

Field Service Engineer Apprenticeship



KOHLER POWER
uninterruptible

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What we do

Kohler Uninterruptible Power Limited are one of the UK and Ireland's leading providers of Power Protection systems. Together with our parent company, Kohler Co., Kohler Uninterruptible Power Limited is a driving force within the power protection industry offering pioneering product technology, service excellence and global reach.

Central to our product portfolio is a range of the highest quality, class-leading three-phase and single-phase uninterruptible power supplies. Developed to offer the highest levels of efficiency, availability, scalability and flexibility – our products are at the very forefront of power protection technology.

Kohler Uninterruptible Power Limited has built an outstanding reputation for service excellence through its unrivalled pre and post-sales support. Our wide range of services includes initial site surveys, system design, installation & commissioning, preventative maintenance, training, remote monitoring and technical support.

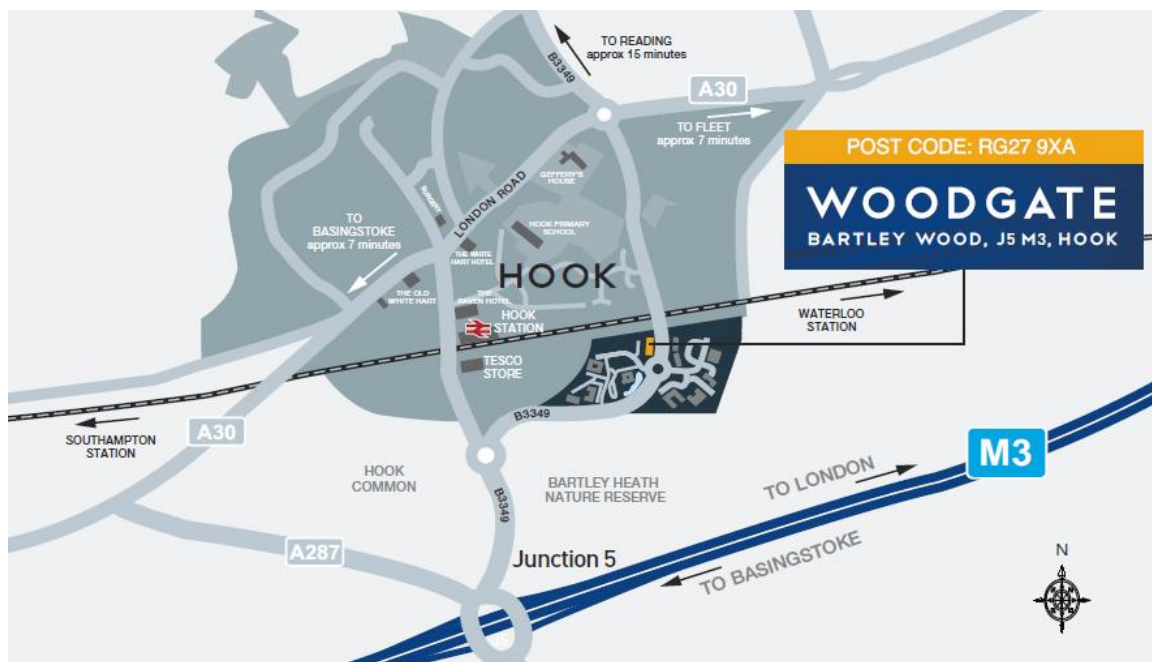
Where we are based

Location

Address:
Woodgate
Bartley Wood Business Park
Griffin Way South
Hook, Hampshire RG27 9XA

Tel: 01256 386700

Email: ukapprenticeships.ups@kohler.com



Our Field Service Engineer Apprenticeship

We believe you're the future of our business, that's why we are recruiting the brightest talent to become our apprentices. You'll need to learn the skills to become a Field Service Engineer and we'll be making a big investment in your learning and development, providing study and hands on training to ensure your apprenticeship is successful. During your journey you'll also be undertaking a range of secondments, projects, and formal training courses to build your skills and knowledge in electrical and electronic engineering.

