

**V O L V O**

Volvo Truck and Bus Apprenticeship Programme

# IT ALL BEGINS WITH U

**UNBEATABLE  
OPPORTUNITIES**

**UNRIVALLED  
EXPERIENCE**

**UNIQUE  
JOURNEYS**



Volvo Trucks. Driving Progress

# WELCOME TO VOLVO TRUCK AND BUS

Everything we need for modern life, everyday necessities from food, clothes, transport to luxuries such as latest technology is delivered by a truck. Every day, hundreds of thousands of trucks move millions of tonnes of material around the UK and Ireland. With leading, cutting-edge technology, this is an exciting industry to be a part of.



Volvo Truck and Bus are famous for producing world-class vehicles with excellent performance and impeccable reliability. We achieve this by investing in research and development, state-of-the-art facilities and embracing new

technologies – but above all, by working with determined and committed people.

At Volvo Truck and Bus, we've built a culture based on Quality, Safety, care for the Environment and respect for the individual. If you want to progress, then we'll do everything we can to help you to achieve your goals.

With a network of 80 fully equipped Volvo Truck and Bus workshops throughout the UK and Ireland, the opportunities within our global organisation are endless. We'll give you the skills to learn, develop and excel in your career, whilst earning.

From working with the latest technology, to our highly skilled staff, we are committed to giving you the best step forward into the future. The dedicated 3-year programme has been designed to meet the needs of an ever-changing industry and covers all aspects of truck and bus maintenance and repair with a focus on electronics, diagnosis and computer management systems. At our state-of-the-art academy, we invest in the latest vehicles, diagnostic equipment and constant professional development of our training team to ensure that you get the highest quality learning experience in the industry.

**“At Volvo Truck and Bus, we've built a culture based on Quality, Safety, care for the Environment and respect for the individual. If you want to progress, then we'll do everything we can to help you to achieve your goals.”**

Ultimately, we provide all our apprentices with the skills they need to become fully qualified individuals in this industry. With continual professional development offered throughout your career, you can be sure that as a valued member of the Volvo family, we're always investing in you.

So, if you have the desire and passion to work in the automotive industry, have the right attitude and commitment as well as good GCSE grades or can demonstrate a sound level of knowledge in maths and science – step forward into a future with Volvo.

**We believe it all begins with you.**

**Adam Plastow**

Apprenticeships and Delivery Manager  
Volvo Trucks UK and Ireland

# UNBEATABLE OPPORTUNITIES

## Secure your future and develop your potential

The Volvo Truck and Bus Training Academy offers two apprenticeship training programmes.



### Heavy Vehicle Apprenticeship: Heavy Vehicle Service and Maintenance Technician (ST0068\AP02)

All aspects of heavy vehicle technology are embedded in this dedicated programme focusing on electronics, diagnostics and computer management systems:

- Working in a dealership – on the job training in a workshop, gaining hands-on experience under the supervision of a trained mentor.
- 15 two-week periods of residential training at the Volvo Truck and Bus Training Academy covering technology in engines, transmissions and the latest electronic diagnostic techniques for all vehicle systems.

#### Qualification

Heavy Vehicle Service and Maintenance Technician (ST0068\AP02)

### Aftersales Apprenticeship: Customer Service Practitioner Level 2 and Customer Service Specialist Level 3 with IMI Accreditation Parts

Focusing on stock management, product and motor vehicle knowledge, effective customer service techniques, with the ability to identify customer needs and exceed expectations:

- Working in a dealership – on the job training in parts and service, gaining hands-on experience under the supervision of a trained mentor.
- 10 weeks in-depth residential training at the Volvo Truck and Bus Training Academy.

#### Qualifications

- Level 2 Diploma in Customer Service Practitioner
- Level 3 Diploma in Customer Service Specialist with IMI Accreditation Parts

# UNRIVALLED EXPERIENCE

## Step forward into the future

If you're passionate about working for a premium, global brand with a desire to work on the biggest, most powerful production vehicles in the world and enjoy endless learning opportunities – a Volvo Truck and Bus Apprenticeship could be the right step for you.



