

Light Vehicle Apprentice Programme

Year 1

Year 2

Year 3

EPA

Soft Skills and Behaviours: Communicate effectively, behave in accordance with Mercedes-Benz values, work as an effective team member, constantly learn and demonstrate commercial awareness

Completed at MB Academy/Virtual
(6 weeks)

Carrying out fundamental tasks common to all procedures in the workshop.
Identify components.
Complete a range of routine services and inspections.

MILESTONE 1

Knowledge Assessment, Workplace Discussion,
Vehicle inspection and Fabrication Task

Completed at MB Academy/Virtual
(7 weeks)

Identify serviceability of worn components and the processes to replace them.
Carrying out more complex tasks in the workshop.

MILESTONE 2

Knowledge Assessment, Review of Log Book,
Workplace Discussion, Basic R&M observation

Completed at MB Academy/ Virtual
(7 Weeks) (+1 week EPA prep)

Diagnose faults that involve in depth investigation.
Rectifying faults found on all vehicle systems
F-Gas qualification

MILESTONE 3

Review completed Log Book (5 Job Cards) Confirm
20% otj hours, Knowledge Assessments, Maths &
English at L2, Employer confirms competent

Completed at Retailer/ Virtual
(6 visits)

Demonstrate carrying out fundamental tasks common to all procedures in the workshop.
Demonstrate a range of routine services and inspections

Completed at Retailer/ Virtual
(6 visits)

Demonstrate the ability to identify serviceability of worn components and the processes to replace them.
Demonstrate the ability to carry out more complex workshop tasks.

Completed at Retailer/ Virtual
(4 visits) (+1 visit EPA Tripartite)

Demonstrate the ability to diagnose faults that require in depth investigation.
Demonstrate the ability to rectify faults found on all vehicle systems.

Functional Skills: Maths, English (Level 2)

Knowledge, Skills and Behaviour Continual Assessment: On-line assessments, assignments, observations, professional discussion, learner & mentor reflection

Mercedes-Benz Competence: High Voltage Awareness, experience across products & systems

Professional discussion and review of behaviours and Job Cards

Two Part Online Knowledge Exam

Five observed Practical Tasks (2 days)

Heavy Vehicle Apprentice Programme

Year 1

Year 2

Year 3

EPA

Soft Skills and Behaviours: Communicate effectively, behave in accordance with Mercedes-Benz values, work as an effective team member, constantly learn and demonstrate commercial awareness

Completed at MB Academy/ Virtual
(6 weeks)

Carrying out fundamental tasks common to all procedures in the workshop
Complete a range of routine services and inspections

MILESTONE 1

Knowledge Assessment, Workplace Discussion, Vehicle inspection and Fabrication Task

Completed at MB Academy/ Virtual
(7 weeks)

Identify serviceability of worn components and the processes to replace them.
Carrying out more complex tasks in the workshop.

MILESTONE 2

Knowledge Assessment, Review of Log Book, Workplace Discussion, Basic R&M observation

Completed at MB Academy/ Virtual
(7 Weeks) (+1 week EPA prep)

Diagnose faults that involve in depth investigation.
Rectifying faults found on all vehicle systems

MILESTONE 3

Review completed Log Book (learner journey)
Confirm 20% otj hours, Knowledge Assessments, Maths & English at L2, Employer confirms competent

Completed at Retailer/ Virtual
(6 visits)

Demonstrate carrying out fundamental tasks common to all procedures in the workshop.
Demonstrate a range of routine services

Completed at Retailer/ Virtual
(6 visits)

Demonstrate the ability to identify serviceability of worn components and the processes to replace them.
Demonstrate the ability to carry out more complex workshop tasks.

Completed at Retailer/ Virtual
(4 visits) (+1 visit EPA Tripartite)

Demonstrate the ability to diagnose faults that require in depth investigation.
Demonstrate the ability to rectify faults found on all vehicle systems.