Once qualified, the Field Service Engineer role at Kohler Uninterruptible Power Limited is a rewarding but uniquely challenging and diverse role. You'll be commissioning, maintaining, and carrying out interventions on our uninterruptible power supply systems across the UK, Channel Islands and overseas territories, whilst providing our customers with the high level of service they expect.

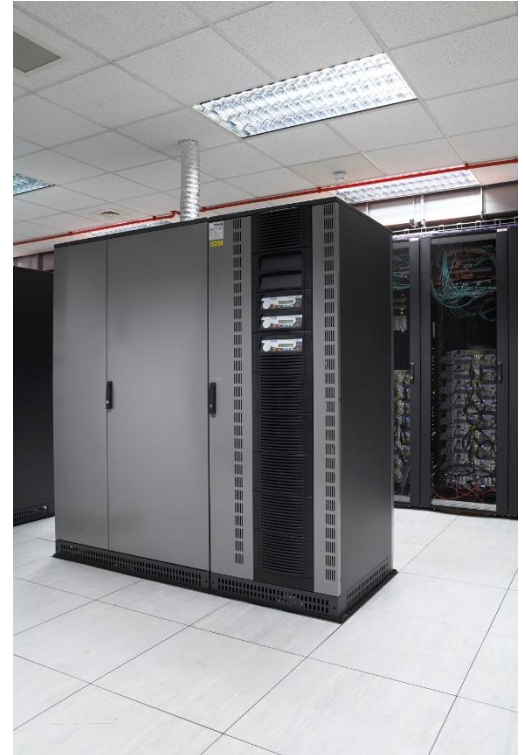
You'll be completing a four year programme, which will result in the award of a Mechatronics Engineering Technician Advanced Apprenticeship and a Higher National Certificate in Engineering. You'll have gained an in-depth knowledge of the industry and will be ready to advance your career as a Field Service Engineer.



What are Uninterruptible Power Supplies?

Our uninterruptible power supplies are highly advanced pieces of power electronic hardware. They are designed to deliver a continuous supply of power to our customer's mission critical equipment, to ensure that during power outages or surges their equipment is kept online.

You'll find our UPSs protecting vital equipment in a wide variety of locations and you'll need to be ready to work on our customer sites such as huge data centres, comms rooms in some of the most iconic buildings in the City of London, manufacturing plants and high security facilities. Where there is a need for an uninterruptible power supply you'll find our hardware, keeping our customers' equipment protected.



Pay and Benefits

We offer a range of benefits to our apprentices, here's a selection of them

- £12,750 starting salary in Year One
- 25 days holiday
- Fully funded training and qualifications
- Company van supplied once Year 1 has been completed
- Laptop and smartphone supplied
- A great pension scheme
- Fantastic range of benefits

Once qualified our Field Service Engineers can earn a salary in excess of £35000 including pay enhancements.

About you

We are looking for highly talented individuals to be our apprentices. To be a successful candidate and earn a place on our programme you'll need to demonstrate our core competencies.

- Build Trust
By operating with integrity and demonstrating honesty, treating others with dignity and fairness whilst being open to their ideas and thoughts. Candidly share thoughts so others understand your personal position.
- Drive Continuous Improvement
Identify opportunities in current processes and provide solutions to improve efficiency and productivity. Define your desired outcomes by the setting of goals and development plans and ensure the desired results are achieved.
- Focus on the End Customer
Always take action to meet customer needs and concerns by reacting quickly and helping resolve problems. Seek to understand and educate the customer whilst building collaborative relationships.
- Set high standards of performance
Establish standards of excellence for your work and others, whilst accepting responsibility for both positive and negative outcomes. Dedicate time and energy into completing all tasks or assignments to the very best of your ability.

To be considered for our Field Service Engineer Apprenticeship programme you'll need to have achieved the following qualifications; or be studying towards them.

Candidates must have a minimum of 5 GCSEs including a minimum of grade C (4) or above in Maths, English and Science.

