



THE INSTITUTE OF THE
MOTOR INDUSTRY

Employee Rights and Responsibilities Workbook for Apprentices in the Automotive Industry

Vehicle Body and Paint

Vehicle Fitting

Vehicle Maintenance and Repair

Vehicle Parts

Vehicle Sales

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Dear Apprentice

Welcome to the Apprenticeship programme for the automotive industry.

Employers have been supporting our Apprenticeship programmes for many years - they help with the design of the programme to make sure that their employees have the skills and knowledge that they need.

This workbook has been developed to:

- make sure that you understand everything to do with being a valuable employee – to work safely and within the law, to respect colleagues and follow the employer’s procedures and codes of practice for working hours, entitlements such as holidays and other benefits;
- help you to complete the Employee Responsibilities and Rights (ERR) Award which is part of this Apprenticeship programme;
- support, but not replace, the employer and training provider’s induction programmes and policies and procedures;
- provide evidence towards the development of your Personal Learning and Thinking Skills (England) and Wider Key Skills (Wales).

Every Apprentice must complete this workbook, even if you have been employed by the company for a while and have completed an induction programme before – it means that you will already have some of the knowledge and can complete it faster.

If you have any questions or queries about your training, talk to your training provider, employer or mentor first, or feel free to contact our Apprenticeship Developer on 01992511521 or email: apprenticeships@motor.org.uk

We wish you every success with your programme.

Linda Stansfield

Chief Operating Officer, The Institute of the Motor Industry (IMI)

HOW TO USE THIS WORKBOOK

All Apprentices must receive an induction to the workplace and into the Apprenticeship programme as soon as they start the Apprenticeship. This will help you to settle down into the programme quickly and understand what you will be doing, how and when.

If you are interested in seeing a copy of the Apprenticeship framework which contains information about your programme, you can download this from our website at <http://www.motor.org.uk/standards-and-qualifications/apprenticeships.html>

The workbook includes the following sections covering the ERR requirements for your Apprenticeship:

1. your employment rights and responsibilities – what the law says and what policies and procedures your employer must have;
2. health, safety and security in the workplace, including data protection;
3. the automotive industry, your job and career;
4. Sources of information and advice;
5. An evidence checklist – to keep track of your progress in completing the workbook;
6. ERR declaration form confirming that you have completed the workbook – this must be completed and signed by you and your employer.

Each section includes:



What do I need to know?

Information which you will need to complete the ERR Award



“How am I doing?”

A series of questions to test your knowledge and to provide space for you to write in your answers

1. YOUR EMPLOYMENT RIGHTS AND RESPONSIBILITIES

This section relates to Assessment Criteria 1.1 – 1.9 of the ERR Award

This section will help you to understand:

- the main laws which protect your rights at work to ensure that you are treated fairly;
- what your employer expects of you, what you are entitled to in return for wages and the procedures you must follow to keep within the law;
- your contract of employment;
- the benefits of good employee/employer relations.

Employment Rights Act 1996 and Employment Relations Act 1999



These Acts broadly cover:

- protection of wages including the National minimum wage, sick pay;
- working hours, holiday entitlement, sickness, time off for study and training;
- maternity, adoption, paternity, parental leave, flexible working;
- complaints, grievance and disciplinary procedures, unfair dismissal, redundancy;
- employee representatives and the role of Trades Unions.

Your employer must have policies and procedures to make sure that all employees are aware of their rights and responsibilities under these laws and this will normally be done through induction, your contract of employment and, depending on the employer, you will have a staff handbook with this important information.

This is a short summary of the main employment rights and responsibilities:

National Minimum Wage:

From October 2011, the National Minimum Wage (NMW) is:

- Apprentices under the age of 19, and those over the age of 19 but in the first year of an Apprenticeship will be entitled to a NMW of £2.60 per hour.
- Apprentices aged 19 – 20 and not in their first year of an Apprenticeship are entitled to a NMW of £4.98 per hour
- Apprentices over 21 and not in their first year of an Apprenticeship will be entitled to a NMW of £6.08 per hour.

However some employers do pay more than the National Minimum Wage.

Working Hours, holiday entitlement and sickness and absence

Working Time

The Working Time Regulations 1998:

- control employees working hours and holiday entitlement;
- apply to all employers in the UK, regardless of what type of business they have or the size of the company;
- limit the average hours worked each week to a maximum of 48 hours per

week, unless the worker volunteers to do more hours.

