

DAF Trucks UK Parts Apprenticeship

A PACCAR COMPANY DRIVEN BY QUALITY



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Start your Future

As the UK market leader, 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 today's trucks and the technology keeping them up and running means that first class training for those involved in the vital maintenance of these vehicles is more important than ever.

The DAF Apprentice Programme gives you the chance to join the select group of specialist advisors working with some of the most modern, sophisticated trucks on the road.

We are now recruiting the next generation of DAF Parts Specialists!

Are you ready to start your future with DAF?



Are you ready?

ARE YOU A PARTS SPECIALIST OF TOMORROW?

What sets DAF apart from the competition is the quality of our aftersales support; our Parts Specialists are a vital part of this.

To continue to be market leader, DAF will rely on the **Parts Specialists of tomorrow...**

GREAT FOR THOSE INTERESTED IN:



The truck industry



Building communication skills



Problem solving

APPLICANTS MUST:

- ✓ Be at least 16 years of age and not in full-time education
- ✓ Have Maths & English Grades 4-9 or equivalent (A-C)
- ✓ Complete an online assessment and an initial assessment with your Skills Coach

HOW IT WORKS

- Employed by a DAF dealership from day 1 and paid a wage
- Regularly attend the DAF Apprentice Academy in Nottingham
- Dedicated Skills Coach always on hand with regular visits to your work place
- Attend a tour of the Leyland Assembly Plant and Parts Distribution Centre



Your future Apprenticeship

DAF trains parts advisors to develop in depth product technical knowledge and customer service skills.



You will study and learn through a blended training programme consisting of virtual group sessions, online self-study, and workplace activities.

You will gain theoretical and practical skills with an emphasis on the understanding of stock management procedures and improving sales.



Apprentices will also be trained in a simulated Service Reception and Parts Department consisting of goods inward and counter areas.

The facility has dedicated computer facilities for on-line exercises that reflect an operational Service and Parts Department.



Throughout your Apprenticeship, you are supported by a dedicated Skills Coach, who will regularly visit you in the workplace to monitor your progress, training needs and support with your portfolio work.

What's included?



All academy tuition fees covered



All Skills Coach visits



All travel costs to Nottingham and Haddenham



You will be paid a competitive wage whilst gaining industry-leading qualifications!



On average, our apprentices benefit from a financial advantage of £120,000 over those pursuing university degrees over the same comparable period.



The 3 qualities we're looking for

- 1 A commitment to providing excellent customer service with a real passion for trucks or vehicles
- 2 An ability to work effectively as part of a team and a commitment to building a career within the industry
- 3 A mechanical aptitude and GCSE grades C or above, demonstrating a good level of knowledge in Maths and English



Career progression opportunities for DAF Apprentices

At DAF, we believe in investing in our people and the future of our industry. The DAF Apprenticeship Programme provides an opportunity to enter a rapidly evolving, exciting industry with huge career potential.

Once you have completed your Apprenticeship you will have access to DAF's prestigious UK headquarters, home to the company's leading training and development service, the DAF Academy.

From here you will further develop your skills both in and outside of the dealership, helping you to achieve your full potential.

DAF Academy offers world-class and effective training programmes, from detailed and practical technical training to commercial skills and management programmes designed to help the business of selling and maintaining trucks run smoothly.

Former DAF Apprentices have gone on to teach at the DAF Academy and within our Apprentice training partners Skillnet and the DAF Apprentice College, ensuring that you will benefit from training that is fuelled by personal DAF Apprenticeship experience.

DAF's network is now full of former Apprentices in Workshop Foreman, Service Manager & Service Director roles and one of our Dealer Groups has a former DAF Apprentice as their Managing Director.



What's involved

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

MONTH:

- 1 Welcome to DAF, Introduction to the Programme, Sector, and Job Role
- 2 Internal and External Customers
- 3 Customer Culture and Environmental Awareness
- 4 Business Knowledge and Understanding, Receipt and Storage of Goods
- 5 DAF Leyland Experience
- 6 Team Working and Processing non-stock Orders
- 7 Customer Service Performance and Service Improvement
- 8 Responsibility and Adaptability, Stock Control and Stock Checking
- 9 Capacity and Planning Excellent Parts Service
- 10 Processing Payments
- 11 Customers Changing Expectations
- 12 Product Identification and Component Locations
- 13 Problem Solving
- 14 DAF Systems
- 15 End Point Assessment Preparation

What's expected

- ✓ Be a key role within the dealership, interacting with all areas of the business including sales, service, and customers and provide expert advice and support to both customers and workshop colleagues.
- ✓ Demonstrate strong relationship building, influencing, and communication skills alongside sound analytical, information technology and numeracy skills.
- ✓ Be a brand ambassador for DAF, maintaining strong customer and business relationships providing seamless customer service.
- ✓ Gain an understanding of the purpose and function of vehicle parts and specialist tools with an expert knowledge of the full range of our DAF products and TRP (all makes) products required for both our customers and the workshop.
- ✓ With the evolution of sophisticated and innovative trucks the DAF Apprenticeship Programme provides ongoing opportunities for career progression and continued professional development through our industry leading specialist manufacturer training programmes.





It's not just a job...

It's your first step into a career with global opportunities available to fulfil your ambitions within the motor industry.

We are recruiting Apprentices for positions throughout the UK, find your nearest opportunity today.



Start your future

Find your Apprenticeship

<https://www.daf.co.uk/apprenticeships>

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



Contact DAF

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Call our Recruitment Team

DAFApprenticeships@Skillnet.org.uk

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