



Apprenticeship FAQ

England and Wales
Version 6, October 2013

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Specification of Apprenticeship Standards for England (SASE) and Wales (SASW) – General

1.1. What is the SASE?

The Specification of Apprenticeship Standards for England (SASE) sets out the minimum requirements which must be included in any recognised English apprenticeship framework. Compliance with the SASE is a statutory requirement of the Apprenticeships, Skills, Children and Learning (ASCL) Act for all learners and training providers.

The SASE was published by the Department for Business Innovation and Skills, Department for Education and the National Apprenticeship Service on 20 January 2011.

You can view the SASE on the Skills Funding Agency website, here:
<http://skillsfundingagency.bis.gov.uk/providers/allthelatest/sase/>

1.2. What is the SASW?

The Specification of Apprenticeship Standards for Wales (SASW) sets out the minimum requirements which must be included in any recognised Welsh apprenticeship framework. Compliance with the SASW will be a statutory requirement of the Apprenticeships, Skills, Children and Learning (ASCL) Act upon commencement of the relevant provisions.

You can view the SASW, here:
<http://wales.gov.uk/topics/educationandskills/skillsandtraining/apprenticeships/providers/sasw/?lang=en>

1.3. When did the 'blueprint' frameworks expire?

The 'blueprint' frameworks (England) expired on the following dates:

Framework	Blueprint	SASE
	Effective to	Effective From
Business and Administration	24/06/2011	31/05/2011
Customer Service	24/06/2011	31/05/2011
Contact Centres	28/06/2011	31/05/2011
Management and Team Leading	28/06/2011	31/05/2011
Marketing	28/06/2011	31/05/2011
Sales & Telesales	28/06/2011	31/05/2011

The official start date for SASE apprenticeships was 31 May 2011.

For Sales & Telesales, Marketing, Management and Team Leading and Contact Centres there was a brief period of dual running of the old 'blueprint' and new 'SASE' frameworks in England, between 31 May 2011 and 28 June 2011. For Business & Administration and Customer Service, there was a dual period from 31st May 2012 to the 24th June 2012.

In Wales, there was a period of dual running for all the 'SASW' and 'Blueprint' frameworks until 31 July 2011. From 1 August 2011, all new starts in Wales must use the 'SASW' Frameworks.

The 'blueprint' was replaced in England and Wales by frameworks that comply with new a specification for apprenticeships, known as the Specification of Apprenticeship Standards for England (SASE) and the Specification of Apprenticeship Standards for Wales (SASW).

1.4. What are the new SASE/W framework requirements?

The key SASE requirements include delivery of the competence and knowledge based qualifications, transferable skills, Employee Rights and Responsibilities (ERR), Personal, learning and thinking skills (PLTS) and minimum Guided Learning Hours (GLH).

The key SASW requirements include delivery of the competence and knowledge based qualifications, ERR, on and off the job training hours, Essential Skills Wales and wider key skills.

The frameworks also have information about purpose, entry conditions, job roles, progression routes and equality and diversity.

For further guidance please see individual frameworks on the Skills CFA Website (www.skillscfa.org).

1.5. Where can I find the frameworks on the website?

The SASE/W compliant frameworks and corresponding framework summaries can be found here: <http://www.skillscfa.org/apprenticeships/frameworks.html>

You can request a copy of the 'blueprint' frameworks by emailing: apprenticeships@skillscfa.org

1.6. Do learners registered before 31 May 2011 have to transfer to the new SASE/W framework?

Learners who have already commenced an apprenticeship prior to the 31 May 2011 do not have to transfer onto the new framework, but can do so subject to agreement with the Skills Funding Agency.

1.7. Does the registration date refer to the period when a candidate has registered with an awarding body or with the centre?

The registration date refers to the date when the candidate was registered with the National Apprenticeship Service (NAS) or Skill Funding Agency (SFA) for funding.

If the date on that registration form is before 24 June 2011, the learner will be on the blueprint framework. If the date is on or after the 24 June 2011, they will be working towards the SASE/W framework.

For learners who are not funded, the registration date refers to the date the learner signs up for the apprenticeship, not the qualification.

Please be aware that there will be dual running for some of the frameworks. For further information please see our website (<http://www.skillscfa.org/apprenticeships/frameworks.html>).