Working time includes regular duties as well as:

- Job related training
- Job related travelling time e.g. if you are a sales rep;
- Time spent working abroad if you work for a UK based company
- Paid and some unpaid overtime
- Time spent on call at the workplace

It does not include time where no work is done e.g. travel from home to work, unpaid overtime which you have volunteered for.

Rest breaks can be paid or unpaid; this all depends on your individual employer. If your breaks are unpaid you may find that your working day is slightly longer.

Exception: There are also certain cases where an employee is legally entitled to time off work but the employer does not have to pay them. An example is jury duty. The employee can claim loss of wages and expenses through the court administrative system.

Absence requests will only be allowed by prior permission from your employer. You must check with your employer for the following reasons:

- Doctor/Dentist appointment
- Holiday
- Family reasons e.g. bereavement of a close relative or time needed to look after a dependant.
- Other: may include Territorial Army Volunteer Reserve duty, trade union meetings etc.

Holiday entitlement

After three month's service, all employees have a statutory right to 28 days paid leave- including 8 bank holidays. If you are working part time you would receive a proportion of this entitlement.

Sickness absence and sick pay

Employees have a right to receive statutory sick pay if they meet certain criteria. Some employers go beyond this and pay additional entitlements if you are unwell.

If you are sick and are going to be absent from work you need to inform your employer as soon as possible. In most places of work, you will need to phone your line manager and inform them of your absence, saying how long you think you will be off work for.

Employees are allowed to self certificate for the first seven days of their sickness without the need to get a certificate from the doctor, but you will need to check with your employer what their rules are.

Doctors "sick notes" have been replaced by "Fit notes" or "statements of fitness for work". This means that your doctor can let you know how your condition will affect your ability to work. This will help your employer to understand how they can help you get back to work sooner. Your doctor can:

- Advise when you may be fit for work with some support;
- Suggest ways to help you return to work

- Give information on how your condition will affect what you can do.

Time off for study and training

As an Apprentice you will already have been granted time off for on and off the job training, however, the right to request time off for training applies to all employees with the introduction of the **Employee Study and Training Regulations 2010** which came into force on 6 April 2010. This will apply to companies with less than 250 employees from April 2011.

Maternity, adoption, paternity, parental leave and flexible working:

If you become a parent, you will be entitled to a period of maternity, paternity or parental leave.

Maternity leave:

- employers cannot automatically dismiss a woman because she is pregnant;
- all pregnant employees are entitled to take up to one year (52 weeks) maternity leave and must give a least 8 weeks notice if there is a change of return date;
- for the first six weeks you will be paid 90% of your average weekly earnings and for the remaining 33 weeks at a standard rate of 90% of your average weekly earning or £124.88 whichever is the lower figure);
- to qualify for maternity leave you must be employed by your employer continuously for at least 26 weeks into the 15th week before your baby is due;
- optional keeping in touch days of up to 10 days enabling a woman to work during the maternity leave;
- all women have the right to return to work after maternity leave.

Paternity Leave

- new fathers can take either one week's leave or two consecutive weeks' paternity leave and, during this time, you may be entitled to Paternity pay. You cannot take odd days off and if you take two weeks they must be taken together;
- the Additional Paternity Leave Regulations entitle male employees who are also fathers, partners of mothers or adopters to take up to 26 weeks' paternity leave in the first year of the child's life or its placement for adoption;
- this means that the father can share the maternity leave with the mother who will be able to return to work any time after 6 months, enabling the father to have whatever remains of the 12 month maternity leave period.

Parental leave

- parents can take time off work to look after a child or make arrangements for the child to be looked after. Parents can use this to spend more time with their children and reach a better balance between work and family commitments;
- there are strict rules about how much time can be taken in a year – parents can take leave in blocks of one week up to a maximum of four weeks and parents of a child with a disability can take leave one day at a time.
- employees get 13 weeks in total for each child until the child is 5 years old or in the case of adopted children or children with a disability, 18

weeks until they reach 18 years of age

Time off for dependents

- you are allowed to take a reasonable amount of unpaid leave to handle an emergency related to someone who depends on you;
- a dependent could be husband, wife, partner, child, parent or anyone living in your household who relies on you for help in an emergency.

