



Autotech  
ACADEMY

Part of Autotech Group

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# CLIENT HANDBOOK

This booklet will provide you with essential information for working with your intern.



## INTRODUCTION

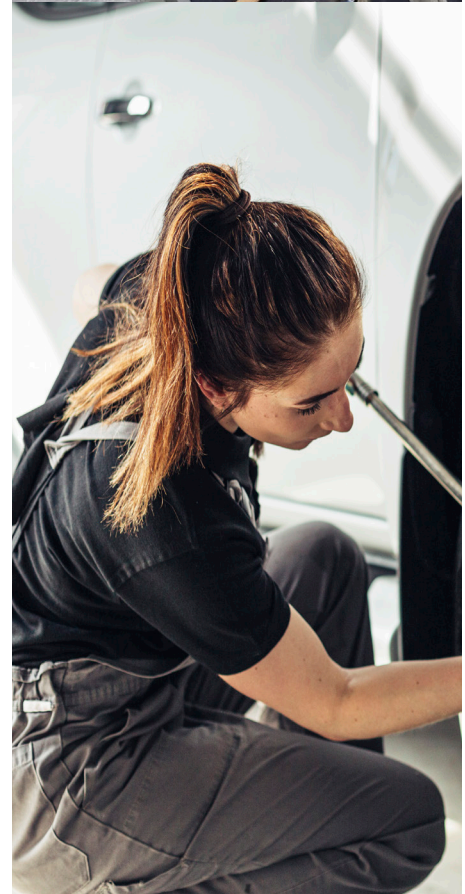
### Thank you for choosing to take an intern with Autotech Academy.

We believe an internship is a fantastic way for workshops to fulfil their technician capacity by bringing in newly qualified technicians, to gain hands on skills and experience with their brand, so they become an asset to their business.

This brochure will provide you with all the information you need to ensure your intern is a success!

### Enclosed you will find information on:

- Allocating a mentor and choosing the right one!
- Being prepared to welcome your intern
- The intern toolkit
- Expectations on your intern's ability and 3/6 month progress
- How to complete timesheets
- Autotech Academy support
- What happens at the end of the placement



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## FIRST DAY PREP

- Have you scheduled a new starter induction as part of your intern's first day?
- Review all health and safety procedures, fire procedures and provide any other site information the intern may need
- Allocate your intern a locker/peg
- Assign a mentor
- Ensure any logins or system access have been arranged
- Provide the intern with contact information for the person they should contact if they're running late or need to report sickness
- Provide the intern with a 3/6 month action plan setting out their goals across the programme

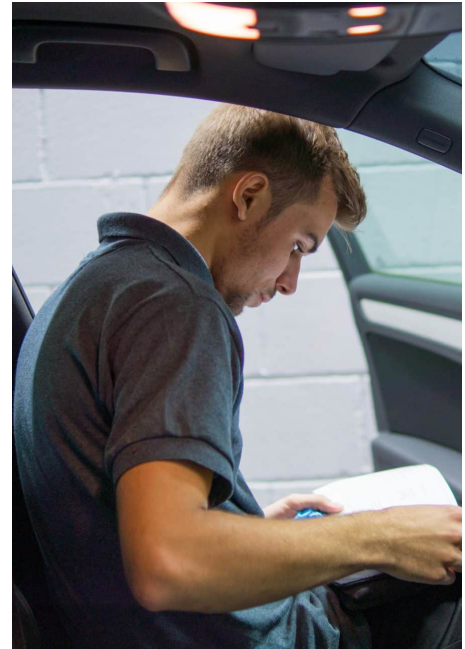
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## THE INTERN TOOLKIT

**All Autotech Academy technician interns are provided with a top set tool box for them to keep for the duration of their internship.**

The toolkit will be delivered to the site in time for the intern's first day and must remain on site throughout the course of the internship.

**Please note that the toolkit remains the property of Autotech Academy until the end of the placement.**



@autotechacademyUK



@autotech\_academy



@academyautotech



Autotech Academy UK



## WEEK ONE CHECKLIST

Use this checklist to make sure that your intern has all of the information they need to hit the ground running.

