



Part of Autotech Group

INTERN **CHARTER**

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Introduction

Autotech Academy's most valuable asset is its people. As an intern you are representing yourself, your placement company and Autotech Academy.

Throughout your internship you are working as a contractor (or freelancer) and you may be referred to as such within this charter.

The objective of the *Intern Charter* is to protect and promote your interests.

Autotech Academy is committed to providing excellent service and the purpose of the *Intern Charter* is to establish ethical standards and minimum levels of conduct. To ensure that we achieve this, we require that all of our Interns adhere to and acknowledge the standards set out in this charter.

The goals of this charter are:

- To help develop a more competent pool of skilled individuals that will serve the automotive trade now and in the future.
- To emphasise the need for our contractors to work closely with Autotech Academy.
- Promote standards and service quality that benefits our clients.
- To reduce mistakes, injuries and incidences in the workplace and promote a good working relationship between Autotech Academy and our interns.
- To develop and create an improved industry culture of training whilst also developing the workforce for the future.

1. The Charter

We believe that customer satisfaction is an important part of any service. That's why we try to ensure that all our interns work to the highest standards of customer service. Our *Intern Charter* sets out the do's and don'ts whilst you are working for Autotech Academy.

This Charter is part of your agreement with us and failure to follow the Charter can potentially result in loss of your internship.

1.1. Appearance

- Wear appropriate plain, unbranded work clothing at all times. For certain clients, a uniform may be required, and this will be supplied by Autotech Academy and must be worn at all times.
- You must be dressed in a way that will keep you safe and looking clean and presentable.
- Clothing must be clean, in good condition and fit appropriately.
- Clean protective footwear must be worn at all times whilst working in a workshop.
- For safety reasons, all jewelry such as watches, rings, chains, etc. should be removed.
- Maintain good general personal hygiene and cleanliness.

1.2. Attitude

- Bring pride, energy and enthusiasm to everything you do. You are representing our clients and their brand, Autotech Academy and, more importantly, yourself.
- Be friendly, interested and customer-aware at all times.
- Work within your capability whilst keeping yourself, colleagues and the public safe.
- All client's customers must be treated equally and with the highest level of customer service.
- You should be respectful at all times towards your mentor, your manager, customers, and colleagues alike.

1.3. Honesty & Transparency

- Act honestly in all dealings with customers and colleagues.

1.4. Ethical Behaviour

- Establish, maintain and develop business relationships based on confidence, trust and respect.
- Comply with all relevant legislation, statutory and non-statutory requirements and official guidance, including site rules and procedures.

1.5. Workshop Presentation

- The workshop may be visible to customers. It should be safe, clean and cared for at all times.
- The reception area is for customers. It must be kept clean, presentable and comfortable at all times.
- The rest room is for your use whilst at work. You should be as proud of it as the workshop - keep it clean and tidy.
- Customer toilets must be clean at all times. Please clean up after yourself and leave them how you would expect to find them yourself.
- Your placement Health and Safety policies must be adhered to at all times.
- Workshop floors must be kept free of hazards and old parts, which must be disposed of after each job in the correct manner.
- All equipment should be cleaned down at the end of each job and any faulty equipment reported to the manager or mentor.
- Please inform your Autotech contact of any damage to Autotech supplied workwear or tooling.
- Any broken or faulty equipment must be reported to the manager or your mentor as soon as you become aware.
- All breaks, eating and drinking must be done in the rest room. Eating in front of customers is not permitted.

1.6. Working Practices

- You must check in via the portal every Monday morning before 9am.
- Be safe, be respectful and follow the workshop's procedures for your protection and the protection of others.
- Treat the customer's car with respect and drive-in accordance with the Highway Code, at all times. Fit seat covers, drive the car carefully on and off site, do not speed when road testing and be guided on and off ramps where necessary.
- If you are required to drive off site, please ensure that you have been added to the client's trade insurance policy
- You must only work on projects you have been trained, qualified or assessed as competent to do so.
- Alcohol and drugs are not permitted on site of any of our clients, under any circumstances.
- Smoking must only be conducted in a designated area which will be established by your mentor.
- Mobile phones should not be used during working hours unless it's an emergency and approved by your mentor.

