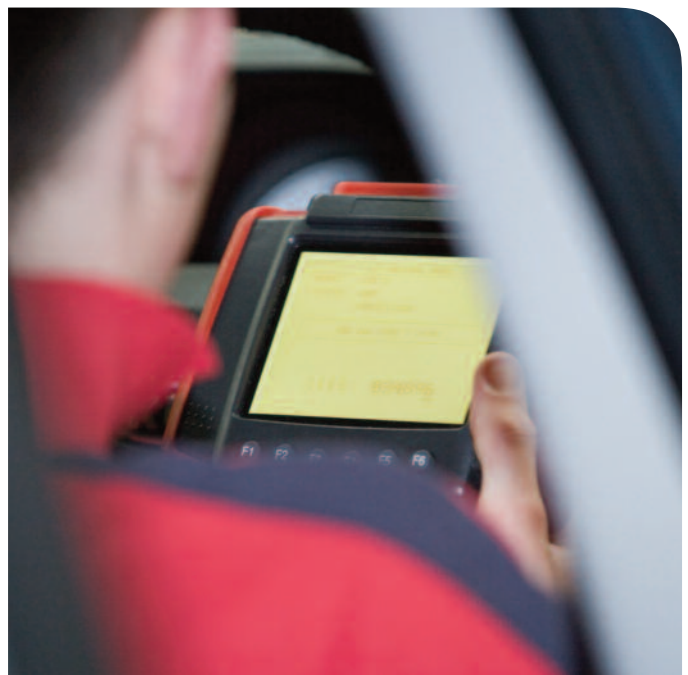
Firstly, all learners doing Key/Core Skills need to produce evidence of their ability to meet the standards set out for Numeracy, Communication and Information Technology. Most of this will be proved through work they have done for their SVQ/NVQ portfolio. Their assessor will guide them in this.

Secondly, those learners not exempt from Key/Core Skills tests by virtue of their GCSE grades will need to sit Key/Core Skills tests. These are externally set tests that are computer-based and are normally sat at the time of 'off-the-job' training. Skillnet schedule these tests at appropriate stages of the Apprenticeship.

Is additional support available for Key/Core Skills?

Some learners cope very well with the technical and practical aspects of the Apprenticeship, but have difficulty with Key/Core Skills. Skillnet and its training centres will support these learners with additional revision and coaching to ensure they attain Key/Core 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 SVQ/NVQ, Technical Certificate and Key/Core Skills, your son or daughter will achieve an Advanced Apprenticeship and receive the Skillnet Apprenticeship Programme Completion Certificate from Automotive Skills Limited, the Sector Skills Council for the motor industry.



Completion of the Skillnet Apprenticeship Programme

Following their graduation from the programme, Car Technician Apprentices also have the opportunity to further advance their Skillnet product knowledge by taking the Automotive Technician Accreditation (ATA) qualification. This prestigious accreditation tests the skills of automotive technicians across the UK, provides an official recognition of competence and sets the standard for motor industry technicians.

The Skillnet Centre of Learning also provides adult and advanced Apprenticeship training to further your son/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 their Skillnet Assessor or Technical Trainer using the address, telephone number and email addresses below.

Lee Acton

Chief Executive

E: Leeacton@skillnet.org.uk

M: 07904 263697

Hazel Wilcock

Sales Director

E: Hazelwilcock@skillnet.org.uk

M: 07872604289

Sam Smith

Director

E: Samsmith@skillnet.org.uk

M: 07795 464170

Skillnet Limited

Unit 4, Woodshots Meadow
Croxley Green Business Park
Hatters Lane
Watford, Hertfordshire
WD18 8YS
Tel: 01923 630800



Useful websites

www.skillnet.org.uk

www.skillsfundingagency.com

www.motor.org.uk

www.connexions.gov.uk

www.apprenticeships.org.uk

www.imiawards.org.uk



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