1.8. Can I undertake the knowledge qualification through a different awarding organisation to the NVQ qualification?

Yes. Knowledge qualifications may be taken through different awarding organisations to the NVQ qualification.

1.9. Where can I find the qualification numbers?

Qualification numbers are stated in each individual framework.

The SASE/W compliant frameworks and corresponding framework summaries can be found here: <http://www.skillsca.org/apprenticeships/frameworks.html>

You can request a copy of the 'blueprint' frameworks by emailing: apprenticeships@skillsca.org

Qualification numbers can also be found on Ofqual's Register of Regulated Qualifications, here: <http://register.ofqual.gov.uk/Qualification>. This Register is a searchable database which contains all accredited qualifications in England, Northern Ireland and Wales.

1.10. What are the framework issue numbers / codes?

The framework issue number is a specific ID number attached to each framework. Issue numbers for SASE-compliant frameworks all start with FR and are followed with a five digit number (e.g., FROXXXX). Blueprint framework codes are stated in each framework and are three digits in length.

1.11. Why have framework codes changed, and how will this affect me?

The framework issue number in the SASE compliant framework changes every time a framework is re-issued, for the purpose of adding a qualification or making changes to the framework document.

The three-digit framework code will remain the same even when a framework is updated and re-issued.

However, these codes have changed between the blueprint and SASE frameworks. Please see the following table for details:

For more information, please visit the National Apprenticeships Service's website: www.apprenticeships.org.uk/partners/SASE/Implementation.aspx

New SASE framework		(older) Blueprint framework	
Framework name	Framework number	Framework name	Framework number
Sales and Telesales	485	Sales and Telesales	304
Marketing	486	Marketing and Communications	366
Management	487	Team Leading and management	260
Customer Service	488	Customer Service	263
Contact Centre Operations	489	Contact Centres	293
Business and Administration	490	Business and Administration	102
Enterprise	552		
Campaigning	556		
Fundraising	557		
Volunteer Management	558		
Human Resource Management	574		
Project Management	573		
Public Relations	572		

Employee Rights and Responsibilities (ERR)

2.1. How can a learner achieve the Employee Rights and Responsibilities element of their apprenticeship?

The ERR component of the apprenticeship can be achieved through any of the following methods:

- A workbook or professional discussion / presentation or project which covers all 9 ERR outcomes
- The Level 2 Award in Employee Rights and Responsibilities (QCF)
- Completion of a qualification as part of an apprenticeship in which ERR is embedded.

2.2. Which Employee Rights and Responsibilities workbook should I use?

Up until the 1st of January 2013 learners must use *either* the **Skills CFA Employee Rights and Responsibilities (ERR) workbook (2010)**, available from the Skills CFA website: (<http://www.skillsca.org/apprenticeships/resources.html>), or the **Pearson's ERR resource**. If a learning provider wishes to use an alternative ERR workbook, they must gain approval from Skills CFA *prior* to certification. If a workbook is not approved by Skills CFA it will not be accepted.

Skills CFA does not accept Institute of Customer Service (ICS) or Management Standards Centre (MSC) ERR workbooks as these workbooks are known to be out of date.

Skills CFA would recommend using their Skills CFA (2010) workbook as this has been developed to cover the most up-to-date ERR requirements.

Providers must check the relevant framework to see whether the ERR workbook is mandatory or embedded in the programme of study. The framework summary documents provide information about which frameworks require learners to complete the Employee Rights and Responsibilities (ERR) workbook. The summary documents can be accessed here:

<http://www.skillsca.org/apprenticeships/frameworks.html>

2.3. A learner has completed the old Employee Rights and Responsibilities workbook by mistake. Do they have to redo the new workbook?

Learners registered on or after the implementation of the SASE/W compliant frameworks on 31 May 2011 must complete the new Skills CFA Employee Rights and Responsibilities (ERR) (2010) workbook. Old workbooks will not be accepted. As such, learners who have completed the old ERR workbook by mistake must complete the 2010 workbook.

If a learner has registered before the implementation date (31 May 2011), they can continue to complete the old workbook. Please note, however, that the current ERR workbook contains the most up-to-date information which reflects the latest legislation, so candidates would benefit most from this version.

2.4. Do learners that have completed a Level 2 framework with an Employee Rights and Responsibilities workbook, but are now undertaking a Level 3 framework, have to redo the workbook?