- Explain acceptable work practices (e.g. using mobile at work)
- Explain the working hours and time keeping expectations
- Introduce your intern to their mentor
- Show your intern where the break room, toilets and lockers are
- Introduce your intern to all staff and explain what each person does for their job role. Make sure your staff understand they are an intern not an apprentice
- Introduce your intern to their work area and explain what tools they can use
- Show and explain the fire procedure/fire exits/fire marshal/first aiders to your intern
- Show the intern where they can park their car
- Explain how the intern should fill out a timesheet and who needs to sign it
- Check if your intern has all of the appropriate PPE
- Check your intern's toolbox has arrived and if they know where they can keep it
- Sit down with the intern and review their success and the end of the week
- Check the timesheet and sign it at the end of their first week



## EXPECTATIONS FOR YOUR INTERN

It is important to recognise that your intern is **NOT** an apprentice and is **NOT** yet a fully capable technician.

They have completed all of their learning at college and passed all of their exams to Level 2 and/or Level 3 in one of the following qualifications:

- Light vehicle maintenance and repair
- Heavy vehicle maintenance and repair
- Vehicle accident and repair - paint
- Motorsport maintenance and repair
- Vehicle accident and repair - body
- Motorcycle maintenance and repair

**Their learning will have included some practical experience, but this will have been minimal.**

This is their opportunity to experience day to day jobs and tasks within the workshop and bring their learning to life.

Our expectations are that where you have an intern on a 6 month placement, they should be in a position to start to bring a return on investment by the time their temporary assignment ends.

It is important to allocate a mentor to your intern (see mentor guide included) so that they can help to support and develop your intern.

All interns should be treated with the respect and support you would wish to receive yourself. Although they are not employed by you at this point, they should not be treated any less favourably than your own employees.

Make sure you plan and prepare for your intern's arrival by identifying your forthcoming workload and which jobs would be suitable for your intern to shadow.

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## SHOW, PRACTICE, DO

### SHOW

Being able to demonstrate the correct procedures and processes within the workshop and the tasks in hand is integral to the intern's success. Your intern will rely upon your skills and knowledge to ensure they are learning the processes correctly.

### PRACTICE

Give your intern time to practice key tasks and to repeat these over and over, as this is how they will learn and master the task. Your intern may need to breakdown the task into more manageable sections to ensure they're competent. They will need to be supervised and provided with advice and guidelines throughout their time with you.

### DO

As the intern continues to gain more confidence and training they should be able to carry out repairs with less supervision and start forming a good understanding of the service process and tasks required. All of their work **MUST** still be quality checked.



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## THE FIRST 3 MONTHS

**Make sure you have weekly and monthly reviews with your intern and make sure they are aware of your expectations. For example, consider how their week has gone and how you would like to see them progress next week.**

**Below is a rough plan of what you should establish over the first three months of the internship:**

### MONTH ONE

Allocate a mentor and have your intern shadow them for the first couple of weeks, enabling them to see a cross section of jobs. This also allows them to gain an understanding of the process required.

Let your intern take the lead in some basic tasks, ensuring they are supervised at all times whilst offering them the support and guidance they need to complete the task.

### MONTH TWO

Allow your intern to complete set tasks (such as tyres or brakes) and work on skills that they can practice over and over again to gain confidence.

Have your intern shadow some more complex tasks and support your trained technicians with their roles.

### MONTH THREE

Your intern should be feeling more confident in their role and ability within the workshop. Make sure you are reviewing their work, offering constructive feedback, support and training as necessary on more complex tasks. Ensure you are providing them with clear expectations of their progress and tasks you want them to achieve. Furthermore, is there any additional training that you think would be of benefit?



## TIMESHEETS

At the end of each week during their placement, your intern will need to fill in a timesheet.

