



Part of Autotech Group



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# INTERNSHIP HANDBOOK

This booklet will provide you with essential information about your internship with Autotech Academy.



EST.  
**2020**

DEVELOPING THE TALENT TO KEEP  
WORKSHOPS  
RUNNING





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## INTRODUCTION

**Thank you for choosing to take an internship with Autotech Academy.**

This handbook will provide you with all the information you need to work as an Autotech Academy intern.

Please keep it handy.

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## WHAT WE DO

**We are helping the automotive industry overcome the industry-wide skills shortage by offering newly qualified technicians paid internships in garages, workshops, dealerships and fastfits. We work with colleges and employers to find the right placements for young technicians.**

We only take on interns once they have fully qualified in one of the following level 2-3 courses (including the equivalent Scottish levels):

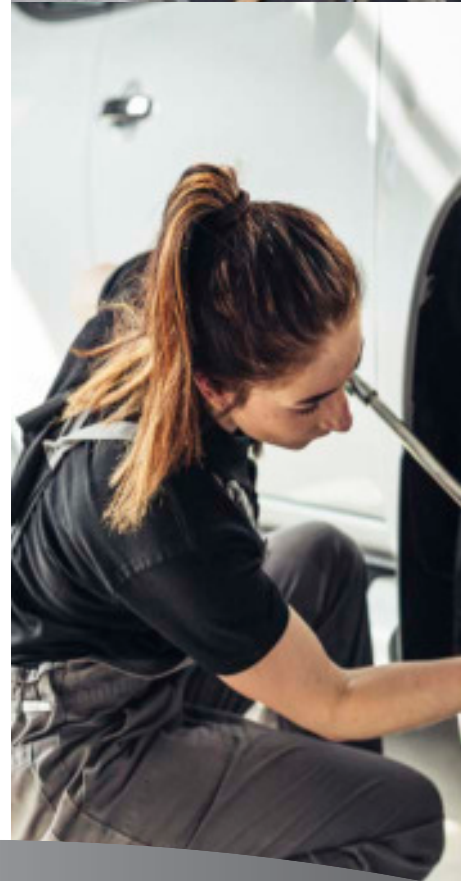
- Light Vehicle Maintenance and Repair
- Heavy Vehicle Maintenance and Repair
- Motorsport Maintenance and Repair
- Motorcycle Maintenance and Repair
- Vehicle Accident and Repair - Paint
- Vehicle Accident and Repair - Body

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## HOW IT WORKS

**It is a simple concept:**

- We place you with a garage or maintenance repair business on a paid internship lasting from 3 to 12 months, with a view of progressing into a permanent role upon completion of the internship.
- We provide you with a monthly wage, a top box tool kit, all the relevant PPE and uniform (if required).
- You will receive further relevant training (the options include manufacturer, OEM standard, EV/Hybrid, ADAS, and more).
- You will be appointed an on-site mentor to help you with your daily work, along with ongoing support from Autotech Academy.





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## DESIGNATED POINT OF CONTACT

Once you have agreed your placement and signed all the relevant documentation, you will be appointed a designated Autotech Academy contact who will liaise with you throughout your placement.

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## YOUR FIRST DAY

**Prior to starting, you will receive email confirmation of your start date including full address, start time and who to ask for when you arrive.**

When you arrive for the first time (nice and early!), please log this on your Autotech Academy portal so we know you got there safely. If we do not receive this acknowledgement by 9am, we will contact you to confirm your arrival.

You need to repeat this each Monday morning.

You will be appointed a mentor who will be expecting you on site. They will welcome you in and present you with your tool box and safety wear (where appropriate).

You will then be given a brief induction so you are aware of the location of the fire exits, toilets, etc. and you will be introduced to some of your colleagues. They will also run through any health and safety procedures and Covid measures in place. Please ensure you abide by these rules at all times on site.

Your mentor will go through the plan for how your on-site training will work and discuss dates for any external training.

At some point during your first couple of days a member of the Autotech Academy team will contact you to make sure everything is ok, and then call you again at the end of the week.