You'll also need to be great with IT, and have excellent communication and organisational skills. Applicants must have the right to work in the UK, and as we have to gain access to many high security facilities it will be necessary to be able to pass security checks into your background and previous history.

After Year 1 you'll be supplied a company van, so by then you need to have a full driving license

The Training College

We partner with Kingston College for the duration of the Apprenticeship.

Below you will find some information on Kingston College that includes contact details and a map of their location.

About

Located in South West London, close to the River Thames, Kingston College provides students with a friendly and stimulating environment in which to gain qualifications. Some 3,500 full time and 6,000 part time students currently benefit from its professional approach to learning.

The origins of this success go back to 1899, when the Royal Borough of Kingston upon Thames built Science and Art Schools and a Technical Institute on the present main site of the College in Kingston Hall Road. The Victorian home of Kingston Technical College (as the institution was then known) survived until the 1960s, when major reconstruction work followed a local reorganisation of further and higher education.

In 1962 Kingston Technical College split into the present college of further education and a college of technology, now Kingston University.

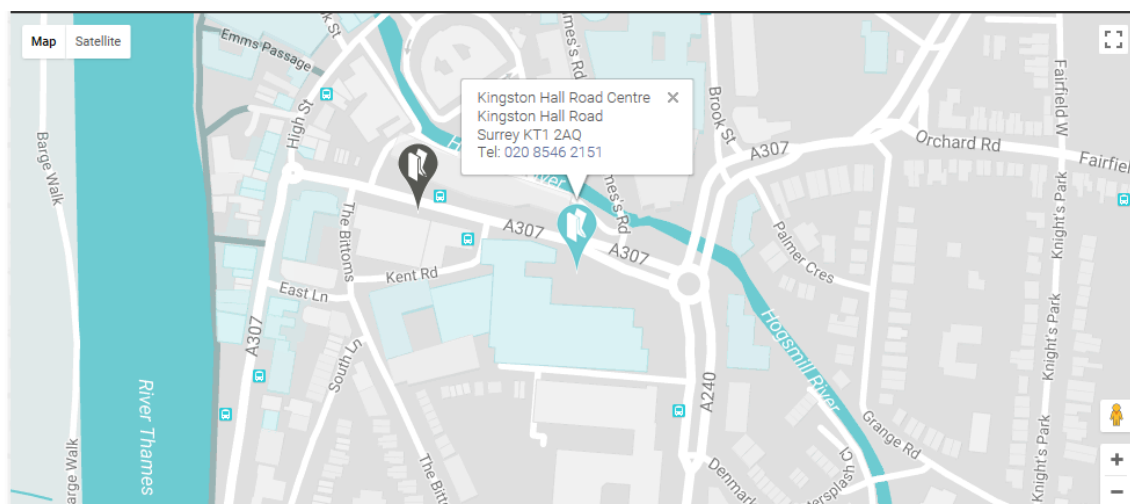
Location

Address:
Kingston Hall Road Centre
Kingston Hall Road
Surrey
KT1 2AQ

Tel: 020 8546 2151

Email: info@kingston-college.ac.uk

Website: <https://kingston-college.ac.uk/>



Apprenticeship Overview

Year 1



Study



- 1st Year of BTEC Level 3 Diploma in Advanced Manufacturing Engineering (Development Knowledge)
- Level 2 Diploma in Advanced Manufacturing Engineering (Foundation Competence)
- 1st Year EngTech Standard – Mechatronics Pathway

Development



- Company induction programme at our UK offices in Hook, Hampshire

Progress assessments and reviews



- Regular apprentice reports from Kingston College
- Progress reviews with Service Supervisor

Year 2



- 2nd Year of BTEC Level 3 Diploma in Advanced Manufacturing Engineering (Development Knowledge)
- 2nd Year EngTech Standard – Mechatronics Pathway

- ECS Card qualification
- Product training with the Technical Support department
- On-site learning and experience with the Field Service Team
- Secondments within the Projects and Service Sales departments
- Year 2 competency log

