



AutoRaise Impact Report

Helping to secure the future of the
Vehicle Repair Industry





A message from our CEO Bob Linwood

Our first Impact Report has been created to demonstrate the difference AutoRaise has made since forming in 2016.



Our industry won't function without hiring and training young people.

It contains impressive statistics, great case studies, and compelling insights into the benefits of taking on apprentices, resulting in positive change for growing numbers of repairers in the UK.

My key message is: let's not spend too much time looking back; the future is more important.

Our industry won't function without hiring and training young people. Owing to a lack of transferable skills from other industries, technical apprenticeships are THE ONLY SOLUTION!

I'm asking the whole industry - repairers, work providers and all businesses within the supply chain - to back AutoRaise. Consider being a partner or a fundraiser. Our income enables us to complete the many vital activities that keep the talent pipeline full. In turn, repairers can fulfil business development strategies to provide apprenticeship opportunities. How will the industry survive if a sustainable workforce isn't available to drive it?

Finally, to those who have already become a valued partner, supported our cause, raised funds or enabled donations to AutoRaise, thank you....

Repairing the industry

We engage with all vehicle repair industry stakeholders. Each has different needs. Repairers must find, assess and employ young people; they also need help identifying training delivery partners.

We showcase the vehicle repair industry as a brilliant option at school job fairs, community-led initiatives and the annual WorldSkills show.

AutoRaise launched in 2016. Our aim: showcase vehicle repair to young people as a viable, attractive career.

Our early activity involved raising awareness, creating opportunities and engaging with all stakeholders to recognise the industry's 'image problem' and the potential consequences of having scarce young talent to correctly and safely repair ever-more complex vehicles.

We've made a huge impact in these formative years. The industry's now alert to finding young people to fill the skills gap.

Our ongoing mission is to ensure awareness translates into action. We engage with all vehicle repair industry stakeholders. Each has different needs.

Repairers must find, assess and employ young people; they also need help identifying training delivery partners. Supply chain businesses want to help their customers become viable and sustainable.

Meanwhile, insurers and work providers acknowledge a dearth of skilled technicians will significantly impact their customers' future needs. We are collaborating to educate repairer networks, and potentially provide apprenticeship funding support through the Apprentice Levy transfer programme.

Most importantly, there's our activity to help young people choose a career. We showcase the vehicle repair industry as a brilliant option at school job fairs, community-led initiatives and the annual WorldSkills show. Working on modern

vehicles holds a powerful attraction for young people, not least due to constantly changing, complex technology in cars and also repair equipment.

We've directly influenced a significant number of apprentices in deciding to join our industry. Now our aim is to keep them engaged. We encourage and support applications for all types of national apprenticeship awards, inside and beyond our industry. We'll continue to demonstrate their skills, listen to their experiences and provide platforms to spotlight their prowess.

While this report demonstrates our early successes, there's still much to achieve. Future editions will measure our growing impact on building new apprenticeship starts in years to come.



A U T O R A I S E
ACADEMY

AutoRaise Academy

Providing benefits to active apprentices and aid retention on behalf of their employers



Career and Skills Fairs

Talk to school children and their parents to promote awareness of our Industry



Insurers & Work Providers

Linking with repairer networks to help grow new apprenticeship opportunities



Apprenticeship Vacancies

Creating interview and work placement opportunities for interested young people



Training Providers

Creating links with repairers and provide guidance on our apprenticeship standards



A U T O R A I S E CADET
TARGETING TALENT, UNLOCKING POTENTIAL

AutoRaise Cadets

Capture interest and create ongoing engagement with young people



Affiliated Repairers

Work with repairers to build and support their strategy to invest in young people



Industry Stakeholders

Provide value and benefit for our funding partners

Making a Difference

124



Affiliated Repairer sites

Repairers committed to work with AutoRaise to address their own and the wider industry's skills issues



20



Industry Stakeholder Partners

Providing valuable funding and support towards the charity's efforts

186

Apprenticeship Starts

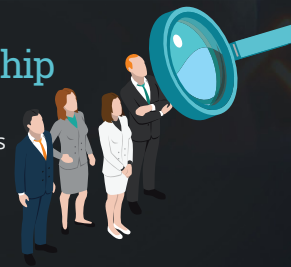
Young people we have impacted on starting their careers in the industry