Grievance and disciplinary procedures, unfair dismissal and redundancy

- all employers must have procedures to handle cases where employees feel that they have a cause for complaint (grievance) about their treatment and employers must be able to discipline employees for not following agreed procedures.
- refer to the Equality Act 2010 section for a summary of areas where it is illegal to discriminate against people and treat them unfairly;
- you will need to check your contract of employment for the terms and conditions you have agreed to, including redundancy and what the consequences are for breaking these conditions for you and your employer.

Representative Bodies and Employee Representatives

- All employees have the right to have an employee representative to support and guide them during grievance, disciplinary and unfair dismissal and redundancy processes.
- An employee representative of a Trades Union is allowed to take time off to do this work.
- The name 'Trades Union' applies to an organisation whose role is to regulate relations between employees and employers (**Trade Union and Labour Relations (Consolidation) Act 1992**).
- Trades Unions currently operating in the automotive industry include:
 - The Vehicle Building and Automotive Group of the Transport and General Workers Union.
 - The Amalgamated Engineering and Electrical Union.
 - The General Boilermakers and Allied Trade Union (GMW Section).
 - The Manufacturing, Science and Finance Union (MSF).
 - The Employers side is represented by the Retail Motor Industry Federation.
- **Trade associations** within the retail motor industry represent groups of employers and have codes of practice that employers agree to abide by. Many employers are members of not just one association but a number covering all parts of their business.
- They also represent the industry to other organisations and bodies, including government – see Section 3 about the automotive industry.



	Q1. How much paid annual leave are you entitled to?
	Q2.If you don't understand the information on your payslip what would you do?
	Q3. What rest breaks are you entitled to and will you be paid for these breaks?
	Q4. What must you do if you need to ask for time off, including if you are ill?
	Q5. How much statutory sick pay you can expect if you are off work and how long will you be paid this?
	Q6. List the titles of your employer's codes of practice for employees and where these can be found.
	Q7. What are the main consequences if you do not follow these codes of practice?

Equality Act 2010



Everyone is entitled to fair treatment and not to be treated unfairly on the grounds of their:

1. Age
2. Disability
3. Gender reassignment
4. Marriage or civil partnership
5. Pregnancy or maternity
6. Race
7. Religion or belief
8. Sex
9. Sexual orientation

The new Equality Act 2010 makes it unlawful to discriminate against any of these nine 'protected characteristics' and it replaces most of the existing equality legislation in the UK.

There are four types of discrimination covered by this law:

Direct discrimination which is where someone is treated less fairly than someone who does not have one or more of the protected characteristics.

Associative discrimination is where someone is treated less fairly because they associate with or know someone with a protected characteristic.

Perceptive discrimination is where someone is treated less fairly because others think that they possess one of the protected characteristics and applies even if a person does not actually possess that characteristics

Indirect discrimination is where a provision, criteria or practice is applied to everyone in the same way. e.g. insisting that training takes place on a Saturday which could affect those with childcare responsibilities or those with religious beliefs. This might not be intentional.



Q9. Give an example of each of the four types of discrimination in employment or training, using any of the nine protected characteristics.

e.g Direct discrimination on the grounds of a person's age is where they are refused training because they are near to retirement (is this example accurate/clear?)


1. Direct discrimination on the grounds of is where

2. Associative discrimination on the grounds of is where

3. Perceptive discrimination on the grounds of Is where

	<p>4. Indirect discrimination on the grounds of is where</p>
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Contract of Employment

	<p>Section 1-7 of the Employment Rights Act 1996 (amended by the Employment Act 2002), describes what must be stated in a Contract of Employment. The statement can be divided into two parts – the first part must be included in your contract, the other information can be delivered in instalments, usually within two months of starting the employment and may be included in a staff handbook if they are lengthy documents</p> <p>The main contract must include:</p> <ul style="list-style-type: none"> • names of the employer and employee • date when employment began • date on which the employee's continuous employment began • scale or rate of wages or the method of calculating this • intervals at which wages are paid - weekly, monthly or other intervals • terms and conditions relating to hours of work, including any terms and conditions relating to normal working hours • terms and conditions relating to entitlement to holidays, including public holidays and holiday pay • job title or a brief description of the type of work the employee is employed to do • place of work or an indication that an employee is required or permitted to work at various locations. <p>Information that must be provided within two months of starting your job:</p> <ul style="list-style-type: none"> • terms and conditions relating to incapacity for work due to sickness or injury, including any provision for sick pay • terms and conditions relating to pensions and pension schemes • length of notice the employee is required to give and receive to terminate the contract • where the employment is not intended to be permanent, the length it is intended to last, or the end date if it is for a fixed term • where the employee is required to work outside the UK for a period of one month or more, details of the time they are to work abroad, the currency they will be paid in etc.
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Q 10 Name three benefits of having a contract of employment for:

You as an employee?