- Reviews with Kingston College Level 3 Assessor
- Regular progress meetings with Service Supervisors, HR Manager and Operations Director
- Audits from Service Supervisors when working on site
- Competency assessments from Senior Field Service Engineers

Year 3



Study



- 1st Year of BTEC Level 4 Higher National Certificate in Electrical/Electronic Engineering
- 3rd Year EngTech Standard – Mechatronics Pathway

Development



- On-site learning and experience with the Field Service Team
- Secondments with our DC and Electrical installation partners
- Year 3 competency log

Progress assessments and reviews



- Reviews with Kingston College Level 3 Assessor
- Regular progress meetings with Service Supervisors, HR Manager and Operations Director
- Audits from Service Supervisors when working on site
- Competency assessments from Senior Field Service Engineers

Year 4



- 2nd Year of BTEC Level 4 Higher National Certificate in General Engineering
- End Point Assessment for the EngTech Standard – Mechatronics Pathway

- City and Guilds Level 3 Requirements for Electrical Installations qualification (BS7671:2018 IET Wiring Regulations)
- Onsite learning and experience with Field Service Team
- Manufacturers UPS training in Quartino, Switzerland
- Secondments within the Hardware Sales and Marketing departments
- Year 4 competency log

- Reviews with Kingston College Level 3 Assessor
- Regular progress meetings with Service Supervisors, HR Manager and Operations Director
- Audits from Service Supervisors when working on site
- Competency assessments from Senior Field Service Engineers

Apprenticeship Year 1 Overview

Study – (Full time at Kingston College) 1st year of the EngTech Standard – Mechatronics Pathway

1st Year of BTEC Level 3 Diploma in Advanced Manufacturing Engineering (Development Knowledge)

In your first year you will start the BTEC Level 3 Diploma in Advanced Manufacturing Engineering. This theory-based course will deliver the underpinning knowledge required to work within the engineering maintenance industry, though the study of a variety of units. This is the first year of a two-year course completed one day per week at Kingston College.

Level 2 Diploma in Advanced Manufacturing Engineering

This course will be undertaken 4 days per week at Kingston College. The course is designed to give you the opportunity to learn the basic skills for your future career in engineering, through practical work and assignments in the colleges Training Centre. You will also gain an understanding of health and safety, environmental, and engineering best practices.

Development

Company induction programme at our UK offices in Hook, Hampshire

Employment will begin in August and until college starts in September you will be spending the time at our UK offices in Hook, Hampshire. Initially there will be Kohler, HR, and H&S inductions to be completed to ensure you are fully integrated within the organisation. You will also be introduced to the company's range of Uninterruptible Power Supplies systems and there will be an opportunity to begin to learn the basic theories and principles of operation, along with some practical demonstrations. During this time you will be able to meet and spend time with your new colleagues.

A phone, laptop, corporate clothing and all the necessary personal protective equipment you will need will be issued at this time. If you have a full driving license then a company vehicle will be supplied after year 1 is complete.



Apprenticeship Year 2 Overview

Study 2nd year of the EngTech Standard – Mechatronics Pathway

2nd Year of BTEC Level 3 Diploma in Advanced Manufacturing Engineering (Development Knowledge)

This is the second and final year of BTEC Level 3 Diploma in Advanced Manufacturing Engineering. You will continue to complete this course one day per week at Kingston College.

Following completion of the Level 2 Diploma in Advanced Manufacturing Engineering course you will return to Kohler Uninterruptible Power Limited for the other four days a week to continue the second year of the EngTech standard – Mechatronics Maintenance Technician pathway. This will be completed by producing a portfolio of evidence to document the practical tasks, projects, and assignments you have undertaken.

Development

ECS Card qualification

It is a requirement for Kohler Uninterruptible Power Limited Field Service Engineers that they hold an ECS card. Therefore it will be necessary to pass an assessment set by the Electrotechnical Certification Scheme to obtain accreditation.