This must be completed with the hours worked for the week and presented to you to sign to confirm the hours worked are correct and approved. This must then be sent to **timesheets@autotechacademy.co.uk** at the end of the working week. Please ensure the copy is the correct way round, in one piece, clean, and in handwriting that is legible.

If your intern takes holiday or a sick day, this will be unpaid and the timesheet should not be completed for this day.

## CHECK INS

Your intern is required to check in to say they're on-site on a Monday morning with their Autotech Academy consultant.

If for any reason they are running late or not able to attend for the day, then they are required to inform you and their Autotech Academy consultant.

## OUR SUPPORT TO YOU

We are on hand to support both you and your intern throughout the process and internship to ensure all parties are satisfied.

All of our interns are provided with uniform which includes Autotech Academy polo shirts. We also ensure they have work trousers and steel toe cap work boots so that they're able to hit the ground running!

They will be provided with an intern handbook which takes them through our expectations of them on a day to day basis. This also provides access to timesheet information, payroll and their dedicated care team.

We care about our intern's wellbeing and can provide additional support should this be required.


## FINISHING THE PLACEMENT

We will keep in regular contact throughout the intern's placement to collect feedback and ensure they are progressing accordingly. We would hope that you will offer your intern a permanent position at the end of their internship, which you can do for no additional charge/fees.

Once this is agreed we will conclude the placement accordingly and they will become a permanent member of your workforce. Your intern's toolkit will now also be theirs to keep!

We will also arrange a mutually convenient appointment for us to come and present their certificate of completion and discuss face-to-face how the internship went, including how we can support you with future requirements or internship programmes.

## EXAMPLE OF A CORRECTLY FILLED TIMESHEET:



**Autotech Academy**  
Libra Building  
Linford Wood Business Park  
Sunrise Parkway  
Milton Keynes  
MK14 6PH

Tel: 01234 240503  
Email: hello@autotechacademy.co.uk  
Web: autotechacademy.co.uk

TIMESHEET

PLEASE EMAIL TIMESHEET TO: **TIMESHEETS@AUTOTECHACADEMY.CO.UK**  
PLEASE DO NOT SEND TO YOUR CONSULTANT DIRECTLY OR THIS TIMESHEET WILL NOT BE ACCEPTED

INTERNS NAME: John Smith

TODAY'S DATE: 

0	6	0	3	0
0	6	0	3	0

WEEK ENDING DATE (SUNDAY'S DATE): 

0	6	0	3	0
0	6	0	3	0

**NOTE TO INTERN:** The days/hours below reflect accurately the work performed and will be used for invoicing and as such must be signed for by Client and Intern below.

**HOURS**  
Enter hours worked per day to nearest half hour. You must enter the total number of hours at end.

MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL																
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**INTERN TO COMPLETE**

I certify that the above hours are a correct record of the hours worked by me under my Terms of Engagement with Autotech Academy.

Auto Garage  
COMPANY NAME

033  
BRANCH NO./NAME

JSmith  
INTERNS SIGNATURE

**CLIENT TO COMPLETE**

I certify that the hours shown above have been completed to my satisfaction and accept that this will form an invoice, which will be paid upon receipt in accordance with Autotech Academy Terms of Business.

JANE JONES  
CLIENT'S AUTHORISATION NAME (PRINT)

Jones  
CLIENT'S AUTHORISATION SIGNATURE

Forty nine  
NUMBER OF HOURS IN WORDS (E.G. FORTY EIGHT)

All timesheets **MUST** be received no later than **MONDAY, 9 AM** following the end of the week worked, in order for payment to be processed that Friday.

## TRADE ASSOCIATION PARTNERS



INSTITUTE OF THE MOTOR INDUSTRY



NTDA

## AFFILIATION PARTNERS

**Automotive** 30% Club

## TECHNICAL PARTNERS



**BOSCH**  
Invented for life

**BRIDGESTONE**

**HaynesPro**

**TOOL CONNECTION**



Part of Autotech Group

Your partner in  
aftermarket internships.

### Autotech Academy

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Web: [autotechacademy.co.uk](http://autotechacademy.co.uk)