1.

2.

3.

Your employer?

1.

2.

3.

Q11. What would you do if you feel that you are being discriminated against on one or more of the nine protected characteristics e.g being bullied or being subjected to sexual harassment

Q12. What would you do if you feel as though one or more terms and conditions of your contract of employment are being broken?

2. HEALTH, SAFETY AND SECURITY IN THE AUTOMOTIVE INDUSTRY

This section relates to Assessment Criteria 2.1 and 2.2 of the ERR Award

This section will help you to understand:

- what the law says about health and safety at work;
- your employers procedures for safe working to protect you and your colleagues at work;
- how to process personal information about customers fairly and securely.

Health and Safety at Work etc Act 1974



The Health and Safety at Work etc Act 1974 , also referred to as HASAW or HSW, is the main legislation covering occupational health and safety in the United Kingdom. The Health and Safety Executive is responsible for enforcing the Act and a number of other Acts and regulations about safe working.

Further information on the Act is available from the Health and Safety Executive – see Section 4 for sources of information and advice.

Employer responsibilities

Employers must:

- have a policy and procedures relating to safe working;
- assess the risks in the workplace;
- make sure that everybody involved is aware of the risks and procedures to be followed;
- explain the safety policy to you and your part in making sure the policy is followed;
- make someone responsible for training/supervising you at work.;
- if the worker/apprentice is under the age of 18, the employer must comply with the Health and Safety (Young Persons) Regulations.

Your responsibilities

- you have a joint responsibility with the employer to ensure that health and safety is the number one priority in the workplace;
- you have a responsibility to act in a safe and responsible manner and like your company you may be prosecuted for failure to comply.

Health and safety in your workplace



If you work in a vehicle workshop:

- there are likely to be vehicles moving around in confined spaces.
- there may be Vehicle Inspection Pits, which have been uncovered to allow work on a vehicle, but the vehicle may not yet be in place.
- there will be various hazardous chemicals in use such as Petrol, Diesel, Oils, and Anti Freeze etc.
- there may be various types of machinery in use such as Vehicle Hoists, Air Compressors, Grinding Wheels, Oxy Acetylene Welding equipment etc
- there will be various electrical cables and flexible air pipes in use and these may be trailed across the floor. Care must be taken not to trip or fall over these items.
- in the Parts Department components will in general be stored in racks against the wall. If the components wanted are stored high up there will be ladders in use.

Hazards when working on Vehicles

- Lifting and handling parts of the vehicle, which may be heavy, awkwardly shaped or difficult to get at.
- If it is necessary to go under a vehicle it is important to ensure that it is properly supported with the correct type of support. Bricks and thin pieces of wood are not suitable support. They will collapse under the vehicles weight.
- Some repairs will involve working very close to moving parts of the engine. Care must be taken not to touch these parts with any part of the body, your clothing or tools.
- Hybrid and electrically powered vehicles, and some of the electrical components of a vehicle, operate at an extremely high voltage. All electrical power sources should be 'non-live' and handled with great care.
- Commercial wheels are very heavy and extremely dangerous to inflate. Inflation must always be carried out with the wheel securely restrained by a guard.
- Working at height, for example when carrying out maintenance and repair activities on Commercial Vehicles.
- Storage and handling of dangerous chemicals.

Driving

Under no circumstances may you drive a company vehicle unless you have a current full driving license and the permission of the company with whom you are training. Apprentices should check with the employer that they are covered by the employer's insurance policy.

