



**FERRARI** APPRENTICESHIP PROGRAMME









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## INTRODUCTION

The Ferrari Apprenticeship Programme is designed to train and develop apprentices in a way that enables them to learn the core elements of their job role using advancing technology as well as fostering an exceptional level of customer service.

The comprehensive, 3 year programme provides our dealers with all the support they need to attract, select and develop the most capable apprentices for our network.

To assist Ferrari with the programme we have selected EMTEC Colleges Limited, part of Nottingham College, as our training partner to manage and deliver The Ferrari Apprenticeship Programme.

Apprenticeships help businesses grow their own talent.

- 96% of employers that take on an apprentice report benefits to their business
- 72% of businesses report improved productivity as a result of employing an apprentice

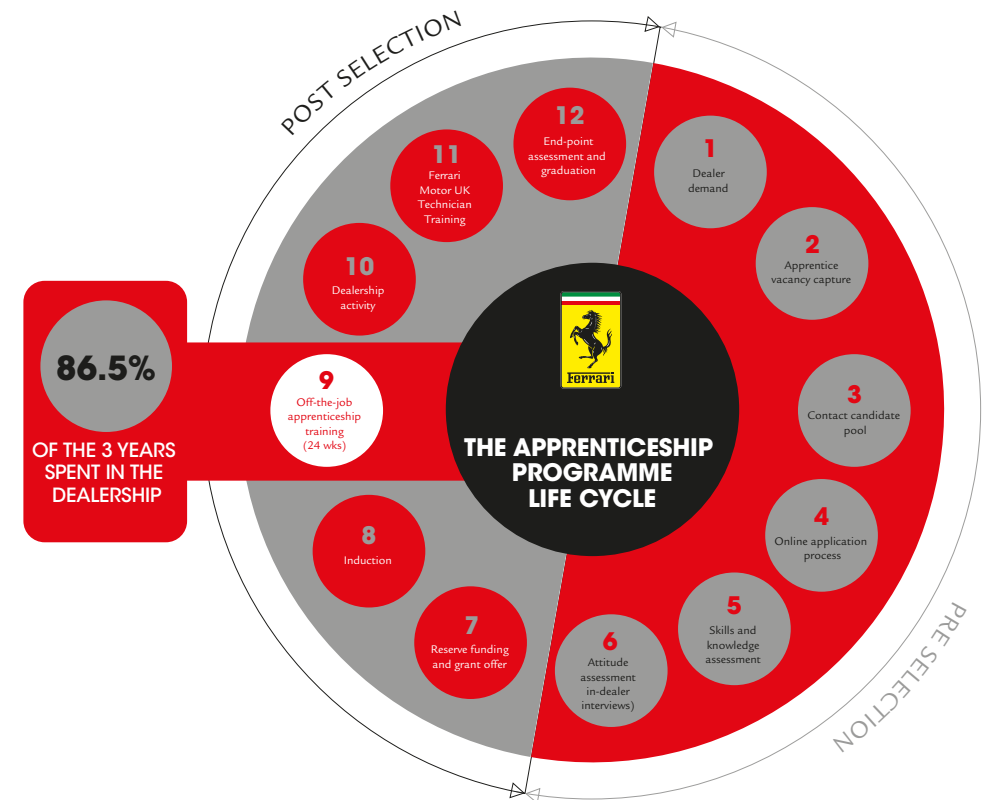
Information source - National Apprenticeship Service



## OVERVIEW

The Ferrari Apprentice Programme is 3 years in duration for the technical programmes with the non-technical programmes being shorter in duration. In both the Technical and Non-Technical Programmes the apprentices spend 86.5% of their time in their Ferrari dealership alongside a skilled technician/mentor.

The classroom and workshop training elements of the programme are delivered at the Ferrari Training Academy in Slough. The Ferrari Apprentice trainer will also carry out quarterly dealer visits to monitor and discuss the apprentice's development.







## THE PROGRAMME APPRENTICE RECRUITMENT

Applications can be made to join the Ferrari North Europe Apprenticeship Programme via the website at: [www.ferrariapprenticeship.co.uk](http://www.ferrariapprenticeship.co.uk)

On applying for a vacancy all applicants will be asked to complete an online assessment and upload their CV. They will receive an information advice and guidance interview from the recruitment team to discuss suitability. If they are successful, they will be invited to a face-to-face interview with the dealer who will make their employment decision using a variety of methods.

STAGE 1	Visit website <a href="http://www.ferrariapprenticeship.co.uk">www.ferrariapprenticeship.co.uk</a>
STAGE 2	Search for your nearest Official Ferrari Dealer
STAGE 3	Complete your online application and attach your most recent CV
STAGE 4	EMTEC Recruitment Team will contact suitable applicants, conduct a telephone interview and send those successful an online assessment
STAGE 5	If successful, you will then have a face-to-face interview at the Ferrari Dealership
STAGE 6	After all interviews have taken place, candidate notified of outcome
STAGE 7	If successful, a start date will be agreed and a confirmation offer emailed to the candidate. If unsuccessful, the candidate will be offered interview feedback



## SERVICE TECHNICIAN

### 3 YEARS

The programme is designed around the new Light Vehicle Service and Maintenance Technician (Level 3) Standard. Additionally the programme is enhanced by the inclusion of Ferrari Technical Training Courses to allow the apprentice to graduate with the skills and knowledge required in the dealership.

