



Commercial  
Vehicles

# The Volkswagen Commercial Vehicles Apprenticeship Programme

## Parts Advisor

### What does a Parts Advisor do?

A Parts Advisor is a key role interacting with all areas of the business including sales, service and customers. Some of the duties can include:

- Involvement in the pre-planning of the business day to ensure a seamless customer experience. This can include the consistent delivery of basic customer service and meeting and exceeding customer expectations
- Receiving, moving, and storing stock, including specialist tools for the workshop
- Keep records and writing up orders
- Managing returns
- Processing payments
- Organising displays to promote vehicle parts

You'll develop knowledge of our Volkswagen Commercial Vehicles products to understand the purpose of vehicle parts and how they function. The work is diverse and you'll be working both behind the scenes receiving deliveries and at the front desk, building strong relationships with our Volkswagen Commercial Vehicles customers.

### An extraordinary Parts Advisor Apprentice

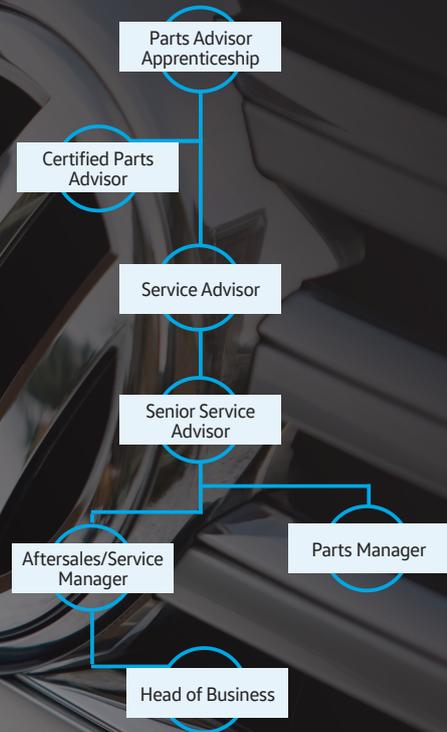
To be an extraordinary Parts Advisor Apprentice, you will need the right qualifications to start you on your learner journey. For Volkswagen Commercial Vehicles this is a minimum of GCSE (or equivalent) at Grade 9 - 4 (A-C) in English, Maths and Science.

If you are imaginative, like a challenge and problem solving, then a Parts Advisor could be the apprenticeship programme for you. Ideal candidates are self-starters, creative, fresh thinkers who are ready to represent the Volkswagen Commercial Vehicles brand and create positive customer experiences from brilliant basics to the customer wow.

If you can meet these requirements and believe in the brand values of your potential new employer, you can stand out against the competition to become an extraordinary apprentice.

## Driving your career forward

Once you are qualified as a Parts Advisor, there are a number of career paths open to you. Take a look to see some examples of where your career path could take you.



## Apprenticeship vs. University

With the ever increasing cost of tuition, the option of going to university and continuing your education may not be the right choice for everyone and a degree may not necessarily be the requirement for many employers where experience and work-based skills are of more value.

An apprenticeship will give you the work experience and qualifications that you need to earn while you learn without racking up debt.

In this competitive marketplace, developing the right skills can help you to get ahead and stay ahead. With an apprenticeship you will be getting a head start in your career with a nationally recognised qualification and employment within Volkswagen Commercial Vehicles.



## Top Benefits of an Apprenticeship

- Full time employment in a secure job role.
- The opportunity to earn and learn.
- A chance to experience the facilities at the National Learning Centre, a world class training facility which mirrors real life workshops, creating a perfect environment to develop skills.
- Exclusive access to Volkswagen Commercial Vehicles literature and tools, via the LEAP learning platform.
- Team building and special events such as Outward Bound will give apprentices the opportunity to meet new people, make new friendships and build a network within the brand.
- Nationally recognised qualifications
- Brand specific certifications
- A real opportunity for a career in an exciting industry – an excellent starting block to move up the career path.



## Find out about an Apprenticeship with Volkswagen Commercial Vehicles

Volkswagen Commercial Vehicles are looking for exceptional people to become part of their apprenticeship team. Vacancies are available nationally working in our premium Van Centres/ Authorised Repairers. Have you got what it takes to be part of the Volkswagen Commercial Vehicles team?

T: 0800 5873051

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