You can of course contact us if you have any issues or questions.

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## NOTIFYING US IN CASE OF ANY ISSUES

**You must contact Autotech Academy should you be unable to complete your placement for whatever reason.**

Day to day, if you are unable to go to work, please let your placement company know before your due start time. If you are running late you must let your placement company know if you are unavoidably detained. Please ensure you call them **before** your starting time.



## 5 RULES OF A SUCCESSFUL INTERNSHIP

1

### CLOTHING

Wear appropriate plain, unbranded work clothing at all times. For certain clients, a uniform may be required which will be supplied.

2

### ATTITUDE

Bring pride, energy and enthusiasm to everything you do. You are representing Autotech Academy and, more importantly, yourself.

3

### LEGISLATION

Comply with all relevant legislation, statutory and non-statutory requirements and official guidance, including site rules and procedures.

4

### HEALTH AND SAFETY

Health and safety policies must be adhered to at all times.

5

### RESPECT

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.

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# INTERN'S CODE OF CONDUCT

**Autotech Academy is committed to providing excellent service. To ensure that we achieve this, we require that all our interns adhere to the standards set out in our *Intern Charter*.**

## APPEARANCE

- Clothing must be clean, in good condition and fit appropriately.
- Correct PPE must be worn at all times.
- For safety reasons, all jewellery such as watches, rings, chains, etc. should be removed.
- Maintain good general personal hygiene and cleanliness.

## ATTITUDE

- Be friendly, interested and customer-aware at all times.
- Take pride in getting the job done right the first time and on time, whilst keeping yourself, your colleagues and the public safe.
- All customers must be treated equally and with the highest level of customer service.
- You should be respectful at all times towards customers, clients and colleagues alike.
- Remember, during the whole term of placement you are 'selling' yourself, hoping for a permanent role at the end of the internship.

## HONESTY & TRANSPARENCY

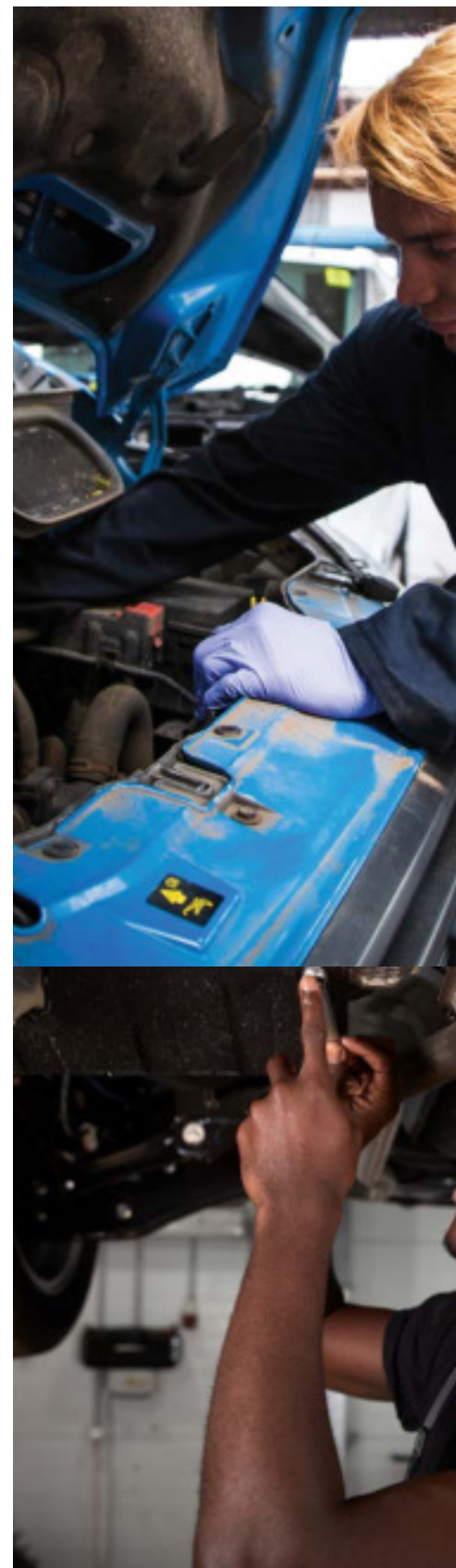
- Act honestly in all dealings with your placement company and colleagues.