The achievement of functional skills relevant to the learner's level in Maths and English will be completed as part of the Apprenticeship, and will be independently assessed by the IMI.

Service Technicians will also graduate with:

- F-Gas Certification
- IMI Level 3 Electric Vehicle Qualification

## BENEFITS

- Apprentices will be working on Ferrari cars with equipment provided by Ferrari
- Training at a state-of-the-art training centre
- Apprentices taught by a qualified technician
- Visits in the dealerships are completed by a trainer who has extensive training skills on Ferrari cars
- IMI Level 3 Electric Vehicle Qualification





## PROGRAMME ADDED VALUE

On completion of the Technician Apprenticeship the following qualifications are achieved:

- IMI Light Vehicle Maintenance and Repair Apprenticeship Standard
- IMI Level 3 Award Automotive Refrigerant Handling
- Level 3 Award in Electric/Hybrid Vehicle System Repair and Replacement

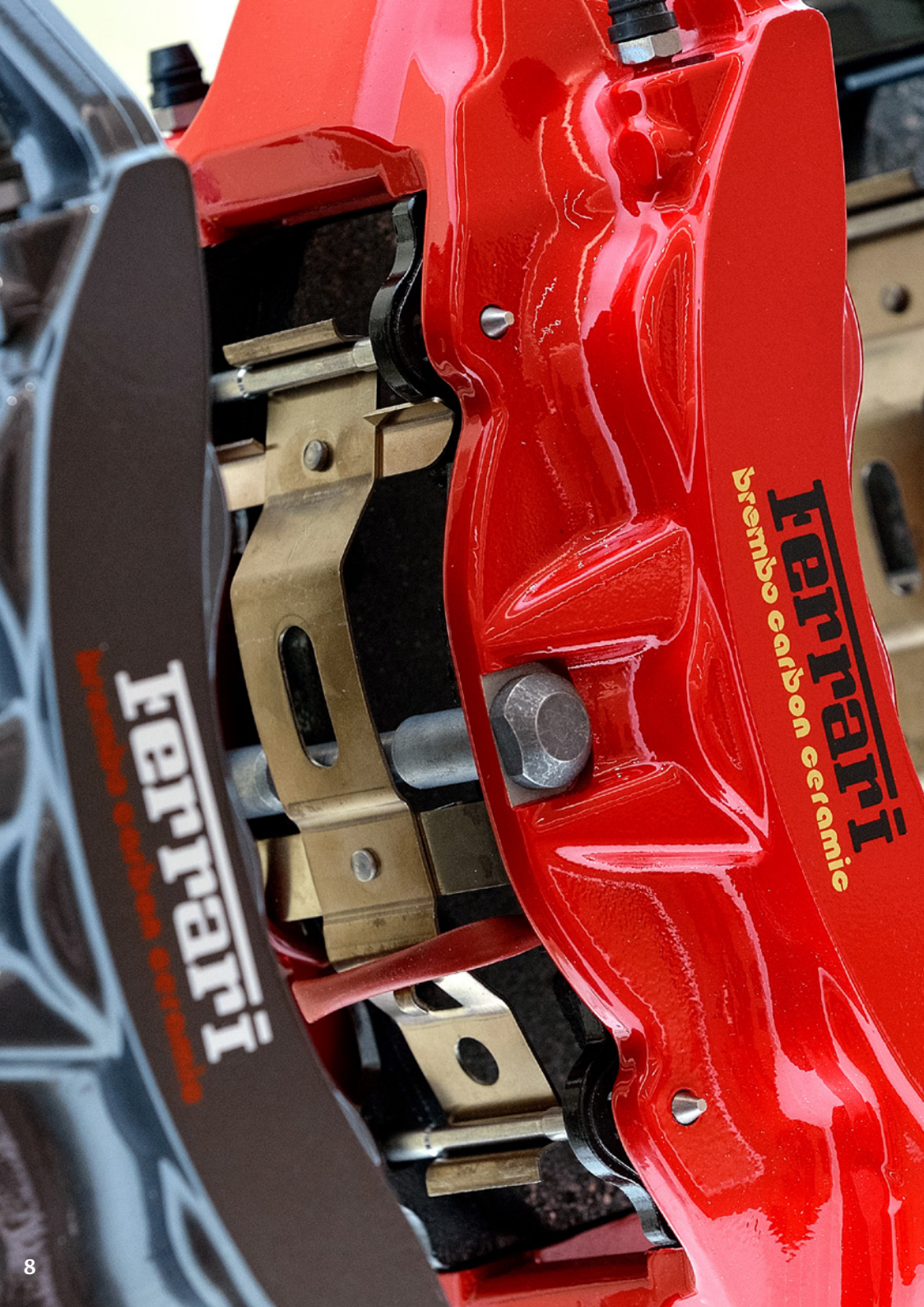
Ferrari Technical Courses built into programme:

- Engine Diagnosis
- Transmission Diagnosis
- Engine Rebuild

In addition, apprentices will receive:

- Ferrari Classiche training
- Ferrari Challenge training





## AFTERSALES

### PARTS ADVISOR

Apprentices will gain a nationally recognised qualification Level 2 Customer Service Practitioner (ST0072/AP02) & Level 3 Customer Service Specialist (ST0071/AP01) and become accredited as a Service Advisor.

As a Service Advisor they will have direct contact with customers, initially booking them in for work to their vehicles and then informing them of any additional repairs required. Once completed they should be able to:

- Be the first and last point of contact with the service customers
- Take customer bookings and schedule services and repairs
- Communicate the customer's work and faults to the vehicle technicians
- Handle customer complaints
- Advice and guidance for vehicle care and warranty retention and warranty claims
- Sales/advice for accessories and modifications
- Collate information for CSI

### SERVICE ADVISOR

Apprentices will gain a nationally recognised qualification Level 2 Customer Service Practitioner (ST0072/AP02) & Level 3 Customer Service Specialist (ST0071/AP01) and become accredited as a Parts Advisor.

As a Parts Advisor they are responsible for ordering, selling and managing stock control on vehicle parts. Once completed they should be able to:

- Take orders from customers both face to face and over the phone
- Maintain an ordered stock room and find parts from stock
- Raise invoices
- Liaise with other members of staff
- Customers may include members of the public, service departments of dealerships, and garages
- Advise on accessories and modifications
- Warranty claims and returns





## TRAINING & LEARNING MODEL

The training and learning model involves a mixture of both distance learning, self-study and face-to-face training delivery. This model includes remote self-study using the online Electude package for the apprentice. Functional skills are tailored to individual learner needs using remote online tuition. Additional learning opportunities are provided with a range of systems and resources through the college website.

## IN DEALER LEARNING AND SUPPORT

The Ferrari apprentice trainer will carry out quarterly dealer visits to discuss your apprentice's programme and to assist you in maximising the apprentice's development in the dealership. The trainer will also work with the managers, supervisors and mentors to assist in providing the best possible environment in which to practise their skills and knowledge acquired during the training modules.





## VEHICLE DAMAGE PAINT TECHNICIAN (LEVEL 3 STANDARD) 3 YEARS

The Vehicle Damage Paint Technician Level 3 Apprenticeship Standard is suitable for apprentice technicians looking to specialise in accident repair.

Apprentices gain experience and learn in a Ferrari Approved Bodyshop. This includes the knowledge, skills and behaviours as set out in the latest Apprenticeship Standard. The Apprenticeship Standard requires apprentices to study towards and complete an End-Point Assessment (EPA) comprising of these knowledge, skills and behaviours.

A Vehicle Damage Paint Technician works in the vehicle body repair sector of the motor industry. Working on a wide range of vehicles, the Apprentice Paint Technician will prepare, spray and finish the vehicle body. They will gain knowledge and skills of paint technology, composition, mixing and methods of applying paint to vehicles. In addition to workplace experience, apprentices will undertake off-the-job training at our dedicated facility at Ruddington.

English and maths at Level 2 (or equivalent) is required to be held by the learner prior to the EPA.





## VEHICLE DAMAGE PANEL TECHNICIAN (LEVEL 3 STANDARD) 3 YEARS

The Vehicle Damage Panel Technician Level 3 Apprenticeship Standard is suitable for apprentice technicians looking to specialise in accident repair.

Apprentices gain experience and learn in a Ferrari Approved Bodyshop. This includes the knowledge, skills and behaviours as set out in the latest Apprenticeship Standard. The Apprenticeship Standard requires apprentices to study towards and complete an End-Point Assessment (EPA) comprising of these knowledge, skills and behaviours.

A Vehicle Damage Panel Technician works in the vehicle body repair sector of the motor industry. Working on a wide range of vehicles, the Apprentice Panel Technician will repair and replace vehicle body panels and components. They will gain knowledge and skills of body repair methods and the range of tools and equipment used. In addition to workplace experience, apprentices will undertake off-the-job training at our dedicated facility at Ruddington.

English and maths at Level 2 (or equivalent) is required to be held by the learner prior to the EPA.





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Availability of specific apprenticeships are subject to the recruitment needs of the Official Ferrari Dealer network, which may vary from year to year.

The apprenticeship training is delivered for and on behalf of Ferrari North Europe by EMTEC Colleges Limited.