135

Apprenticeship Vacancies

Apprentice positions available with our Affiliated Repairers



1200+



Autoraize Cadets

Young people we have engaged with Autoraize

12



Training Providers

Active relationships with organisations and colleges delivering various technical apprenticeship training programmes

1



Trailblazer Group

Two groups became one, Accident repair Technician (Multi-skilled) and Vehicle Damage Assessor

96

Academy Members



Already active serving vehicle repair apprentices

Bringing Young People
and Repairers Together

Pre-employment of an apprentice

Through the AutoRaise Cadet programme, we source or receive enquiries from young people who are interested in an apprenticeship, then keep them informed and motivated throughout the pre-employment phase

There are many components to the AutoRaise Cadet programme:

- » Showcases our industry and engages young people, many unaware of opportunities in vehicle repair; we attend local and national careers events with Affiliated Repairer partners
- » Gathers information about work readiness
- » Seeks potential repairer employers, potentially guided by us on assessment and recruitment best practice
- » Assesses the optimal apprenticeship for candidate and employer
- » Coordinates contact between repairers and potential training delivery partners
- » Identifies training provider partners, building a viable cohort size
- » Provides up-to-date apprenticeship funding options e.g. Apprenticeship Levy Programme



Bringing Young People
and Repairers Together

Employed apprentices

We support any technical apprentice, irrespective of which standard they're working on.

Having found brilliant young people, we must ensure they have a great experience and are retained to join the future technical expertise of our industry. We contribute to their continued motivation by liaising with and promoting their achievements to the wider industry.

We encourage apprentices to become members of the AutoRaise Academy so we can engage with them and employers to provide unique growth opportunities.



Bringing Young People
and Repairers Together

Affiliated Repairers

Affiliated Repairers - from large groups to single-site operations - support AutoRaise's work with monthly contributions.

They recognise the need for us to address the industry's skills issues and play a central part in turning school leavers into valued technicians.

They underpin our work to create and maintain technical apprenticeship standards but also benefit from being directly involved with our Cadet and Academy programmes.



Delivering tangible results

We're the sector's only charity directly addressing the technical skills crisis, with involvement across a range of supporting initiatives.



New apprenticeship standards

We supported the employer Trailblazer Group to achieve approval of the Accident Repair Technician (Multi-skilled) and Vehicle Damage Assessor Standards, and continue to support their development in line with industry needs.

This includes facilitating Trailblazer Group meetings; crafting the narrative for the Standards and Assessment Plans; being the Institute for Apprenticeships' main point of contact and facilitating industry consultations.



Helping apprenticeship levy paying companies

AutoRaise is a conduit for several insurers and work providers, helping transfer unspent Apprenticeship Levy to approved repairers. Funds help cover apprentice training and assessment costs.



Showcasing apprentices via awards

We showcase the industry's efforts and champion apprenticeships by supporting award nominations. In 2019, Matt Turner of Gemini ARC won the National Apprenticeship Service Awards Rising Star in Yorkshire and the Humber Region apprenticeship award. Libby Price from Gemini won the WorldSkills Diversity Hero Role Model Award, with Catherine Short from The Vella Group being highly commended.



Raising awareness within the industry

We present at industry events including the ABP Club Convention, Fix Auto UK National Conference, and host our own initiatives e.g. Insurer Awareness Day, featuring seven of the top 10 motor vehicle insurers.

AW Repair Group

AW Repair Group has a long history of taking on apprentices to develop as future talent.

After meeting with AutoRaise CEO Bob Linwood in late 2016, AW's Founder & CEO Andrew Walsh committed to building a talent pipeline through apprentice development.

A total of seven apprentices across AW's network of five bodyshops has grown to 15 across nine sites - with more to follow. Recruiting the right apprentices is crucial to retention, which is why AW puts an emphasis on involving parents in recruitment events.

Andrew Walsh says: "Our team totally supports the apprentices. We all want them to succeed. When I hear our apprentices say that AW is an incredible company to work for and we're like a family, it resonates with me - we're doing it right!