Personal Protection

- It is important to be aware of what personal protection equipment you should use to minimise risks to yourself.
- Protective boots and overalls must be worn at all times during training. They are the first line of protection for your body. Dirty or oily overalls however are a hazard and should be replaced with a clean set at regular intervals or when they become excessively oily.
- Rings and metal watch straps are a hazard. Rings can catch on projecting

pieces of car bodies or mechanical parts. Watch straps can short out across a battery, this can cause the strap to become heated and result in very bad skin burns.

- Eye protection must be worn when working in areas where there is a possibility of small pieces of metal or dirt hitting the face. For example using a drill, a hammer and a chisel or grinder.
- All injuries should receive attention as soon as possible and the reason for the injury and treatment given recorded in the company's accident book.
- Long hair should be safely restrained. If it is not it can get caught in moving parts.
- You should be aware of the fire precautions in place in your place of work, the types of fire extinguishers and their uses.
- Barrier cream can be used to prevent contamination of the skin by oils or components.
- You should make sure not to obstruct fire exits with rubbish or components
- Brake and clutch dust is a hazard. Protective extraction equipment and/or face masks should be used.
- When working in a paint spraying environment the correct type of protective equipment must be used as some isocyanate paint processes are poisonous. Regular lung function/health checks are required.
- Badly worn tools should be taken out of service and replaced.
- All fuels are poisonous. In the case of petrol it is a very flammable substance. Diesel fuel, when in the form of a spray from a fuel injector, is also very flammable and can penetrate the skin and cause blood poisoning.

During your training, you should be provided with a copy of:

- Be Safe! An introductory guide to Health and Safety

This publications contain the majority of the information you will require on:

- Emergency arrangements (fire, accidents and first aid);
- Any additional immediate significant risks;
- Control measures for the above;
- Supervision arrangements (and who is responsible for you as a learner) and contact person (if not the supervisor/instructor) for any health and safety concerns;
- Any restrictions or prohibitions that apply you as a learner (equipment, processes, areas, systems etc.); and
- Any personal protective equipment or clothing that is required to be worn, when and how etc.
- Where and what welfare facilities are provided for you e.g. toilets, washing facilities, drinking water etc.

The 'Be Safe!' Booklet can be downloaded from:

<http://www.hse.gov.uk/campaigns/euroweek2006/pdfs/lscbesafeguidance.pdf>.

The Health and Safety (Display Screen Equipment) Regulations 1992 –

These regulations were introduced to minimise some of the risks (i.e. headaches) associated with using visual display unit (VDUs) by ensuring that workplaces and jobs are well designed in the first place. The regulations apply to all employers who have workers who use VDUs for a large part of their work.



Q 13. Give two reasons why young people (under the age of 18) might be more at risk from accidents at work than adults.

Q 14 Name three ways in which you can keep yourself and your colleagues safe at work:

Q 15. What must you do if you have an accident at work?


Q 16 Where is the assembly point if there is a fire or evacuation?

Q 17. Who is the first aider at work and what is their role?

Q 18. Who should you talk to if you have any health and safety worries?

	Q 19. What protective clothing or equipment must you wear and when?
	Q20. How does this equipment or clothing help to keep you safe?

Data Protection Act 1998

	<p>The Data Protection Act applies to personal information about an individual. This can be you or other people, including customers. It can be a name, address or telephone number, job you do, information about the things you buy or sell.</p> <p>The Act works in two ways. It helps to protect your interests by following eight principles, to make sure that personal information about you and your customers is:</p> <ol style="list-style-type: none"> 1. fairly and lawfully processed; 2. processed for limited purposes; 3. adequate, relevant and not excessive; 4. accurate and up to date; 5. not kept for longer than is necessary; 6. processed in line with your rights; 7. secure; and 8. not transferred to other countries without adequate protection. <p>The second area covered by the Act gives you important rights, including the right to know what information is held about you, including information held by your employer, and the right to correct information that is wrong. You also have the right to claim compensation through the courts if an organisation breaches the Act and this causes you damage, such as financial loss. If it has, you can also claim for distress.</p> <p>You must follow these eight principles and your employer will have rules to make sure that you do not break the law. Your employer can be prosecuted if they break this law and if you are found negligent, you might be liable to prosecution too, so it is important that you understand what you can and can't do.</p>
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Q 21. List three benefits of the Data Protection Act.

Q 22. List three ways in which the Act protects your rights.

Q23. Explain briefly how you would keep personal information about yourself, colleagues or customer secure.