If a learner has already completed the most recent Employee Rights and Responsibilities (ERR) workbook for a level 2 framework, they do not need to repeat the process when they undertake a level 3 apprenticeship.

However, if they have previously completed an older workbook, they should complete the current ERR workbook when undertaking a new apprenticeship. Some evidence can be taken from the old workbook for this. But where new legislation has been introduced, learners must complete that part in the new ERR workbook.

Providers may have to cross-reference workbooks to ensure that the apprentice is learning the most up-to-date information.

2.5. Do you have any model answers for the Employee Rights and Responsibilities workbook?

Skills CFA does not have model answers for the Employee Rights and Responsibilities (ERR) workbook. However, Skills CFA are looking to develop an ERR answer booklet sometime in the near future.

Providers should use the internet as a source of information. Many answers can also be found within the ERR workbook. Directgov, the UK government's website for people in England and Wales (<http://www.gov.uk/>), also provides a great deal of relevant information as does ACAS (<http://www.acas.org.uk/index.aspx?articleid=1461>).

2.6. There appears to be some outdated legislation in the Skills CFA ERR workbook, what do I do?

Skills CFA are currently in the process of updating the ERR workbook. The updated ERR workbook should be completed early in 2013, but until then learners should continue to use the Skills CFA 2010 workbook.

2.7. How do I evidence Employee Rights and Responsibilities?

Where completion of the Skills CFA Employee Rights and Responsibilities (ERR) workbook is mandatory, training providers are required to sign a declaration stating that the ERR workbook has been satisfactorily completed by the apprentice and that ERR requirements have been met. This declaration is included at the back of the ERR workbook and must be uploaded to ACE when claiming for the apprenticeship certificate. Those who complete the ERR qualification can use the qualification certificate to claim their apprenticeship.

Where ERR is embedded within either the knowledge or the competency qualification, the certificate for that qualification is taken as sufficient evidence of completion of ERR and no further evidence is required to be uploaded to ACE (see section 10).

Where ERR is achieved through an accredited ERR qualification then the certificate for that qualification should be uploaded to ACE as evidence.

In addition to these forms of evidence, from 1 March 2013 it will be mandatory to use Version 2 of the Apprentice Declaration and Authorisation form when claiming for the apprenticeship certificate. As part of the form the apprentice will be required to tick the appropriate box to show that they have achieved the standards of attainment for ERR as set out in the Apprenticeship framework and to show how this has been evidenced.

2.8. Which Skills CFA frameworks require an Employee Rights and Responsibilities workbook?

The framework summary documents provide information about which frameworks require learners to complete the Employee Rights and Responsibilities (ERR) workbook. The summary documents can be found here: <http://www.skillsca.org/apprenticeships/frameworks.html>.

The table below lists the options for completing the ERR component of the apprenticeship.

Please note that ERR requirements can differ by level and pathway within a single framework as seen below:

Framework	ERR Workbook?	ERR Qualification?	Professional discussion?	Embedded in qualifications?
Business and Administration Level 2				Yes
Legal Administration Level 2	Yes	Yes		
Medical Administration Level 2	Yes	Yes		
Business & Administration Level 3				Yes
Legal Administration Level 3	Yes	Yes		
Medical Administration Level 3	Yes	Yes		
Business & Professional Administration Level 4	Yes	Yes	Yes	
Contact Centre Operations Level 2				Yes
Contact Centre Operations Level 3				Yes
Contact Centre Operations Management Level 4	Yes	Yes	Yes	
Customer Services Level 2	Yes	Yes		
Customer Services Level 3	Yes	Yes		
Team Leading Level 2	Yes	Yes		
Team Leading Level 2 (Construction)	Yes	Yes		
Management Level 3	Yes	Yes		
Leadership & Management Level 5	Yes	Yes		
Marketing Level 2				Yes
Marketing Level 3				Yes
Sales & Telesales Level 2				Yes
Sales & Telesales Level 3				Yes
Project Management Level 4	Yes	Yes	Yes	
Human Resource Management Level 5				Yes
Campaigning Level 3	Yes			
Fundraising Level 3	Yes			
Volunteer Management Level 3	Yes			
Social Media and Digital Marketing Level 3	Yes	Yes		
Court, Tribunal and Prosecution Operations Level 2	Yes (Pathway 1)			Yes (Pathway 2)
Court, Tribunal and Prosecution Operations Level 3	Yes			
Business Innovation and Growth Level 5				Yes
Hospitality Management Level 4				Yes

Learners undertaking Business and Professional Administration (Level 4), Contact Centre Operations Management (Level 4), Project Management (Level 4) or Management & Leadership (Level 5) may complete the ERR using the workbook or via professional discussion, presentation or project. Please see the relevant frameworks for more details.

