



Drive your future, your way.

Set your career in motion with a Mercedes-Benz Apprenticeship.

Mercedes-Benz





Working for the famous three-pointed star within the Car, Van or Truck networks you will be part of **one of the best apprenticeship training schemes in the UK**, training at the state-of-the-art Mercedes-Benz Apprentice Academy.

Start your career journey here...

What is an apprenticeship?

It's the best of both worlds. An apprenticeship is an excellent opportunity to gain qualifications and experience. You will earn as you learn and gain practical skills in the workplace, resulting in a qualification and also setting you on a career path within Mercedes-Benz – where that path takes you is up to you.

Take a look at the three apprentice schemes Mercedes-Benz offer...

Ofsted has rated the Mercedes-Benz Apprentice Academy as **'good' in all areas** and this is reflected in our achievement rates.



What apprenticeships are available?

Retail Parts Advisor Apprentice

The role of a Retail Parts Advisor Apprentice is diverse. You'll be working both behind the scenes receiving deliveries, and at the front desk serving Mercedes-Benz customers. You'll learn skills in managing stock, merchandising, forecasting and analysing purchasing habits, as well as developing your ability to retain customers and increase market saturation.

Initially working towards a Level 2 Retailer Apprenticeship you will learn the key principles, practices and skills that underpin the role. On achievement, most will progress to Level 3 Retail Team Leader to further develop and apply your skills in more complex situations.

This apprenticeship takes three years to complete both the Level 2 and Level 3 elements.



“An apprenticeship in Retail Parts has offered me an insight into the world of business and taught me skills such as forecasting, budgeting and business development; which after the apprenticeship will help me build my career as an After Sales Manager.”

Sam Pearce,
Retail Parts Advisor Apprentice



“As a Customer Experience Specialist Apprentice, my experience has been invaluable. The hands-on learning and mentorship have helped me progress my skills to a professional level. The best bit; I get to own the outcome.”

Alex Foster,
Customer Experience Specialist Apprentice



What apprenticeships are available?

Customer Experience Specialist

As a Customer Experience Specialist Apprentice, you will develop first-class customer service skills including understanding customer and business needs, critically evaluating customer service levels, implementing changes to improve the customer journey and using appropriate resources and technology to support the needs of the customer. Focusing on a career in either front of house or service, you will acquire the skills to deal with challenging situations and develop plans to drive loyalty and retention and exceed customer expectations.

Working towards a Level 3 Apprenticeship as a Customer Service Specialist you will learn the key principles, practices and skills that underpin the role before further developing and applying your skills in more complex situations.

This apprenticeship takes 18 months to complete.

What apprenticeships are available?

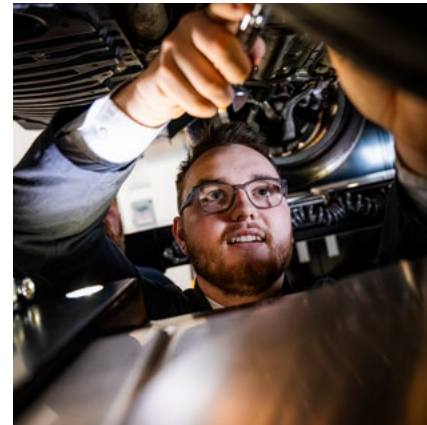
Light Vehicle Technician

As a Light Vehicle Technician, you will service and repair all systems within the vehicle including engine and exhaust systems, air conditioning and electronics. Work will range from replacing parts to solving complex faults using diagnostic methods and equipment. With evermore-complex technologies, the tasks are constantly changing.

Working towards a Level 3 Service and Maintenance Light Vehicle Technician Apprenticeship as either a Car or Van Specialist, you will learn the key principles, practices and skills that underpin the role before further developing and applying your skills in more complex situations.

If you have an apt for practical work, like to work independently but at the same time can operate as a member of a team and offer good customer handling skills then this could be the role for you!

This is a three year apprenticeship.



“This apprenticeship has offered a blend of on the job learning and classroom learning. It is a pathway to becoming the best technician possible.”