## ETHICAL BEHAVIOUR

- Establish, maintain and develop business relationships based on confidence, trust and respect.
- Your mentor is there to guide you - be respectful at all times, listen and be considerate. Your mentor has the experience you are seeking so listen carefully and be open with your colleagues when you are unsure about something.

## WORKPLACE 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 so keep it clean, along with the rest room where you take your breaks. If you make food or a hot drink, tidy up behind you and wash up. Customer toilets must be clean at all times and left in the state you would expect to find them.
- 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 day and any faulty equipment reported to the manager or your mentor. If you break something, let your mentor know immediately, and be honest.





- All breaks, eating and drinking must be done in the rest room. Eating in front of customers is not permitted.

#### **WORKING PRACTICES**

- 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 and vaping must only be conducted in a designated area which will be established by the client.
- Every Monday when you arrive at work, please check in using the Autotech Academy portal.
- Use of mobile phones is not allowed during working hours. You must leave your phone in a locker or other safe place whilst you are working. You are allowed to use your mobile phone only during breaks.

**DO NOT USE YOUR MOBILE PHONE DURING WORKING HOURS UNLESS IT IS AN EMERGENCY.**

# 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 with you. You can also download all forms required from our website [autotechacademy.co.uk](http://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](mailto: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 monthly (we will send you the full list of your pay dates when you first start with Autotech Academy).

## EXAMPLE OF A CORRECTLY FILLED TIMESHEET:

**Autotech Academy**  
LDR Building  
1 Infant School Business Park  
Surrey Parkway  
Milton Keynes  
MK14 6TH  
Tel: 01234 240033  
Email: [info@autotechacademy.co.uk](mailto:info@autotechacademy.co.uk)  
Web: [autotechacademy.co.uk](http://autotechacademy.co.uk)

**TIMESHEET**

PLEASE EMAIL TIMESHEET TO: [TIMESHEETS@AUTOTECHACADEMY.CO.UK](mailto: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: 8/2/2020  
WEEK ENDING DATE (SUNDAY'S DATE): 8/9/2020

**NOTE TO INTERNS:** The days/hours below reflect accurate work performed and will be used for invoicing and as such must be signed for by Client and Interns below.

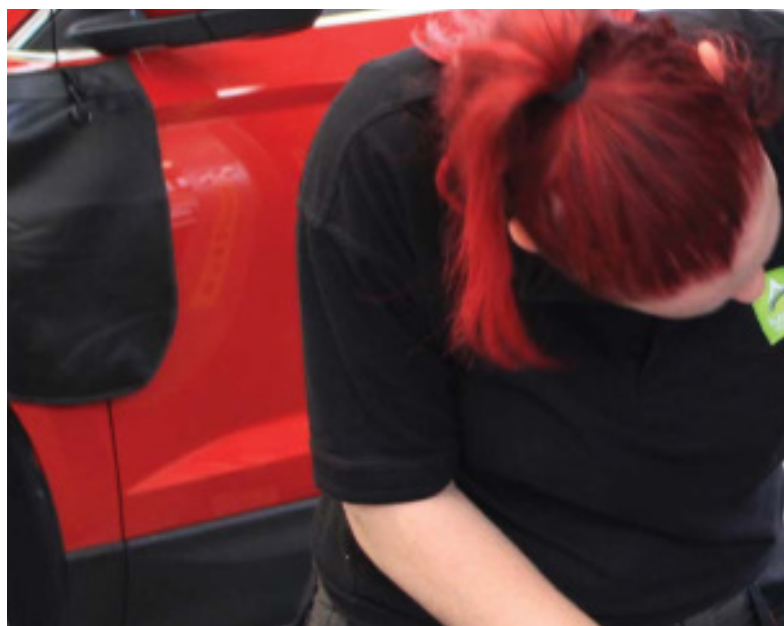
**HOURS**  
Enter hours worked per day to nearest half hour. You must enter the total number of hours at end.

