



# Delivering Apprenticeships in Building Maintenance

# *Service Manager*



## Apprentice Scheme

Finance

Operational Teams

Health & Safety

Mobile Scheduling

Fleet

Surveying

Quality Management

Stores, Operations & Logistics

Small Plant and Tools

Systems

Billing

Asbestos

# My latest apprenticeship

## *Apprentice presenter*

- **Honesty**
- **Authenticity**
- **Integrity**
- **Humour**







Don't start your approach off on the wrong foot

# Challenges

- Give us a Business Case
- Money/Funding
- Colleges
- Fully meeting all of the requirements of the apprenticeship principles within a particular trade.
- Providing apprenticeships that deliver strong, beneficial outcomes – such as positive career progression for the learner and tangible business benefits for the employer.
- Delivering apprenticeships in a financially efficient way.



# Must-Do's

Campaign Plan, Leading times, Offer times,  
Recruitment check times, Inductions

Application, Skills test and Interview

Candidate eligibility

- Ni number
- Qualifications
- Age
- Suitability
- Attitude

Baseline Assessments

- Hand skills
- Knowledge
- Interaction/Behaviour
- English and Maths abilities
- Working with others



*You need to give them and you that  
fighting chance for success*



# Journey

Making the Most of their working life



“We are all apprentices through life, we just have different masters” - *Ross Grieve*

Success is not a straight line  
In your mind and their mind think they are the best  
Encourage them to dream  
Make sure they don't stop believing  
Somebody says “No” You say “it's just the Beginning”  
Be Happy and make happiness

# *The Race/Game/Biggest Event of an apprentice's Life*

## *Starting Blocks*

- *Induction*
- *1<sup>st</sup> year at College*
- *First day on the tools*
- *Learning by doing*
- *Assessment/Reviews*

## *Running the Race*

- *College Projects*
- *2<sup>nd</sup> and 3<sup>rd</sup> year reviews*
- *Listening, learning and developing*
- *Working towards the best*
- *Tests, passes, milestones/variety*
- *Competition*

## *The sprint finish*

- *4<sup>th</sup> year*
- *Trade test*
- *Final College*
- *Tradesperson*
- *Job/Retention*
- *Win! Win! Win!*





# Building Maintenance Apprentice Scheme needs

- Determination
- Respect
- Honesty
- Focus
- Hard work
- Ownership
- Enjoyment
- Teamwork



# The Backbone of good apprenticeship schemes

- Robust Recruitment
- Structured Training Schedules
- Structured Reviews and Assessments
- We look to improve!!
- Rewards & Recognition
- Staff Commitment & Expertise

**= Results**



# Skills Tests

- Registration and photo
- Welcome, Brief Service Profile, H&S, Outline the Process, PPE if req
- Demonstrate the Skills Test
- Support the Candidate
- Give them a bit Flexibility with time?
- Quality not Speed!
- Courtesy and Respect?
- Good House keeping
- Team player??





# The Interview

- Potential
- Drill down into their likes and dislikes
- Standard and trade specific questions
- Keep the questions simple
- Encouragement, use questions you can expand on to get beyond shyness



Commitment based questions

Career progression questions

Tease out ambitions/passions

Find out what they know and learned about the service and the council

Show your excitement and ownership

# Successful/Inductions

- Offer (8 week lead)
  - PPE and workwear
  - Correspondence
  - Acceptances
- 
- Induction (2 weeks)
  - Expectations
  - Do's and Don'ts
  - Tools
  - Training (H&S, asbestos, WAH etc)
  - Introductions





# Rewards

- People are trained to your standards
- Developing skill base in the community
- You become a trusted brand
- Setting up progression and promotion opportunities for the future
- Future proofing your business
- Accolades





# Building Services Apprentice of the Year Awards 2024







Discussion  
Points ?

Any  
Questions?