"Our second intake followed our successful 2018 showcase event, held in association with AutoRaise and supported by our suppliers. We

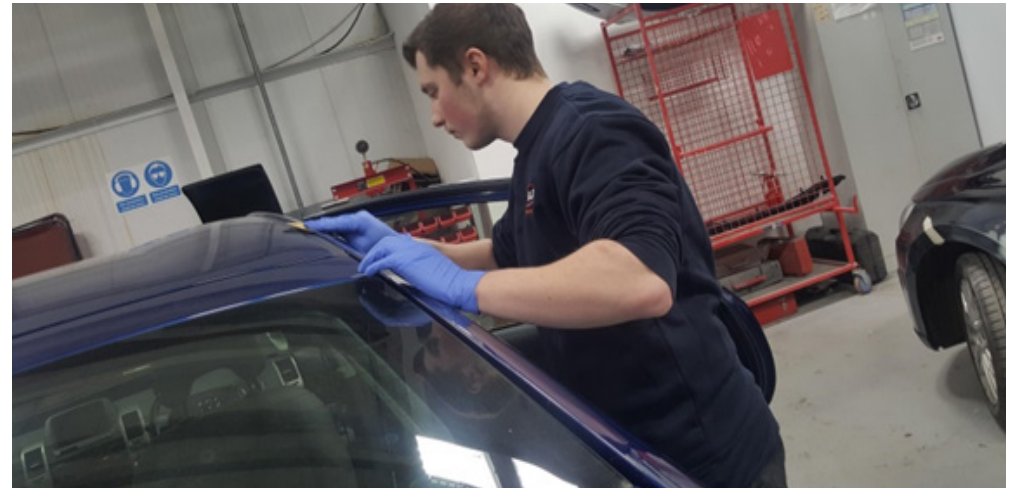
intend to take on another cohort as soon as we can, bringing our apprentices to more than 10% of our overall personnel."

Ian Pearson, Compliance and Training Manager, adds: "We measure apprentices' overall performance and develop them to be 30% productive in year 1 and 60% by year 2. Our apprentice of the year is currently at 130% productive, showing a return on our investment far sooner than predicted."

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Matching apprentices with skilled technician mentors has delivered success for AW. Apprentices have rapidly progressed through the Accident Repair Technician Level 3 Standard.

Our team totally supports the apprentices. We all want them to succeed





With new Apprenticeship Standards to deliver and the old Framework system dismantled, training providers had to face many changes to established operations.

AutoRaise and Training Providers Working Together

The introduction of the Accident Repair Technician (ART) apprenticeship programme was another learning curve for providers, required to deliver three disciplines to one individual in a short time.

Repairers' strong relationships with AutoRaise have enabled introductions and preparation of partnerships with quality training providers.

AutoRaise was central to a successful collaboration with training provider EMTEC, Notts, and Gemini ARC to deliver an ART Standard programme. We also worked with The Vella Group to engage with Blackpool & The Fylde College - two great examples of uniting repairers and training providers.

AutoRaise has connected with more than 20 UK training providers delivering elements of motor vehicle training, to understand their desire to meet the growing demand for multi- and single-disciplined apprenticeships.

What

Blackpool and the Fylde College's automotive team knew about ART Standard but hadn't committed to delivering it. They needed assurances of a large enough pilot cohort and insight into how the Standard was delivered elsewhere.

How

AutoRaise introduced the college to The Vella Group to consider collaborating. We also held our first "D-elivery Day" session, inviting key stakeholders interested in Multi-skilled, featuring an in-depth workshop from the current Standards provider.

Result

After initial discussions between AutoRaise, the college and The Vella Group, an Industry Showcase Event was held, resulting in hundreds of applications for 14 vacancies - and the first cohort was created.

The college now has more than 30 apprentices on programme across three cohorts and is planning to deliver the new VDA Standard in 2020, once again working with AutoRaise.

The Repairer Perspective

The Vella Group has always committed to ensuring the industry competes for staff from other sectors, raising the profile of repairers as progressive, competent and polished.

In two years the Group has taken 21 apprentices for the Level 3 Accident Repair Technician Standard.

Vella Group worked with AutoRaise to find a quality training partner providing:

- » training facilities
- » good locations
- » programmes meeting Vella Group's needs
- » professionalism
- » pastoral care for apprentices on block release.

The Group chose Blackpool and the Fylde College. Vella Group Managing Director Marc Holding says: "AutoRaise helped us run Industry Showcase Events at our Preston, Workington and Chester sites. Otherwise we'd have needed a lengthy, costly recruitment campaign to fill 14 vacancies."

AutoRaise provided advice around recruitment and retaining apprentices. Helen Driscoll, Head of HR at Vella Group, says: "We invest heavily in our apprentices - they are the future of our industry and the business. We offer excellent earning potential above national minimum wage, and annual apprentice salary increases."

Each apprentice is assigned a mentor to provide confidential guidance and support, and a trainer and line manager.