MON	TUE	WED	THU	THU	THU	FRI	SAT	SUN	TOTAL
8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	48.0
Eg: 8.0 8.0 8.0 8.0 8.0 8.0 8.0 8.0 8.0 = 48.0 Hours									

**INTERNS 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  
833  
BRANCH NO./NAME  
Smith  
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 AUTHORIZATION NAME (PRINT)  
Jones  
CLIENT'S AUTHORIZATION SIGNATURE  
Forty eight  
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.





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## 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.

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## DEDICATED INTERN CARE TEAM

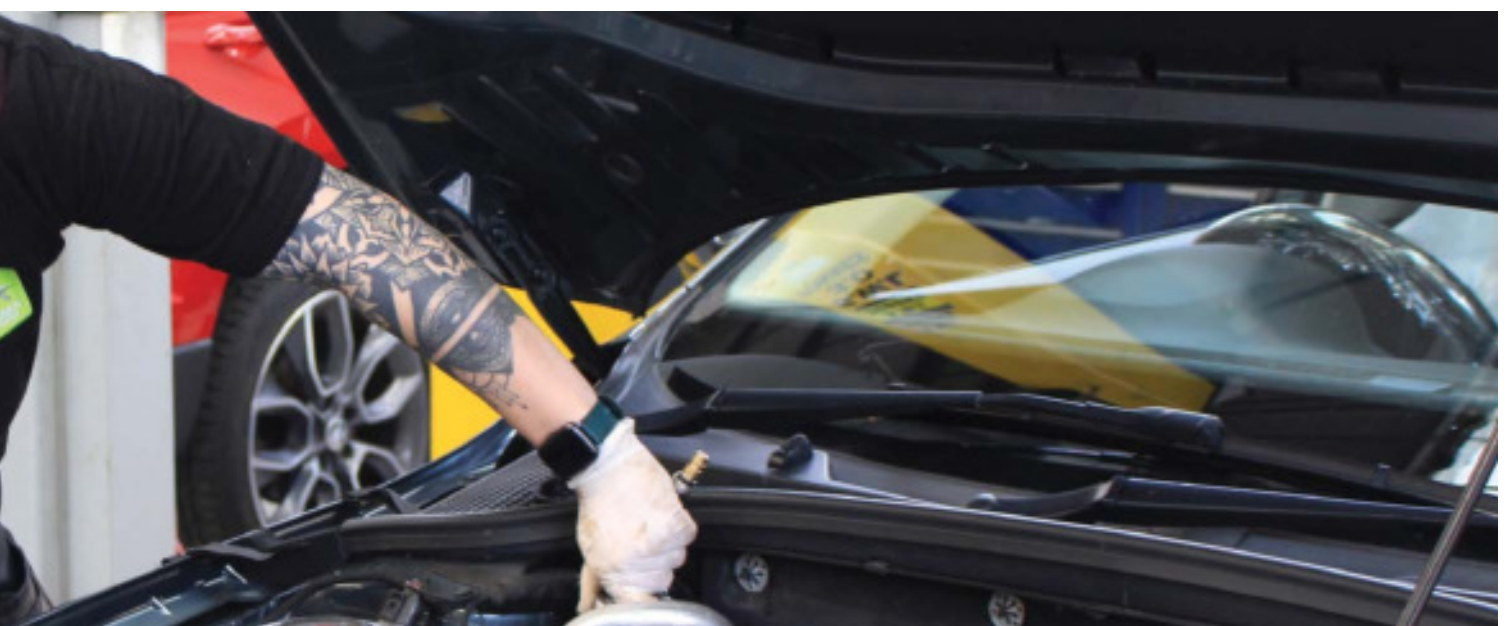
If you find yourself wanting to speak to someone other than your usual Autotech Academy contact, whether to praise, complain, give suggestions, ask some questions or simply talk about your problems, we have a dedicated Intern Care Team, whose role is to ensure you are happy and satisfied during your placement.