## Why Volvo?

- We offer a complete range of trucks and buses, adapted to the different demands and regulations from all over the world
- The unrivalled passion of our people
- Investment in the latest technology
- Be part of a vision to become the world leader in sustainable transport solutions, remote diagnostics and proactive service planning, automation for safer and more efficient transports
- Work in a global team with lots of opportunity for career progression



## What are the benefits?

- Full time employment at an authorised Volvo Truck and Bus dealer
- Competitive salary
- Holiday pay
- Residential training with expert support and guidance
- Internationally recognised accreditation
- Fully paid training course, including all qualification fees and accommodation
- Transferable skills to prepare you for working in the automotive industry



## Volvo Truck and Bus Training Academy

Based in Derby, the workshops are fully-equipped with latest Volvo vehicles and most up-to-date equipment and tools to give you a cutting-edge training programme.

What's more our lecturers always have the latest knowledge on our products to enhance your training experience.



## UNIQUE JOURNEYS

### Jack Thompson Hartshorne Motor Services

Joining has been the best decision that I have ever made, I chose the Hartshorne Group as I had heard that the course and training was of a really high standard. I started working at the Hartshorne Group at the Birmingham depot, while I was doing my apprenticeship and still work there now. At the depot I was assigned a mentor to guide and coach me through all my daily tasks, teaching me valuable skills and expert knowledge of Volvo Trucks and Buses.

The apprenticeship gives you the opportunity to put the theory you learn at Stephenson College into practice and I'd recommend it to anyone thinking of becoming a HGV Technician – it's a fantastic opportunity and not one to be missed. The support from the college tutors and staff is also second to none, they are on hand 24/7 to answer any questions or worries while you're away at college. I'm very proud to work for the Volvo brand and the sense of belonging working at the Hartshorne Group is fantastic.

"The apprenticeship scheme has been a great way to learn a variety of different skills in a professional working environment."



"I can't wait to complete my apprenticeship and become a fully qualified HGV Technician."



### Rachel Sissons Hartshorne Motor Services

From an early age I was always messing around with engines and knew that I wanted a job within the field of mechanics. When I saw a vacancy for an HGV Technician Apprentice, I went to one of their open days to find out more.

Since starting with the Hartshorne Group, they have already put me through extra training courses over and above my apprenticeship so I'm always learning and developing my knowledge. Since working alongside the team at Alfreton, I have worked on everything from gearboxes to diagnosing truck faults and I love the job that I do – every day is a new challenge.

## Lee Darch

### MC Truck & Bus Ltd

I've had so many highlights across my career including the opportunity to attend the Volvo Truck and Bus Service Excellence Award trip a few years ago, where I travelled to various locations in the USA including Boston and New York. Watching the Volvo Truck and Bus Ocean Race in Newport was also an incredible experience.

Having been with Volvo since completing my apprenticeship in 2008, I've enjoyed a huge variety of roles including Parts Specialist and Workshop Controller. I'm now a General Manager and I was tasked with managing the Burgess Hill depot throughout a sustained period of growth and change which has been both exciting and challenging. We expanded into the next unit, with new offices and a new service pit which has allowed the depot to better support our customers' needs. The team have enjoyed business growth, increase in sales and growing the depot's customer base.

There have been many challenges so far and I am sure many more to come throughout my career.

"I'm looking forward to seeing what we can achieve as a team to give our customers the best possible service."



## Pete Dexter

### Apprentice Tutor

I started with Volvo Truck and Bus after my exams and not only did I complete the apprenticeship, I also went on to complete a HNC and HND. The skills I gained at college and throughout the apprenticeship helped me to become a stand-in supervisor when I was just 19, and then go on to run my own shift at 21.

I started a team leading course at Volvo Truck and Bus to further develop my supervisor skills, and as I had come quite far in my progress at the dealership, I decided to pass on my 11-years' experience and knowledge to the technicians of the future.

I've been teaching on the apprenticeship programme for 6 years, and with more staff coming on with vast experience from dealerships, I was able to become the Programme Manager. So now I can ensure that students get the best experience and the most up to date knowledge from their tutors.

"I love to see my students gaining the confidence, skills and experience that were given to me when I was doing my apprenticeship."



# VOLVO TRUCK AND BUS DEALERSHIP MAP

We have a dealer network covering the whole of the UK and Ireland, so whether you want to be in Liverpool or London, Norwich to Naas start your unique journey with Volvo today.





V O L V O

# UNBEATABLE OPPORTUNITIES

The Volvo Truck and Bus Apprenticeship allows you to work with the latest technology in a programme designed to meet the needs of an ever-changing automotive industry.

# UNRIVALLED EXPERIENCE

Working with highly skilled and passionate people on a premium, global brand producing the biggest, most powerful production vehicles in the world.

# UNIQUE JOURNEYS

Completing an apprenticeship could be the beginning of your path to new roles, teams, skills and opportunities across the business.