

Inspection of Mercedes-Benz UK Limited

Inspection dates: 16 to 19 May 2023

Overall effectiveness	Good
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The quality of education	Good
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Behaviour and attitudes	Good
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Personal development	Good
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Leadership and management	Good
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Overall effectiveness at previous inspection	Good
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Information about this provider

Mercedes-Benz UK Limited (Mercedes-Benz) is a national independent learning provider based in Milton Keynes, providing apprenticeship training to prepare learners for employment in workshops and dealerships across the country. At the time of the inspection, there were 449 learners, of whom 168 were aged 16 to 18 years. Two hundred and seventy-four learners were studying the level 3 motor vehicle service and maintenance (light vehicle) standard, 86 were studying the level 3 heavy vehicle service and maintenance standard, 63 were studying the level 2 retailer and level 3 retail team leader standards, and the remainder were studying the level 3 customer service specialist standard.

Learners work for more than 150 franchised Mercedes-Benz employers across the country.

Mercedes-Benz does not subcontract any of its provision.

What is it like to be a learner with this provider?

Learners develop relevant new knowledge, skills and behaviours to be successful in their work. They are proud to work for Mercedes-Benz.

Learners are highly respectful of their colleagues and staff, and they behave very professionally while in learning and at work. Learners confidently embody the values of the Mercedes-Benz brand. Their standard of work is high, and their employers value the contribution they make to the workforce.

Learners feel safe, including during residential stays. They develop their understanding of how to keep themselves physically active. They recognise the signs of potential mental health issues in themselves and others and know who to contact to get support. They understand health and safety risks and use what they know to work safely.

Most learners achieve well, including those with additional needs. Many move on to full-time employment with Mercedes-Benz, with opportunities to further advance their careers through, for example, additional specialist qualifications and training.

Leaders do not ensure that learners benefit from impartial careers advice. Learners understand the career opportunities available with Mercedes-Benz. Learners do not know about careers and training available elsewhere. This impacts on their ability to make the most informed choices when they complete their apprenticeship.

What does the provider do well and what does it need to do better?

Leaders and managers have developed a range of apprenticeships that prepare learners well to work for Mercedes-Benz. Leaders work with most franchise partners to ensure they understand the training needs of learners. As a result, learners become highly skilled, and most partners value the training learners receive. For example, learners competently use diagnostic equipment to prepare heavy vehicles for MOT tests.

Managers, trainers and coaches have planned their apprenticeships in a well-ordered way to ensure that most learners build their skills and knowledge logically. Learners use their newly developed knowledge at work with increased confidence, and they take on further responsibilities in their roles. Having learned about cold closed loop systems, learners studying vehicle service and maintenance standards are able to competently describe the impact on engine efficiency, performance and emissions control.

Trainers have substantial relevant experience in the automotive sector. They maintain their sector knowledge through regular professional development. They use their knowledge to deepen learners' understanding of mechanics and retail, and they improve the literacy and numeracy skills that learners need for their roles.

Where leaders have identified areas for improvement, such as in learners' personal development and welfare, they have put training in place to improve staff knowledge and awareness. Learners are developing the knowledge they need beyond their apprenticeship that will help them to flourish and stay safe. Leaders and managers do not provide trainers with professional development to improve their teaching skills as effectively.

Trainers have created a calm, professional and inclusive environment for learners to study. Learners are confident to take part in classroom and workshop activities, and they make good progress.

Leaders and managers are ambitious for the vast majority of learners, including those from disadvantaged backgrounds or with learning needs. Trainers set consistently high expectations for learners. Trainers and coaches provide learners with effective support so that they remain up to date with their studies.

Trainers make effective use of assessment to ensure learners have understood the key concepts they have been taught. Coaches regularly review the progress learners are making, often providing detailed and helpful feedback. Most learners understand how well they are doing and what they need to do to improve.

In level 2 retail, staff do not always make effective use of initial assessment or their partnerships with employers to design the programme of learning. As a result, employers are not always clear about the training they should provide, and learners struggle to relate what they have learned to workplace situations.

Leaders and managers do not benefit from external scrutiny or governance. They do not focus sharply enough on what they need to do to improve. Leaders have taken steps to introduce appropriate oversight, but it is too early to see the impact of this.

Safeguarding

The arrangements for safeguarding are effective.

Leaders and managers have further strengthened their safeguarding arrangements and firmly established a culture in which learners feel safe. Staff are suitable to work with learners, and they regularly undertake training and receive updates, so they are able to keep learners safe. Learners and staff know how to report any concerns they might have.

Although leaders have appropriate safeguarding policies and procedures in place, they do not ensure that the record of actions taken is always fully documented so that safeguarding leads can monitor concerns effectively.

Leaders have ensured that learners have a good understanding of the risks to their safety. Leaders and staff ensure that learners understand how to work safely.

What does the provider need to do to improve?

- Leaders should ensure that appropriate governance is in place to provide independent scrutiny and support for continued improvement.
- Leaders should ensure that learners receive independent careers advice to help them understand the full range of career and learning opportunities available.
- Leaders should work with employers more closely to ensure that programmes for learners studying retail are tailored to their individual needs.

Provider details

Unique reference number	58456
Address	Delaware Drive Tongwell Milton Keynes MK15 8BA
Contact number	07824301151
Website	mercedes-benztraining.co.uk
Principal, CEO or equivalent	Mrs Helen Taylor
Provider type	Independent learning provider
Date of previous inspection	13 November 2012
Main subcontractors	None

Information about this inspection

The inspection team was assisted by the principal, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. The inspection was carried out using the [further education and skills inspection handbook](#) and took into account all relevant provision at the provider. Inspectors collected a wide range of evidence to inform judgements, including visiting learning sessions, scrutinising learners' work, seeking the views of learners, staff and other stakeholders, and examining the provider's documentation and records.

Inspection team

Mark Hillman, lead inspector	His Majesty's Inspector
Richard Kirkham	His Majesty's Inspector
Fadia Clarke	Ofsted Inspector
Alice Giles	Ofsted Inspector
Karen Roberts	Ofsted Inspector
Robert Marshall-Slater	Ofsted Inspector
Emma Leavey	His Majesty's Inspector

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