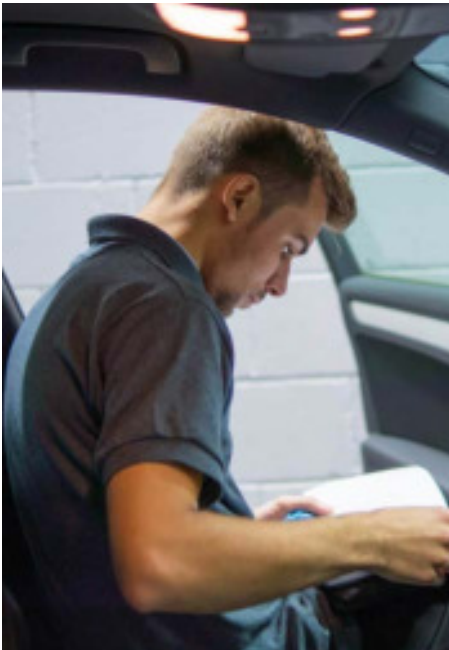
We appreciate your mental health, like physical health, can vary. One day you can feel happy, positive and satisfied with life, the next you might feel a bit low in mood.

Mental health and physical health are linked and can affect each other. If you are stressed, it can sometimes lead to other physical symptoms such as neck or back pain, stomach complaints and headaches.

Looking after your mental health is extremely important. Please let us know if you struggle with stress levels, sleep, or need help with anxiety or depression. We can help.

If you need someone to talk to, we're here for you. Please don't hesitate to contact our Intern Care Team on [hello@autotechacademy.co.uk](mailto:hello@autotechacademy.co.uk).





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## COMPLAINTS PROCEDURE

We care about our interns' wellbeing and will do what it takes to keep you happy during your internship with Autotech Academy.

However, 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 or email [hello@autotechacademy.co.uk](mailto:hello@autotechacademy.co.uk).

We will investigate your complaint and endeavour to solve the issue at the earliest opportunity.

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## INTERNS PORTAL

Once you have been assigned an internship, you will be given access to a portal which holds details about yourself and your placement.

The portal has many useful features, including an option to check in on your placement each Monday. You will soon be able to upload your timesheets, etc. using the Intern Portal. A password and brief user guide will be emailed over upon acceptance of your internship.

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## ACCIDENTS

Accidents are exactly that - an accident! If an accident occurs on site during your Autotech Academy internship, you **MUST** contact us at the earliest and safest opportunity. Whether you are directly responsible or indirectly involved, take down as many notes as possible and, if necessary, take pictures where applicable.

You may be asked to fill in an accident report at some point. A copy of the accident form is available to download on our website.

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## KEEPING IN TOUCH

Although our interns are not employed by Autotech Academy, we see you as an integral part of our company and we keep you updated through newsletters and social media.

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## SOCIAL MEDIA

We encourage our interns to follow us on social media platforms, including Facebook, Instagram, Twitter and LinkedIn.

We also run a Facebook group called '**Vehicle Mechanic & MOT Tester Hub**', which is a great place for conversation and exchange of tips and news between vehicle technicians and MOT testers! Feel free to join it and use it for asking for advice and sharing any helpful information with your fellow technicians.



@autotechacademyUK



@autotech\_academy



@academyautotech



Autotech Academy UK



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# HELPING NEWLY QUALIFIED VEHICLE TECHNICIANS INTO THEIR FIRST JOB

## TRADE ASSOCIATION PARTNERS



## AFFILIATION PARTNERS



## TECHNICAL PARTNERS



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### Autotech Academy

Libra Building, Linford Wood Business Park,  
Sunrise Parkway, Milton Keynes MK14 6PH

Tel: 01234 240503 | Email: [hello@autotechacademy.co.uk](mailto:hello@autotechacademy.co.uk)  
Web: [autotechacademy.co.uk](http://autotechacademy.co.uk)



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