ACTIVITY 1

Look around your workplace and make a list of six possible dangers or hazards and what could be done to prevent accidents from happening:

Hazard	How could accidents be prevented?
1.	
2.	
3.	
4.	
5.	
6.	

ACTIVITY 2

Using the grid below to draw a plan of your work area, then mark on the plan below:

- Fire extinguishers and other fire fighting equipment
- Emergency exits
- Assembly points

If you would prefer to use a computer software programme instead, feel free to do so, then copy and paste the diagram in below. This will also provide evidence for ICT if this is part of your Apprenticeship and will also provide evidence for Application of Numbers if drawn to scale.

My work area:



3. THE AUTOMOTIVE INDUSTRY, YOUR EMPLOYER AND YOUR CAREER

This section relates to Assessment Criteria 3.1 – 3.5 of the ERR Award.

This section will help you to understand:

- the industries which make up the industry and where your organisation fits;
- your job and where it fits in with your employer and the automotive industry;
- where to get information and advice about your industry, occupation, training and career;
- issues of public concern affecting your organisation and the automotive industry.



The Automotive Industry

The Automotive Retail Industry provides employment for over half a million employees working for around 70,000 employers and is a major contributor to the UK economy. It includes:

Vehicle Manufacturers – Design, manufacture, test and market a range of motor vehicles.

Vehicle Importers – Import vehicles from overseas that are in most cases ready for sale.

Large Dealer Groups – A group consists of many different outlets selling the same or different makes of vehicles. These groups often have a stock market listing, employing hundreds of thousands of staff.

Structure of dealerships

Motor vehicle manufacturers, such as Toyota, Fiat or Vauxhall grant dealerships permission to sell and/or repair their vehicle within a town or area. This is called a Franchised Dealership.

An independent business that does not depend on any particular manufacturer and may sell and/or repair a range of vehicle makes. This is called a Non-Franchised Dealership.

Motoring organisations

The motor industry has three major companies that provide a breakdown and recovery service to the general public and are classed as Motoring Organisations. These are the AA, RAC and Green Flag.

The AA and the RAC are based upon the provision of services by their own staff whilst Green Flag uses the retail motor industry to service membership.

Vehicle inspectorate

Responsible for the strategy, policy and planning of the current MOT regulations that govern road going vehicles.

Motorcycles and cars tested by approved testing stations within the motor

industry.
Larger vehicles tested at Vehicle Inspectorate Test Centres.

Occupations in the Automotive Industry

There are a wide range of occupations in the industry and with training and development there are opportunities to work at technician and senior technician through to management roles.

Occupations currently covered by Apprenticeships include:

Vehicle Body and Paint

- Mechanical, Electrical and Trim
- Body Building
- Body Repair
- Body Refinishing

Vehicle Fitting

- Fast Fit
- Specialist Tyre Fitting

Vehicle maintenance and repair

- Light Vehicle
- Heavy Vehicle
- Motorcycle
- Auto Electrical & Mobile Electrical Installation
- Heavy Vehicle Trailer
- Lift Truck

Vehicle Parts

Vehicles Sales

Career development

At every stage of your career, you can work towards;

- Qualifications at different levels and in some cases different subject areas.
- Further or Higher education awards.
- Certificates for attending other courses.
- Membership of a professional body or institute.

Continuous professional development (C.P.D.)

Your Apprenticeship is not the end of your learning process – in fact it is just the beginning. Continuous Professional Development will enable you to perform your job to the best of your ability and allow you to advance further in your career. You may wish to become a Master Technician in your vocational area or you may want try other areas of the Industry such as Parts, Reception, Management or starting your own business.

Professional status

As you gain qualifications, you may want to join a professional body and establish your commitment to your chosen industry. Membership of a body such as The Institute of the Motor Industry or The Society of Operations Engineers (SOE) will give you the following benefits:

- Public and industry respect afforded by professional status.
- Prestigious letters following a member's name.
- Formal recognition of ability in a competitive environment.
- Additional qualifications recognising technical ability.

The IMI and SOE are the two professional bodies that represent the Motor Industry. Each body provides opportunities for career development and professional status. Membership fees will vary according to your level of membership.