In frameworks where the ERR workbook is not mandatory, learners may still wish to use it as an additional optional resource.

2.9. What is the ERR qualification and who offers it?

In April 2012 Skills CFA included the Level 2 Award in Employee Rights and Responsibilities (QCF) as an alternative method through which the Employee Rights and Responsibilities component of the apprenticeship can be achieved.

At present this qualification is offered by the following awarding bodies:

- City & Guilds Level 2 Award in Employee Rights and Responsibilities (QCF) (600/5812/2)
- FDQ Level 2 Award in Employee Rights and Responsibilities (QCF) (600/5619/8)
- NCFE Level 2 Award in Employee Rights and Responsibilities (QCF) (600/4999/6)
- VTCT Level 2 Award in Employee Rights and Responsibilities (QCF) (600/5598/4)
- FAQ Level 2 Award In Employee Rights and Responsibilities (QCF) (600/5845/6)
- IMIAL Level 2 Award In Employee Rights and Responsibilities (QCF) (600/6291/5)
- ITEC Level 2 Award In Employee Rights and Responsibilities (QCF) (600/6451/1)
- NOCN Level 2 Award in Employee Rights and Responsibilities (QCF) (600/7826/1)

2.10. Are there any other ERR qualifications that can be used?

As part of the Team Leading (Construction) pathway learners may undertake the following ERR qualification:

- Cskills Awards Level 1 Award in Employee Rights and Responsibilities (600/5877/8)

Any learner who has undertaken one of the units below can be said to have achieved the ERR component of the apprenticeship as the units have been deemed to cover the 9 ERR requirements.

- Understand employment responsibilities and rights in health, social care or children and young people's setting (QCF) (R/602/2954)
- Understand employment responsibilities and rights (QCF) (D/602/4769)
- Understanding Employment Responsibilities and Rights (QCF) (A/503/4702)
- Employment Rights and Responsibilities in the Facilities Management, Housing and Property Sectors (QCF) (A/502/7524)
- Understanding employment rights and responsibilities in the energy and utility sector (QCF) (H/503/1468)
- Employment Rights and Responsibilities for New Entrants into the Science, Engineering and Manufacturing Sectors (QCF) (M/502/8282)

Guided Learning Hours (England)

3.1. What is the requirement for Guided Learning Hours?

For each apprenticeship pathway, the apprentice must complete the required minimum Guided Learning Hours (GLH). This is listed in each framework document by pathway and level, and is broken down into on-the-job and off-the-job GLH.

When apprenticeships take longer than a year to complete, a minimum of 280 GLH within the first year of the apprenticeship and at least 280 GLH (pro rata) in each subsequent year must be completed, as well as the overall GLH.

Regardless of how long the apprenticeship takes, the minimum hours of guided learning listed in the framework must be met.

For further guidance please see individual frameworks on the Skills CFA Website (www.skillscfa.org).

3.2. What does 'off-the-job Guided Learning Hours' refer to?

'Off-the-job Guided Learning Hours' (GLH) refers to the time required to be utilised by learners developing the technical skills and knowledge of theoretical concepts across a range of contexts. It is the time away from the "immediate pressures of the job", and may include the following:

- individual and group teaching
- coaching
- distance-learning
- e-learning
- feedback and assessment
- guided study
- collaborative learning
- mentoring.

For more information on off-the-job GLH, please see the individual frameworks on the Skills CFA website (www.skillscfa.org).

3.3. What does 'on-the-job Guided Learning Hours' refer to?

'On-the-job Guided Learning Hours' (GLH) refers to the time taken to develop the practical skills applied in the context of a job role. It is the time the apprentice spends being guided whilst undertaking normal activities as part of their job role, and which provide opportunities to learn, develop and practice skills.

For more information on on-the-job GLH, please see the individual frameworks on the Skills CFA website (www.skillscfa.org).