Functional Skills: Maths, English

Knowledge, Skills and Behaviour Continual Assessment: On-line assessments, assignments, observations, professional discussion, learner & mentor reflection

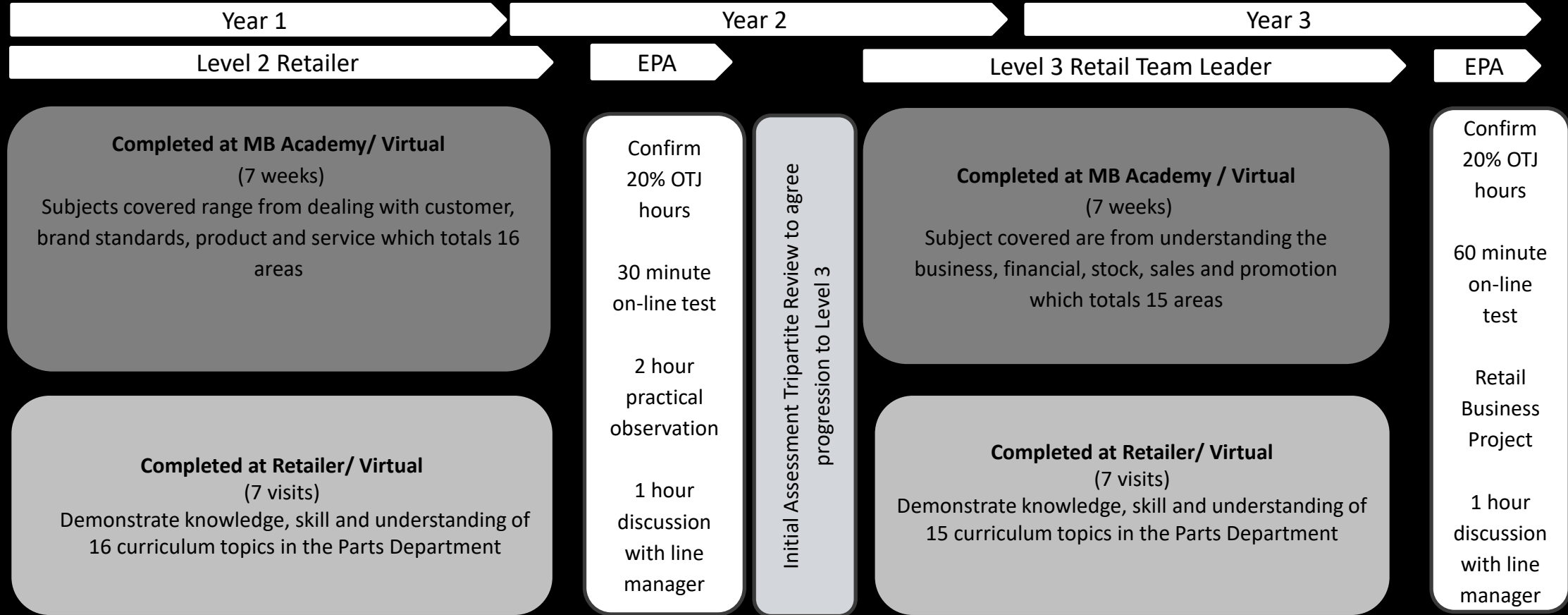
Mercedes-Benz Competence: F-Gas, High Voltage Awareness, experience across products & systems

Professional discussion and review of behaviours & Learner Journey

Two Part Online Knowledge Exam

Five observed Practical Tasks (1 day)

Retail Parts Advisor Programme



Functional Skills: Maths, English

Knowledge, Skills and Behaviours Continual Assessment: On-line assessments, observations, professional discussion, learner & mentor reflection

Mercedes-Benz Competence: 12 assessment visits, PPS, experience across products and systems

Skills and Behaviours: Communicate effectively, behave in accordance with Mercedes-Benz values, work as an effective team member, constantly learn and demonstrate commercial awareness

Customer Service Specialist Programme

Year 1

Year 2

Completed at MB Academy/ Virtual
(6 weeks)

Fundamental skills, knowledge and behaviours required for delivering excellent customer facing roles

Completed at Retailer/ Virtual
(5 visits)

Demonstrate effective use of fundamental customer service skills with a range of different customers

MILESTONE 1

Workplace observation, professional discussion, presentation of skills and knowledge

Completed at MB Academy/ Virtual
(6 weeks)

Advanced skills, knowledge and behaviours essential for a customer service expert

Completed at Retailer/ Virtual
(6 visits)

Demonstrate effective use of customer service skills in a range of complex situations with different types of customers

GATEWAY 1

Review of knowledge, skills & behaviours to establish competency for final assessment

EPA

Confirm 20% OTJ hours

Workplace observation

Professional Discussion

Business Project

Project Review
(1 week at Academy)

Functional Skills: Maths, English

Knowledge, Skills and Behaviour Continual Assessment: On-line assessments, assignments, observations, professional discussion, learner & mentor reflection

Mercedes-Benz Competence: Improved Customer Service Programme, experience across products & systems

Soft Skills and Behaviours: Communicate effectively, behave in accordance with Mercedes-Benz values, work as an effective team member, constantly learn and demonstrate commercial awareness