Jaz Sohail,
Light Vehicle
Technician Apprentice

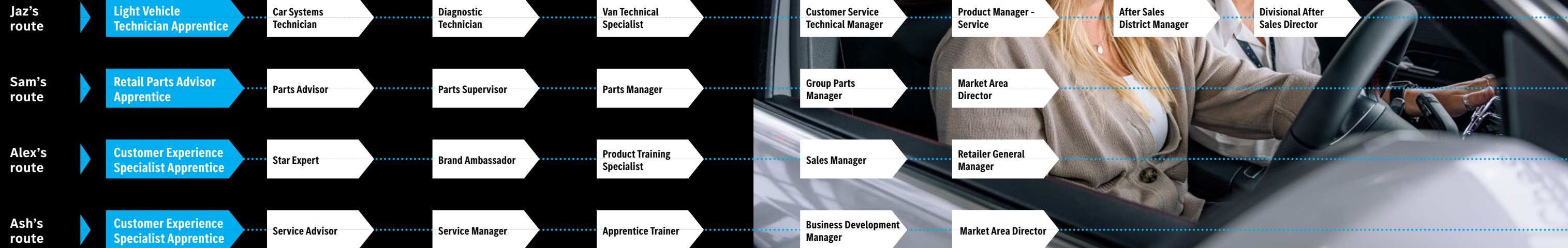


How could my career progress?

Shaping Your Own Success

Being a part of a global automotive brand means a chance to build the career you want. By starting your journey with Mercedes-Benz, you're taking the first steps towards your future.

Some examples of individual career routes taken after completing an apprenticeship:



Training

Training is completed using a mix of face-to-face, virtual, online, workbook and practical training. The in-person training takes place at our purpose built academy in Milton Keynes and includes a mixture of classroom and practical learning.

Whilst you are at the academy you will stay at a local hotel with the other apprentices. Dinner and breakfast are provided at the hotel, and lunch is provided at the academy.

Technical Apprentices will have 20 one-week training blocks across the three-year programme, Parts Apprentices have 14 one-week blocks across three years and Customer Experience Specialist Apprentices have 12 one-week blocks across the 18 month programme.

At the end of your apprenticeship, you will undertake an independent 'End Point Assessment (EPA)' to assess that you have achieved occupational competence. The EPA can take a wide range of forms but is likely to include practical observation, online and written assessments and a professional discussion with you and your manager.

A gym, pool and games room are available for relaxation.

The Student Liaison and Well-being Team support you during your time with us.



Simple Application Process

Complete an online application – include as much detail as possible. If you think it might help us to consider you as a candidate, make sure you tell us about it! See the video on our website for tips.

If your application is successful, we will contact you for a telephone interview, where we will ask you some questions to get more information about you and your suitability for the role.

The next stage for shortlisted applicants is consideration by the hiring manager. They will then advise us who they would like to interview.

If you are successful, we will contact you to arrange your face to face interview, which will take place at a retailer.

If the hiring manager is confident in your suitability for the role, they may invite you for a second interview or ask you to do a work trial, prior to making their final decision.

Ideally candidates will have a **minimum GCSE grade 4/C in English and Maths**. However, for the right candidate who has not met this requirement, the equivalent qualification will be delivered.

For any applicants that have any prior learning, qualifications or experience – further assessments may be required as part of the recruitment process in order to tailor the programme to you.

For guidance on our application process please visit our website for more details.

You can make your application stand out with **relevant work experience or personal achievements**.



Apprenticeships

Your Questions Answered...

So, what's involved in the Apprenticeship Programme?
Here we answer some of the questions you may have.

Do apprentices have to be under 25?

There are no age limits on apprenticeships – as long as you are 16 or over and the apprenticeship will give you significantly new knowledge and skills, anyone can apply.

Does it cost anything to become an apprentice?

No. There is no personal contribution required from yourself for the apprenticeship training.

You earn a salary and all costs of your training are covered by the employer, their levy or the government.

What career opportunities are there with a Mercedes-Benz apprenticeship?

We make every effort to provide you with the opportunity of a long-term career with Mercedes-Benz. Many of our former graduates are continuing to enjoy a rewarding career with Mercedes-Benz and we are proud that we have a 65% retention rate after 10 years' service.

What is an apprenticeship?

An apprenticeship is an excellent opportunity to gain qualifications and experience.