3.4. What contributes to Guided Learning Hours?

Guided Learning Hours can be attached to both the accredited and un-accredited parts of the apprenticeship and may include inductions, completion of the Employee Rights and Responsibilities workbook, reviews, training, the qualifications, career discussions, Personal, learning and thinking skills, functional skills or key skills and any other activities in which the learner is being guided.

The list for on the job hours within each framework documents is indicative; providers can be flexible in their delivery of the guided learning hours.

3.5. How should on- and off-the-job Guided Learning Hours be recorded and evidenced?

A plan detailing how the Guided Learning Hours (GLH) will be met should be developed at the outset of an apprenticeship programme as part of the Learning Agreement.

Until the 28 February 2013 no evidence is required for certification purposes, although providers must keep a record of how the GLH has been met. There is no requirement for recording individual hours for on- and off-the-job GLH.

From 1st March 2013, all providers must use Version 2 of the Apprentice Declaration and Authorisation form where the learner is required to indicate that they have achieved the minimum levels of Guided Learning Hours (GLH), as set out in the Apprenticeship framework and Learning Agreement and that they have undertaken training both in the workplace, through practical experience of doing the job, and also away from the immediate pressures of their normal job routine.

Providers can, however, start to use the new Declaration and Authorisation Form immediately.

3.6. What is the audit requirement for providers in terms of Guided Learning Hours?

Skills CFA does not audit training providers. However, the Guided Learning Hours (GLH) within an apprenticeship programme is an entitlement for the learner as part of the Education Act. Providers must ensure that each programme of learning delivered fulfils the requirements of the GLH for the individual sector framework. They will not be required to record individual hours. As part of the certification process, providers will be required to declare that the apprentice has completed the GLH requirement as set out in the individual frameworks.

3.7. The SASE specifies that a learner must complete a minimum of 280 Guided Learning Hours, but the stated number in the framework is greater. Which figure should we meet?

The Education Act 2009 introduces an entitlement for young people to receive a minimum of 280 Guided Learning Hours (GLH) per year. However, learners may be required to engage in more than the minimum number of GLH in order to claim certification. The number of GLH required for each framework may vary.

For further guidance please see individual frameworks on the Skills CFA Website (www.skillscfa.org).

3.8. Can learning undertaken prior to the start of an apprenticeship be included in the Guided Learning Hours requirements?

If a learner has already achieved one of the qualifications required by an apprenticeship, then the Guided Learning Hours (GLH) attached to the qualification may be used towards the total GLH requirement. The number of required GLH for each qualification is specified in the framework documents.

Other types of non-accredited learning undertaken prior to the start of the apprenticeship cannot be counted towards GLH requirements.

3.9. Can learners who have already completed their functional skills, or are exempt from the functional skills, claim Accreditation of Prior Achievement (APA) or

exemption and have their Guided Learning Hours for the key/functional Skills reduced accordingly?

Yes – if the learner has completed one of the listed transferable skills (functional skill, GCSE, key skill, etc.), it will count towards the 45 Guided Learning Hours (GLH) allocated for transferable skills. This is made up of '15 off-the-job' GLH for each transferable skill (English, Mathematics and ICT). Learners are required to produce a certificate to evidence this.

3.10. Can you claim Accreditation of Prior Achievement for on-the-job Guided Learning Hours?

Yes – as long as a learning activity is attached to an accredited qualification within the apprenticeship framework APA can be claimed. Learners will need to provide certificated evidence of this learning.

3.11. What activities can be considered for Accreditation of Prior Achievement?

Only time spent on accredited qualifications can be used on APA. This may include qualifications or units that assess the same knowledge or skills required as part of the apprenticeship programme. Providers must check with their Awarding Organisations (or Sector Skills Council) to see what qualifications or units can be APA'd.

3.12. Can a work induction be used for Accreditation of Prior Achievement?

No - all learners are required to undertake the apprenticeship induction regardless of whether they have previously completed a work induction or other such activity before starting the framework, and therefore this cannot be APA'd.

3.13. How will the requirement for Guided Learning Hours be met?

Guided Learning Hour requirements are stated on each individual framework. For further guidance please see individual frameworks on the Skills CFA website (www.skillscfa.org).