1.7. Complaints

- Should Autotech Academy receive a complaint from a placement workshop because an intern has failed to adhere to the terms of this Charter, Autotech Academy reserves the right to terminate the working relationship. In any such decision to terminate, Autotech Academy shall act in good faith and in compliance with any applicable law and will follow its own rules and procedures, including any right to appeal.
- You must alert your Autotech Academy contact in the first instance of any complaint or working issues you may have about your placement company. We will deal with the complaint as best as possible and advise you of the outcome.
- If you feel you need to make a complaint about a client, a member of staff at Autotech Academy or any of our processes, please call us on 01234 240503, email interncare@autotechacademy.co.uk.

- In the event that a complaint is made against an Autotech Academy contact, Autotech Academy shall co-operate with any investigation of that complaint and will adhere to the complaint's procedure, as outlined on our website.
- Interns shall provide reasonable assistance to any investigation under the Autotech Academy complaints procedure, even if they are not the subject of that complaint.

2. Our Pledge to You

2.1. Welcome

Our team will send you a welcome email shortly after your file has been activated on our database. This is to confirm the company processes and to advise what happens next. Once you have accepted an internship with us, you will receive a Welcome Pack to your home address.

2.2. Internship Handbook

Each intern registering with Autotech Academy receives a copy of our Internship Handbook. In this handbook you will find everything you need to know about contracting for us. If you have any problem, refer to this handbook and if the answer you need is not to hand, contact Autotech Academy.

2.3. Appointed Contact

Every Autotech Academy intern is appointed a point of contact, who is available to deal with any queries that you may have. You will receive a call following your welcome email that will provide you with any initial information that you may need. You can get in touch with your contact by calling them directly, text message or email. In the event of an emergency, if you are unable to get hold of your contact then please call the Autotech Academy office landline number.

2.4. Phone Calls

We realise how frustrating call centres can be so at Autotech Academy, a 'real' person always answers the landline phone within 4 rings. When calling your contact on their mobile, they may be on another call, so leave a voicemail or send a text message and they will call back at their earliest convenience.

2.5. Timesheets

- At the end of each week of your placement, you will need to fill in a timesheet.
- A copy of a blank timesheet will be sent to you by your Autotech Academy contact before you start, and we advise that you print off a few copies to keep on you. You can also download all forms required from our website autotechacademy.co.uk
- When submitted, the timesheet will need to clearly show your name, the company name, the week ending date (Sunday's date) and the number of hours you have worked.

- Once filled in, you will need to present your timesheet to the manager for sign off. Please make sure it is thoroughly checked before they sign it. You are required to work a minimum of 8 hours per day so any day that shows less than 8 hours recorded against it, will be queried.
- Timesheets need to be completed clearly and accurately for us to accept them.
- You are then required to email your timesheet to timesheets@autotechacademy.co.uk. Please ensure the copy is the correct way round, in one piece, clean and in handwriting that is legible.
- Send your timesheet over to us as soon as it's been signed off - do not delay!
- It is our intention to move to a paperless, app-based system in the near future.
- You will be paid every four weeks (we will send you the full list of your pay dates when you first start with Autotech Academy).

2.6. Payroll

At Autotech Academy, we pay our interns via an umbrella payment company.

The umbrella payment company acts as an employer to our interns, and it pays you monthly through PAYE. A representative from the payroll company will call you prior to starting your internship to explain how it works in more detail, including entitlement to holiday pay, etc.

2.7. Our Guarantee to You

Autotech Academy will strive to meet the level of standard set out in this Charter.

If you find there are times when these are not being adhered to, please contact us immediately so we can investigate and act accordingly.

3. Data Protection (GDPR)

- Autotech Academy provides work finding services to both candidates and clients as part of our business. We process personal data in order to be able to provide these services. We need to check the identity of interns, your right to work and qualifications as well as process pay and manage entitlement to certain statutory rights. It is in the legitimate interests of all parties involved – us as the recruiter, the work seeker and the client – that Autotech Academy can process personal data.
- Autotech Academy uses RDB ProNet to keep your personal documents secure. This system keeps your information secure and facilitates compliance with the Data Protection Act 2018.

Signatories



.....
Simon King
Managing Director, Autotech Group

.....
Registered Intern's Printed Name

.....
Registered Intern's Signature

Date