The IMI is the Sector Skills Council which helps employers deal with these issues and develops a range of products, including:

- developing and issuing apprenticeship frameworks for the industry
- national occupational standards, which form the basis of qualifications for the industry
- careers website www.autocity.org.uk
- ATA and AMA – IMI's accreditation schemes
- other products and services such as careers advice and information

As one of around 22 Sector Skills Council, the IMI works towards the following four key goals:

- reduced skills gaps and shortages
- improved productivity, business and public service performance
- Increased opportunities to boost the skills and productivity of everyone in the sector's workforce
- improved learning supply through National Occupational Standards, apprenticeships, and further and higher education.

Issues of concern to employers and for the Industry

The Automotive Industry has to respond to government legislation and targets, customer pressure for more efficient vehicles and employee training has to keep up to date with all these changes. For example:

- the Industry has to meet legislation and targets around CO2 emissions and the MoT test;
- consumers demand value for money, low running costs, safety, environmental performance and better fuel consumption;
- vehicle technology moves at an incredible pace e.g. hybrid engines and staff need to be able to keep up with the technology to keep a range of vehicles in good working order;
- the National Consumer Council's "super complaint" has put more focus on improving the image of the sector and driving up skill levels.
- there is room for improvement in management and leadership skills in the sector as managers and senior officials have relatively low levels of formal qualifications;
- 85% of the industry is made up of small businesses who sometimes find it difficult to find training which meets their needs
- the industry finds it hard to recruit people with the customer services and sales, problem-solving, communications, and team working skills.
- the industry is mainly White, male and is not therefore, tapping into the skills potential of the wider population.



Q 24. Why do you think the Apprenticeship programme you are doing has been developed? Use at least two of the 'Issues and concerns' information to guide your answer.

Q25. How does your employer benefit from the programme?

Q26. What would you do if you wanted to find out more about further training when you have completed your Apprenticeship?

4. SOURCES OF INFORMATION AND ADVICE

Advice on employment, employee relations and learning support

Advisory, Conciliation and Arbitration Service (ACAS)

<http://www.acas.org.uk>

Access to Work

http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG_4000347

Equality and Human Rights Commission

<http://www.equalityhumanrights.com/>

Additional Learning Support – Young People’s Learning Agency

<http://www.ypla.gov.uk/learnersupport/>

Skill – National Bureau for students with disabilities

www.skill.org.uk

Trades Unions

TUC

<http://www.tuc.org.uk/>

Careers Advice and information about the Automotive Industry

The Institute of Motor Industry

<http://www.motor.org.uk/>

www.autocity.org.uk

Connexions

Careers Wales

Data Protection and Freedom of Information

Information Commissioner Office

<http://www.ico.gov.uk/>

Health and Safety

Health and Safety Executive

<http://www.hse.gov.uk/contact/>

Legislation for the UK

<http://www.legislation.gov.uk/>

5. ERR EVIDENCE RECORD CHECKLIST

This checklist will help you to keep track of progress as you work your way through your workbook.

Question number	Date completed
Section 1	
Q 1	
Q2	
Q3	
Q4	
Q5	
Q6	
Q7	
Q8	
Q9	
Q10	
Q11	
Q12	
Section 2	
Q 13	
Q 14	
Q 15	
Q 16	
Q 17	
Q 18	
Q 19	
Q 20	
Q 21	
Q22	
Q 23	
Activity 1	
Activity 2	
Section 3	
Q 24.	
Q 25.	
Q 26.	

6. ERR DECLARATION

A copy of this signed and dated page must be kept with the workbook and the original must accompany the Apprenticeship Completion Certification Application form.

FRAMEWORK	Tick the framework you have completed
Vehicle Body and Paint	
Vehicle Fitting	
Vehicle Maintenance and Repair	
Vehicle Parts	
Vehicle Sales	

We, the undersigned, agree that the knowledge and understanding covered in the ERR workbook developed by The IMI has been successfully completed by the Apprentice named below:

APPRENTICE'S DETAILS	
Apprentices full name	
Apprentices date of birth	
Apprentice signature	
Apprentices candidate number for the ERR Award	
Date workbook completed	
EMPLOYER'S DETAILS	
Name of Employer	
Name of Apprentice's Line Manager	
Signature of Line Manager	
Date	
TRAINING PROVIDER'S DETAILS	
Name of Provider	
Address	
Postcode	
ASSESSOR'S DETAILS	
Name of Assessor	
Signature of Assessor	
Date	