3.14. What happens if the Guided Learning Hours are not fully achieved?

Apprentices are entitled to receive all of the Guided Learning Hours (GLH) as set out in the framework. If the apprentice declares that only part of the required GLH have been undertaken at the point of certification, the completion certificate will not be issued.

3.15. Can an apprentice finish an apprenticeship in less than 12 months?

All Skills CFA frameworks state an expected minimum duration for the achievement of the apprenticeship. This is usually either 12, 18 or 24 months depending on the difficulty of the framework and the GLH.

To comply with the Skills Funding Agency (SFA) requirements a minimum duration of 12 months for Apprenticeships for those aged **16-18** will apply to all new starts from **1 August 2012** onwards and will be a requirement in the 2012/13 Apprenticeship Funding Rules.

Learners aged 19 or over must spend at least 12 months on Skills CFA apprenticeships unless relevant prior learning is recorded. Where this is the case the apprenticeship must not be less than 6 months.



In both instances providers must take into account the expected minimum duration of the apprenticeship as stated in each framework.

You can download a copy of Skills CFA frameworks here:

<http://www.skillsca.org/apprenticeships/frameworks.html>

On- and off-the-job training (Wales)

4.1. What is the SASW requirement for on- and off-the-job training?

Each apprenticeship framework lists the total number of hours which must be completed for on-the-job and off-the-job training by pathway and level.

For further guidance please see individual frameworks on the Skills CFA website (www.skillsca.org).

4.2. What is required for off-the-job training?

Off-the-job training must:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods:
 - individual and group teaching
 - e-learning
 - distance learning
 - coaching
 - mentoring
 - feedback and assessment
 - collaborative/networked learning with peers
 - guided study
 - induction

Off-the-job training must be formally recorded, either in a diary, workbook or portfolio, or be verified by attendance records. This evidence must be checked and signed by the assessor and employer.

4.3. Can learning undertaken prior to the start of an apprenticeship be included in the off-the-job training requirements?

Apprentices who have previously attained part or all of a qualification may have this attainment recognised using either Qualifications Credit Framework (QCF) credit transfer for achievements within the QCF, or the recording of exemptions for certificated learning outside of the QCF (e.g. for principal learning qualifications).

Applicable qualifications must have been certificated within five years of applying for the Apprenticeship Certificate.

For further guidance please see individual frameworks on the Skills CFA website (www.skillsca.org).

4.4. Can work-related experience be recognised as prior learning within the off-the-job training requirements?

Learners may have previous work-related experience recognised as prior learning. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's Credit and Qualification Framework for Wales Recognition of Prior Learning

procedures. The hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

For apprentices with prior, uncertified learning experience, the off-the-job learning must have been acquired within five years of application for the Apprenticeship Certificate. Alternatively, the learner must have been continuously employed in the relevant job role in the industry for a minimum duration of three years.

4.5. What is on-the-job training?

On-the-job training is defined as skills, knowledge and competence gained within normal work duties.

Required hours may vary depending on previous experience and attainment of the apprentice. Specific requirements for each apprenticeship are stated on the individual framework.

For further guidance please see individual frameworks on the Skills CFA website (www.skillsca.org).

4.6. Can learning or work experience undertaken prior to the start of the apprenticeship be included in the on-the-job training requirements?

Where a learner has previously attained the appropriate competencies or knowledge, prior learning should be recognised and documented using the relevant Qualification Credit Framework (QCF) credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures. The amount of on-the-job training required to complete the apprenticeship may then be reduced accordingly, provided the total number of on-the-job hours for the framework can be verified for apprenticeship certification.

When an apprentice can claim 25% or more hours towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, their learning programme should include 'customisation'. In such circumstances, training providers are encouraged to customise programmes by identifying additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include:

- selecting appropriate additional unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning through a QCF recognised body
- following essential skills at a level higher than that specified in the framework
- including one or more wider key skills or other competency-based qualifications/units relevant to the workplace.

Apprentices who have already achieved the relevant qualifications must have been certificated within five years from the date of application for the Foundation Apprenticeship/Apprenticeship Certificate or have been continuously employed in the industry for three years.

4.7. How should on-the-job learning be recorded?

On-the-job learning must be formally recorded, either in a diary, workbook or portfolio, or be verified by attendance records. This evidence must be checked and signed by the learner and assessor.