Product training with the Technical Support department

The Kohler Uninterruptible Power Limited Technical Support department, assisted by our Senior Field Service Engineers, will deliver training on the company's products at our workshop and warehouse facility in Hatch, Hampshire. Here you will be able to learn and practice your skills on the equipment.

On-site learning and experience with the Field Service Team

The majority of your time will be spent at our customer's sites with Field Service Engineers where you will be undertaking planned maintenances, commissioning new UPS systems, and carrying out repairs and upgrades on existing UPS systems.

Secondments within the Projects and Service Sales departments

During Year 2 you also complete secondments within the office based Projects and Service Sales departments. This is to give you an understanding of how these departments integrate with the Service team.

Year 2 competency log

You will be expected to have reached a certain level of competency at the end of Year 2 and the log is the evidence this has been completed. You will need to write reports of the tasks you have completed and other related knowledge gained in this log.

Apprenticeship Year 3 Overview

Study 3rd year of the EngTech Standard – Mechatronics Pathway

1st Year of BTEC Level 4 Higher National Certificate in General Engineering

Once you have completed the second year of the BTEC Level 3 Diploma in Operations and Maintenance you will be able to advance to the BTEC Level 4 Higher National Certificate in General Engineering. Although completion of this course is not required to obtain the Level 3 Advanced Apprenticeship qualification it is a prerequisite to become a Field Service Engineer at Kohler Uninterruptible Power Limited. We will fully fund this qualification and allow day release for study but it will be necessary to first sign a learning agreement with ourselves.

The Level 4 Higher National Certificate gives you the opportunity to further develop your electrical and electronic engineering knowledge through a mandatory core of learning, while allowing for the acquisition of some specific skills and experience through the specialist units chosen by Kohler Uninterruptible Power Limited. You will gain a wide range of knowledge learnt through research, self-study, directed study and workplace activities.

Development

On-site learning and experience with the Field Service Team

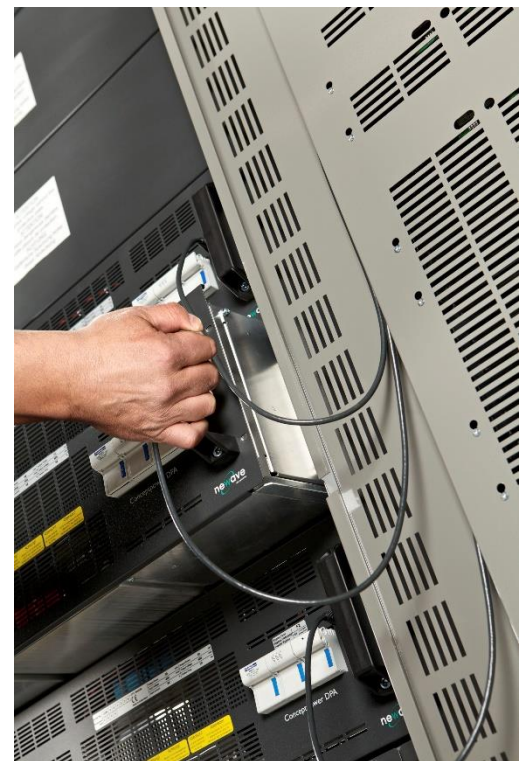
As a third year apprentice of increasing competence you will be expected to assist with the more demanding work activities. This may be on high power UPS Systems, at key customer sites, or on large commissioning projects.

Secondments with our DC and electrical power installation partners

During Year 3 of your apprenticeship you will be completing secondments with some of our installation partners. One team undertakes all the works on large battery installations prior to commissioning whilst the other completes the electrical power and switchgear installation.

Year 3 competency log

You will be expected to have reached a certain level of competency at the end of Year 3 and the log is the evidence this has been completed. You will need to write reports of the tasks you have completed and other related knowledge gained in this log.





Apprenticeship Year 4 Overview

Study

2nd Year of BTEC Level 4 Higher National Certificate in General Engineering

This is the second and final year of BTEC Level 4 Higher National Certificate in General Engineering

End Point Assessment for the Level 3 Diploma in Advanced Manufacturing and Engineering – Mechatronics Maintenance Technician

During this assessment you will undertake an occupational competence validation interview, a professional competence assessment and a final employer sign off for professional competence to complete the apprenticeship.