One-to-one meetings occur with line managers and HR to ensure necessary support for the apprentice and mentor, guided by AutoRaise insight.

"Without AutoRaise, we would have had to spend time and resource - better utilised elsewhere - to find training providers that met our criteria." Marc Holding, Managing Director, Vella Group

Without AutoRaise, we would have had to spend time and resource that could be better utilised elsewhere in our business, to find which training providers were out there and then work out which ones met our criteria.

Marc Holding
Managing Director
Vella Group



Showcasing our industry apprentices

Jessica Lawrence

Apprentice Accident Repair Technician
Fix Auto Loughborough

Jessica Lawrence was a visitor at Fix Auto Loughborough's 2017 Industry Showcase Event, held in conjunction with AutoRaise to showcase its bodyshop and recruit apprentices.



Jess was keen on an automotive role and was thrilled to achieve Maths and English grades required for an apprenticeship.

She began her apprenticeship, following the Accident Repair Technician Standard, in October 2018 and is now completing 20% of her training at EMTEC, Notts.

Jess is the only female technician in her group at EMTEC and the first female apprentice at Fix Auto Loughborough. She recalls of her first day: "It was daunting but everyone was really nice."

Jess has mentor Faye and "buddy" skilled technician Dan supporting her daily with technical learning and wraparound guidance to develop her confidence and soft skills. Her proudest achievement is completing a full repair alone on a Fiat 500.

She highly recommends an apprenticeship and has already persuaded friends to take this route. To other young women, she says: "There are lots of women in the industry and everyone is very welcoming."

The view from a mentor

Faye Storer

Marketing & Events Administrator
Fix Auto Loughborough

When Jess joined the business, she was 16 and also the only female on the bodyshop floor. Faye was approached by General Manager Rachel Jobburn to become a mentor to Jess outside of her technical training.

Faye was initially nervous but relished the opportunity to support younger staff. She explains: "My role involves meeting Jess every three weeks. She leads the conversation and these sessions give her space to talk out her issues."

It's an informal role and nothing is scripted. Faye says: "We ensure workplace learning matches college training e.g. if Jess is welding at college, we ensure we do welding in the workplace."

Faye also consults Jess's line manager and technical buddy Dan to ensure they support her progress together.

The business is pleased with how the mentor relationship supports Jess and is keen to take on more female technicians.

Showcasing our industry apprentices

Matt Turner

Apprentice Accident Repair Technician

Gemini ARC, Rotherham

Matthew Turner, Accident Repair Technician at Gemini Accident Repair Centres' Rotherham site, was regional winner of The Lloyds Banking Group Award for Rising Star of the Year 2019.

He repairs a wide range of vehicles alongside qualified technicians. He contributes to daily production targets, and is a keen advocate for the sector, regularly volunteering to speak at schools and events.

Matthew is 21 and as an apprentice is working towards becoming a qualified Accident Repair Technician. He comments: "My apprenticeship has helped me gain crucial skills to safely repair damaged vehicles. I've demonstrated these skills to over 4,000 people at WorldSkills, inspired young people at careers fairs and networked with industry professionals – helping increase my confidence hugely. My employer sees me as a bright star and part of future growth plans. I plan to progress to a leadership role."

In Matthew's work trial, his practical aptitude across key areas - paint, panel and Mechanical/Electrical/Trim - was excellent, along with his attitude and willingness to learn.

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Funding our activities

AutoRaise receives no government or grant funding. We're funded purely by the vehicle repair industry community; by valued partners; through donations from industry organisations nominating AutoRaise as beneficiaries; and our own fundraising events.

Without partners who stepped forward when we launched we wouldn't have made such a positive impact on the industry.

We have benefited from significant donations from events held by Fix Auto UK, numerous ABP Club events, Bodyshop magazine and the Industry Charity Ball, organised by Martyn Rowley of Audatex and Paul Glover of Morelli Group. Our gratitude to them for their thoughtfulness and generosity.

The AutoRaise REAL Rally has become a leading industry event. In 2016, 26 cars entered, and now nearly 70 take to UK and European roads. It's a tale of brilliant team contributions and amazing solo fundraising that adds up to tens of thousands of pounds.

Most repairers that enter a banger task their apprentices to get it rally-ready. They must utilise skills they may not yet have built on site or in college - a rewarding experience all round.





Get in touch

If you would like to know more about AutoRaise or think you could provide vital support and help then please get in touch.

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