



 Class of 2020

**EAST OF ENGLAND  
APPRENTICESHIPS**

### JOB ROLE

Landbased Service Engineer

### COMPANY

CLAAS UK Ltd

### COMPANY SIZE

251 - 1000 employees

### APPRENTICESHIP

Level 3 Landbased Engineering

**CLAAS**

## ■ INTRODUCING WILLIAM BATES

Admittedly not the biggest fan of school and keen to learn more with a 'hands on' approach, Will needed to weigh up his options following his GCSE's. Unsure exactly which career path would suit him best, Will came across a service engineering apprenticeship programme with CLAAS UK and after some research, decided it seemed to align with his interests as he had an agricultural background. The outcome of this programme would allow him to qualify as a standard service engineer.

Early on in the apprenticeship, it became clear to Will that he was particularly interested in the mentorship and training elements around the course. For this reason, he aimed to become a technical trainer within the academy at CLAAS UK, with a focus on providing training for service engineers on current CLAAS product instead of continuing in the role of a service engineer. Since being in his role Will has thoroughly enjoyed working for CLAAS and looks forward to continuing to develop his technical training skills and product knowledge.





With regards to the programme itself, this was the first 'Technical Training Instructor' apprenticeship programme to be run by the business, so it was important to take each day as it came. Every day on the course, Will was involved with practical learning which helped to grow and solidify his knowledge around the machinery he would now be working with regularly. He found this was even echoed throughout the elements of the course that were designed to be more theoretical, as the role was so 'hands on'. During college hours (off the job), Will would spend time studying coursework that was clearly split between practical and theory and admits that this was a particularly enjoyable feature of the programme.

He was taught the correct procedures around company processes and gained a deeper understanding of why they were in place. Moreover, theories that underpin manufacturing processes were covered, and Will's overall understanding of agricultural engineering benefitted massively. This knowledge base is applicable across a multitude of sectors, giving Will a great skillset and credibility to progress his career. Will enjoyed attending college as he was surrounded by people that were studying the same material and therefore able to discuss different elements as part of a focused group.

Will found the ability to earn whilst gaining a qualification to be the main benefit of the apprenticeship, where others would have attended university or worked in some form of placement setup to gain responsibility and knowledge. He found that building his knowledge in college and bringing that back to his day job helped develop his skills for the role substantially. In terms of major achievements, Will feels most accomplished when completing tasks in his day job like developing training rigs or leading actual training sessions. He enjoys training both upcoming engineers and customers that have purchased CLAAS UK equipment, as this gives him an opportunity to prove his knowledge across the broad range of company products.

He stated that managing a day job alongside the programme can be challenging, and if there was anything he struggled with in particular it would be that. "Being taken out of work to complete a block of 4 weeks at college is tough and pulls you away from other priorities". Although he admitted afterwards that this didn't affect his workload substantially, managing deadlines and 'juggling' the various elements was certainly the most challenging aspect of the programme.





Going forward, Will wants to continue to lead on technical training for CLAAS UK and always has other avenues to explore in the future should he wish to diversify further. He said that anybody considering an apprenticeship in this field should do 'plenty of research to ensure the programme fits your plans'. He also went on to talk about the benefits of apprenticeship programmes from an employability standpoint, stating that 'apprenticeship programmes practically guarantee a job on completion if you apply yourself'.

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