Development

City and Guilds Level 3 Requirements for Electrical Installations qualification - (BS7671:2018) IET Wiring Regulations

The IET Wiring Regulations (BS 7671) are the definitive standards for the electrical industry in respect of safe use and operation of electrical equipment and systems. It is intended to ensure that individuals are conversant with the format, content and application of the Requirements for Electrical Installations BS 7671: 2018

On-site learning and experience with the Field Service Team

As a fourth year apprentice of increasing competence you will be expected to take on more responsibility with work activities. This may be on high power UPS Systems, at key customer sites, or on large commissioning projects.

Manufacturers UPS training in Quartino, Switzerland

In Year 4 you will have the opportunity to travel to the UPS manufacturing facility in Quartino, Switzerland for a weeks advanced training. You will also have the opportunity to meet the Engineers involved in the design, development and technical support of the UPS systems, plus a tour of the factory.

Secondments within the Hardware Sales, Finance and Marketing departments

During Year 4 you also complete secondments within the office based Hardware Sales and Marketing departments. This is to give you an understanding of how these departments integrate with the Service team.

Year 4 competency log

You will be expected to have reached a certain level of competency at the end of Year 4 and the log is the evidence this has been completed. You will need to write reports of the tasks you have completed and other related knowledge gained in this log.



Progress assessments and reviews summary

Regular apprentice reports from Kingston College

Whilst attending Kingston College they will carry out regular reviews and will supply reports to Kohler Uninterruptible Power Limited providing information on attendance, punctuality, behaviour and progress.

Reviews with college Assessor

Every 6 weeks your college assessor will visit to review your progress on the Level 3 Diploma in Advanced Manufacturing and Engineering – Mechatronics Maintenance Technician they will provide feedback and guidance.

Regular progress meetings

The regular meetings with your Service Supervisor, the HR Manager, and the Operations Director will ensure that your apprenticeship is successfully progressing, and will identify the next steps and any actions required within the organisation to continue.

Competency assessments and audits

During your apprenticeship there will be competency assessments and audits completed by either Technical Support Engineers, Senior Field Service Engineers or Service Supervisors. These will ensure that your learning, competency and development is on target.

Start your apprenticeship

If our apprenticeship programme sounds like the opportunity for you then please get in touch with us.

- 1) Email us a CV and a covering letter explaining why you would like to be considered for our apprenticeship. The closing date will be Friday 30th April

ukapprenticeships.ups@kohler.com

- 2) If your skills match our criteria we'll invite you to our selection day
- 3) If the selection process goes well you will be asked to return for a further two days' work experience
- 4) Finally, if you have been successful you will be invited to join our team, starting employment in August.



Meet one of our Apprentices

The Kohler Uninterruptible Power Limited Field Service Engineer Apprenticeship is a great opportunity for anyone looking for a career in Electronic and Electrical Engineering, giving you all the necessary tools and qualifications to succeed. By the end of this programme I will have achieved a Level 3 NVQ, a Level 3 BTEC and finally an HNC, which will ensure that I am wholly prepared for my career. I feel extremely lucky to be the first apprentice at Kohler Uninterruptible Power Limited, trail blazing the path for the future in apprenticeships for the company.

I would recommend an apprenticeship to anyone who is interested in furthering their learning, career and prospects; being employed, and paid, to learn is an excellent option for anyone looking for an alternative to university or higher education. The courses are very interesting and to anyone looking for a challenge, should prove extremely rewarding too.

Overall, it is a privilege to be a part of this scheme and I am excited for my future in the company; a company which, I must say, is a pleasure to work for. Everyone here is extremely welcoming, friendly and want to aid in your success. Ultimately, this apprenticeship scheme is something great to be a part of and I would tell anyone interested in a career in engineering to grab it with both hands!

