

DAF Trucks UK  
Business  
Administration  
Apprenticeship  
Programme

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# INTRODUCING THE DAF DEALER BUSINESS ADMINISTRATION APPRENTICESHIP

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As the UK market leader for 28 years, DAF sets industry standards for performance, productivity, and after-sales service. The only major commercial vehicle manufacturer producing trucks in the UK, our factory in Leyland produces over 15,000 vehicles annually with 1 in every 3 new trucks registered in the UK being a DAF.

The rapid evolution of technology in today's trucks and the complexities of managing business operations mean that first-class training in business administration is more essential than ever.

DAF trains Business Administration Apprentices to develop strong organisational, management, and communication skills to deliver effective support across various departments within the DAF dealer network. Business Administration Apprentices will study and learn through a blended training programme consisting of virtual group sessions, online self-study, and workplace activities supported by their Skills Coach.

With face-to-face training taking place at DAF's purpose-built Training Centre in Nottingham,

supported by bespoke eLearning modules and hands-on experience in the dealership, the programme is specifically designed for Business Administration roles, focusing on operational efficiency, office management, and excellent internal communication.

Apprentices will also be trained in various administrative functions, such as project coordination, documentation handling, and internal communications, with dedicated facilities to support their development.

The Level 3 Advanced Apprenticeship is delivered over 15 months, during which time Apprentices are employed at a DAF Dealership as full-time employees and will be paid a wage while gaining industry-leading qualifications.

**On successful completion of this apprenticeship, you will be awarded the L3 Business Administration apprenticeship standard.** This Level 3 apprenticeship develops advanced skills, knowledge, and behaviours, allowing you to become a key contributor to the organisation's operations. You will manage key tasks such as scheduling, reporting, and supporting other departments to achieve business objectives.

**Month 1:** Welcome to DAF, Introduction to the Programme, sector, and job role

**Month 2:** Business Fundamentals Essential Business Skills

**Month 3:** Delivering a Positive Impression

**Month 4:** Managing Process

**Month 5:** Providing a Quality Experience

**Month 6:** Delivering a Business Focused Service

**Month 7:** Regulatory Requirements and Key Stakeholder

**Month 8:** Culture and Environmental Awareness

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**Month 9:** External Environmental Factors

**Month 10:** Working in Partnership

**Month 11:** Business Knowledge, Understanding and Service Improvement

**Month 12:** : Managing difficult and demanding customers

**Month 13:** Positive Customer Experience

**Month 14:** Effective Communication



# Do You Have What It Takes?

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## AS A BUSINESS ADMINISTRATOR, YOU WILL:

- Be a key role within the dealership, interacting with all areas of the business, including sales, service, parts, and management.
- Handle administrative tasks, such as managing records, scheduling, and supporting business operations.
- Assist in creating a streamlined and efficient working environment across departments.
- Develop knowledge of the full range of DAF products and services from a business operations perspective.
- Provide administrative support to managers, team members, and customers.
- Build and maintain strong internal business relationships.
- Act as an ambassador for DAF's values and business operations.



# What Qualifications Will You Get?

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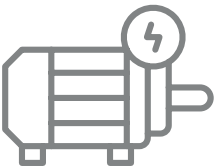
**AT THE END OF YOUR PROGRAMME, YOU WILL ACHIEVE:**



an Apprenticeship Completion Certificate



Qualifications in English and Maths



solid foundation for an exciting career in business administration



# What Can You Expect?

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As a full-time employee, you will be paid a wage while gaining industry-leading qualifications. Upon completion of your Apprenticeship, you will be encouraged to further develop your skill and knowledge base by progressing through our comprehensive training programmes at DAF Academy.

With the evolution of sophisticated business processes and the continuous development of DAF's operations, the DAF Apprenticeship Programme offers ongoing opportunities for career progression and continued professional development through our specialist training programmes.

## APPLICANTS MUST:

- ✓ Be at least 16 years old and not in full-time education.
- ✓ Have Maths and English GCSE grades 4-9 or equivalent.
- ✓ Complete an online application and interview with our dedicated recruitment specialists.





DAF

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DAF TRANSPORT EFFICIENCY

XG+

DAF

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We are looking for the next generation of DAF Business Specialists to join our award-winning programme.



**Contact DAF**

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