



HIRE CONTROLLER (PLANT, TOOLS AND EQUIPMENT) LEVEL 2 APPRENTICESHIP

Level:	Intermediate Apprenticeship (Level 2)
Typical Duration:	15 Months
Delivery Model:	Work-based supported by Workshops
Delivery Location:	North West Only
Start Date:	Throughout the Year



Introduction to the Programme

The hire sector for Plant, Tools and Equipment (PTE) offers a service to both commercial and domestic customers. It provides specialist plant, tools, machinery or equipment on short or long-term hire to carry out specific tasks across the construction and other sectors including mechanical, electrical, facilities management and civil engineering.

The Hire Controller is key to the success of their organisation and one of the main points of contact for the customers. They usually report to a Depot Manager who provides support and advice to the Controller on more difficult queries and also work as part of a team which typically includes a depot manager, supervisor(s), maintenance staff and delivery staff. Hire Controllers have an in-depth technical product knowledge in terms of operation of the equipment, health, safety and environmental considerations and can advise customers on the right plant, tools or equipment for a job and how to use it. They understand the specific requirements of the sectors in which their customers operate e.g construction site CPCS cards for crane operators. The role has a responsibility of being one of the main sources of technical advice and instruction for customers and the person responsible for ensuring stock is maintained to the required standard, helping to ensure that all legal, health, safety and environmental requirements are met. They are however supported by the Depot Manager in more complex enquiries and non-standard processes.



Duration

This apprenticeship will typically take 15 months to complete. The length may be altered if the apprentice has already gained knowledge and skills working in this sector.



Entry requirements

Employers set the selection criteria for their apprentices. Typically, this will include a minimum of 5 GCSE's at Grade 9-4, or equivalent, including English and Maths. Apprentices without level 1 Functional Skills will need to achieve this level as part of their apprenticeship.

In addition, it is desirable that the apprentice has a basic understanding of Information and Communication Technology.



Costs

Costs will be dependent on several factors such as age of apprentice and size of employer. The cost may be altered if the apprentice has already gained knowledge and skills working in this sector. Please contact us for more information.



Delivery Location

Delivery is work-based supported by Workshops at Myerscough College, Preston Campus, by arrangement. There is an expectation that 20% of the working week will be off the job training, which is a legal requirement.



Knowledge, Skills & Behaviour gained

Throughout the programme, apprentices will work towards gaining the following knowledge, skills & behaviours:

Knowledge

Have a knowledge of:

- The role of PTE hire in each of the sectors they serve e.g. construction, facilities, mechanical contractors.
- The product range(PTE) operating methods, technical specifications and how they are utilised by their customers on different projects.
- Their company services, structure and systems, and their role within it, including employment rights and responsibilities.
- The legal requirements, company procedures, hire terms and conditions, protocols and formats relating to the provision of technical and safety information and advice.
- Legal and company requirements for applying health, safety and environmental in the workplace and for the preparation, supply, use, and storage of PTE e.g. PUWER regulations, toxic substances, maintenance, testing.
- Contract hire terms and conditions incl. damage, loss and theft.
- How the Health and Safety at Work Act applies to their role including product maintenance health & safety standards and product usage risks in a range of site conditions. This includes areas specific to noise, chemicals, oils, fire, Working Time Regulations, working at height, safety processes, manual handling, safety management, risk assessment and hazard identification.
- The environmental impact of the products (plant, tools and equipment) available for hire by the company.
- The accident and emergency response procedures including where the environment is affected.



- How to process hire transactions including completion of contract documentation for on-hire and off-hire, raising requisitions and equipment delivery procedures.
- The methods of preparing, creating and closing orders for hire and dispatching including the checking of progress and the record keeping processes for lost hires.
- Company hire fleet management systems to ensure timely delivery/collection of products, spares, staff;
- PTE availability and how they are maintained, used and stored;
- Product testing methods and checks to be performed pre-handover e.g. PAT test expiry date, tyre pressure checks
- Methods to control and maximise equipment availability.
- Company hire charge policy, pricing procedures, payment methods and procedures, transaction security;
- Fraudulent hire tactics and company prevention procedures.
- How technology, IT and systems are used within the hire sector, the benefits of these and how they can improve production efficiencies and quality, including current and future developments. Data protection policies and procedures.
- Techniques to provide customer service and promote customer loyalty. Company policy and procedures for complaint handling.
- Methods used to convey technical, operational, environmental and safety information and advice to customers.

Skills

Have the ability to:

- Process requisitions, orders and on-hire and off-hires, ensuring all legal, health & safety requirements have been met;
- For commercial clients, carry out health, safety and environmental checks to ensure the PTE meets the needs of the client's site.
- Complete contract documentation for on-hire and off-hires;
- Arrange the timely delivery and collection of equipment, considering vehicle type, site accessibility and health & safety requirements;
- Follow organisational processes in relation to hire insurance and hire equipment damage, theft and loss;
- Cross-hire PTE according to organisational procedures;
- Convey transport requirements including locations, delivery times and potential restrictions to drivers and hauliers;
- Organise the replacement and recovery of defective equipment;
- Process damage agreement and notification documentation.
- Explain to customers the specification of the equipment to be hired, ensuring they understand the health, safety and environmental impacts and operational requirements and procedures.
- For plant supplied with an operator, ensure all licences and site cards are current and valid for the operation and liaise with the contractor to provide such evidence.
- Clearly communicate accurate legal, technical, safety and environmental information, ensuring the level of detail provided is appropriate to meet the needs and understanding of customers;
- Explain hire terms, conditions and rates.
- Provide, explain and process hire rates and associated transactions e.g. daily rate, insurance excess, damage charges.
- Use organisational IT, technology and systems.
- Comply with organisational data protection policies and processes.
- Action customer queries and concerns in accordance with company procedures;

Behaviours

Have the required behaviours including:

- Positive customer relationships
- Teamwork and independent working
- Health and Safety-first attitude
- Self-motivation to meet operational targets
- Assertiveness, confidence and resilience
- Respectfulness with an awareness of equality and diversity considerations
- Commitment to continual personal and professional development.



End Point Assessment

At a point where employer, tutor and apprentice feel is appropriate, apprentices will undertake an end point assessment, which is carried out by a separate approved organisation, independent from Myerscough College.

The end point assessment will contain 2 components:

- Knowledge Test
- Professional Interview

There will be 2 levels of achievement: Pass & Distinction

In the unlikely event of an apprentice needing to resit an End Point Assessment (or elements of the End Point Assessment), then the employer will be responsible for funding these additional costs.



How to apply

In order to start the enrolment process we need an **Online Application Form** to be completed & submitted. You can do this by contacting the Employer Services Team.

Telephone: 01995 642255, Email: employerenquiries@myerscough.ac.uk

Website: www.myerscough.ac.uk