



# Why Work as a... Land Based Service Engineer

A solution for your training needs and career progression

## ROLE OVERVIEW

You will typically work on the employers premises under supervision and where appropriate and safe to do so work on their own initiative. You'll work on a diverse range of tasks and machinery, plant and equipment specific to their sector within the land-based engineering industry. The nature of the job role presents challenges ranging from routine maintenance to the repair of elementary mechanical faults.

## KEY POINTS

- **Level:** 2
- **Duration:** 18 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** This apprenticeship provides an ideal entry into the occupation and supports progression within the sector

## KNOWLEDGE REQUIREMENTS



- How to comply with the Health & Safety at Work Act, Manual Handling regulations, the abrasive wheel regulations and the legislation relevant to the role of Service Engineer
- How to record information, maintain accurate customer service records and communicate with customers and colleagues using verbal and handwritten methods whilst observing customer care practices
- Workshop practices, the identification and application of tools and equipment used in service and maintenance operations. This will typically include knowledge of the care and storage of tools and equipment

## SKILL REQUIREMENTS



- Select and apply appropriate tools and equipment, demonstrate dexterity, resourcefulness, and a professional approach to service engineering practice
- Thermally and chemically join metals and materials
- Communicate with customers and colleagues expressing technical information in clear concise terms whilst demonstrating customer care principles
- Demonstrate a logical, safe and systematic approach to work practices

## BEHAVIOUR REQUIREMENTS



- A disciplined approach to compliance with Health and Safety guidance with a responsible attitude to risk regardless of the level of supervision. Risk adverse attitude to matters concerning the environment, property, personal safety and the safety of others
- Can work on their own initiative but also interacts and communicates effectively within a team applying a respectful professional manner and considering the implications of their own actions on other people and the business

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