You will earn as you learn and gain practical skills in the workplace.

Will I earn a salary?

Yes. As an apprentice you are considered a full-time employee and you will receive a highly competitive wage, which is subject to National Minimum Wages for apprentices.

How long is the programme?

If you train as a Technician or Retail Parts Advisor your course will be delivered over a three-year period. If you undertake the Customer Experience Specialist Apprenticeship, this programme is 18 months in duration. All of the courses we offer include a tailored Mercedes-Benz competence element, which ensures your continued development.

What qualifications will I be taking?

Light Vehicle Technician Apprentices for both Car and Van will achieve a Level 3 Apprenticeship as a Motor Vehicle Service and Maintenance Technician (Light Vehicle). You will also achieve your F-Gas Handling Licence and High Voltage Awareness and on completion of your EPA will be recognised as a Mercedes-Benz Maintenance Technician.

Retail Parts Advisor Apprentices will achieve a Level 2 Apprenticeship as a Retailer, and then progress to a Level 3 Apprenticeship as a Retail Team Leader, gaining experience in either a heavy vehicle or light vehicle

environment. You will also gain, or work towards, the Mercedes-Benz Parts Process Specialist qualification.

Customer Experience Specialist Apprentices will achieve a Level 3 Apprenticeship as a Customer Service Specialist, gaining experience in either a heavy vehicle or light vehicle environment and focus on either front of house or service career paths.

Additional Mercedes-Benz qualifications are available to take on completion of your apprenticeship.

Where will I be working?

Mercedes-Benz has retailers all across the UK and, if successful in the recruitment process, you will be placed as an apprentice at a site local to you for your workplace training. You will then attend the academy for the additional training aspects of your programme.

Where is the academy?

How often will I go there?

The academy is a purpose built Apprentice Training Centre at the Mercedes-Benz UK Head Office which is in Milton Keynes. Over the course of your apprenticeship you

will attend between 14 and 20 one-week blocks at the academy if you are on the Technician or Retail Parts programmes which are three years each. If you are on the Customer Experience Specialist programme you will attend 12 times over the course of 18 months.

Will I be provided with accommodation?

Yes. Mercedes-Benz apprentices are provided with accommodation at a hotel near to the academy. You can also enjoy a range of entertainment activities throughout the week in the Mercedes-Benz games room. There

is also a gym and pool onsite should you wish to make use of them. Breakfast and dinner are provided for you at the hotel and lunch is provided at the academy.

I require reasonable adjustments. Does that mean I can't apply?

No, not at all. We welcome all applications. Please contact us on apprentice_access@mercedes-benz.com to discuss your needs.

What if I get ill or have any problems when I am away from home?

Mercedes-Benz is committed to ensuring you feel as comfortable and confident as possible when you are away from home. Our Well-being Team will support you during your time with us and a 24-hour telephone helpline is available for emergencies.

What happens when I finish the programme?

All successful apprentices are invited to celebrate their achievement at a graduation event and some of you may even be recognised at the Apprentice of the Year Awards. 89% of our apprentices gain additional qualifications, promotions or internal transfers within two years of their graduation.

If I complete the apprenticeship will I get a job at the end?

Our managers recruit apprentices with a view to them being part of their team at the conclusion

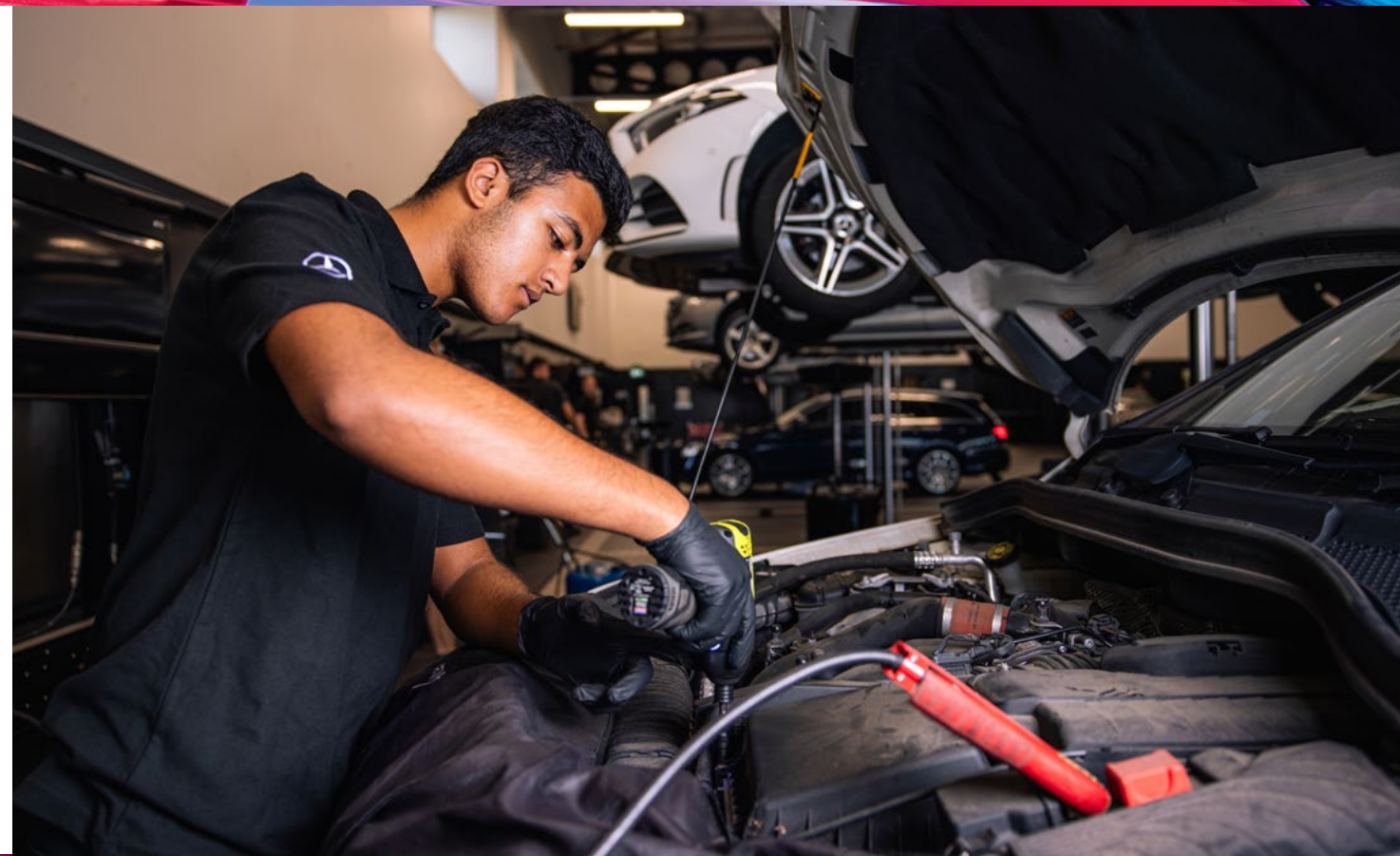
of their training. 98% of our apprentices choose to stay in full time employment at their dealership when their apprenticeship ends.


How much will I earn as an apprentice?

Apprentices must be paid at least the National Apprenticeship Minimum Wage, although many employers choose to pay more than this. In addition to being paid for your full time work, you will also be gaining a qualification and will not come out with any debt. If you are slightly older, i.e. over 18 when you start, you are entitled to a slightly higher pay from your second year onwards.

After completing my apprenticeship, will I have to remain in that role for the rest of my career?

No, of course not. We have numerous staff across our retail network who now work in different roles from those they gained apprenticeships in. Career progression is supported and actively encouraged.



The Mercedes-Benz logo, a three-pointed star enclosed in a circle, is positioned on the right side of the image. It is rendered in a metallic, reflective style with blue and silver tones. The background is a dark gradient with a bright, diagonal beam of light in shades of blue and green that passes behind the logo.

We look forward to hearing from you and wish you **good luck** with your application

For any further enquiries please contact the recruitment team:

01908 301496 apprentice_recruitment@mercedes-benz.com

The information contained in this document is correct at the time of production. January 2025.

For notification of any alterations or amendments, please email us at apprentice_recruitment@mercedes-benz.com

[mercedes-benztraining.co.uk](https://www.mercedes-benztraining.co.uk)

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