4.8. What evidence does Skills CFA require of on- and off-the-job training?

When claiming the apprenticeship certificate, training providers are required to sign a declaration as part of the apprenticeship application form. This will state the total training hours have been met by



the learner. Certificate application forms can be downloaded from the Skills CFA website (www.skillscfa.org).

Personal, Learning and Thinking Skills (England)

5.1. What are Personal, Learning and Thinking Skills?

Personal, Learning and Thinking Skills (PLTS) provide a framework for describing the qualities and skills needed for success in learning and life.

The six PLTS are:

- creative thinking
- independent enquiry
- reflective learning
- team working
- self-management
- effective participation.

The delivery of PLTS in apprenticeships is a new SASE requirement.

Details on what each PLTS covers can be found in the apprenticeship frameworks

<http://www.skillscfa.org/apprenticeships/frameworks.html>

For further guidance please see individual frameworks on the Skills CFA website (www.skillscfa.org).

This is a requirement for learners in England only. Learners in Wales will be assessed by other means.

5.2. Do Personal, Learning and Thinking Skills have to be completed by all apprentices?

Personal, Learning and Thinking Skills must be completed by all apprentices on SASE frameworks.

5.3. Are Personal, Learning and Thinking Skills embedded in the apprenticeship frameworks?

Training Providers must ensure that Personal, Learning and Thinking Skills (PLTS) are embedded in the delivery of each apprenticeship.

Skills CFA has mapped all six PLTS to the mandatory units of the competence qualifications in each Skills CFA apprenticeship framework. This mapping demonstrates where these skills are already covered.

Where the mapping shows PLTS are not fully covered by the mandatory units of the competence qualification, training providers must integrate PLTS into the apprenticeship programme. This can be done either within the competence and knowledge qualifications themselves (i.e. by mapping PLTS to the units undertaken by the learner), or within other areas of the programme, such as the Employee Rights and Responsibilities workbook, transferable skills, or through the general activities performed by the apprentice in the course of their job role or apprenticeship.

PLTS mapping can be downloaded from the Skills CFA apprenticeship PLTS resources page:

<http://www.skillscfa.org/apprenticeships/resources.html>.

5.4. How should Personal, Learning and Thinking Skills be delivered?

Skills CFA has produced guidance on delivering Personal, Learning and Thinking Skills (PLTS) within pan-sector apprenticeships to provide information on how to integrate all six PLTS.

The guide focuses on the importance of introducing PLTS during induction so that apprentices can learn to recognise when and how the PLTS are being demonstrated. The guide also includes an example of how the PLTS can be mapped to a sample of optional units.

The guide can be found here <http://www.skillsca.org/apprenticeships/resources.html>

5.5. How do training providers evidence that a learner has met the Personal, Learning and Thinking Skills aspect of the framework?

From January 2013 if using version 1 of the ACE Universal Apprentice Declaration and Authorisation Form, providers should upload a Personal Learning and Thinking Skills Declaration Form to ACE as well as keeping a record of how PLTS has been met for audit purposes.

From 1 March 2013 use of Version 2 of the Apprentice Declaration and Authorisation form will be mandatory. Apprentices will be required to indicate that they have achieved the standards of attainment for PLTS, as set out in the Apprenticeship framework. As the 6 PLTS requirements are partially embedded within the mandatory units of the competency qualifications within Skills CFA apprenticeships, the certificate for the qualification can be taken as evidence of attainment of these elements of PLTS. The Skills CFA Personal, Learning and Thinking Skills Declaration Form should be completed to demonstrate the attainment of aspects of PLTS not covered in the mandatory units of the competency qualification. This form can be found here <http://www.skillsca.org/images/pdfs/apprenticeships/resources/PLTSDeclaration.pdf> and should be uploaded to ACE. Training providers should still keep a record of how PLTS has been met.

5.6. There is a Personal, Learning and Thinking Skills mapping document on Skills CFA's website. Are providers required to fill in all the blank cells?

The mapping documents on Skills CFA's website <http://www.skillsca.org/apprenticeships/resources.html> show the areas where each Personal, Learning and Thinking Skill (PLTS) is covered in the mandatory units of that qualification.

A blank cell indicates that the unit does not cover that PLTS. Providers are therefore required to cover that aspect elsewhere within the apprenticeship and not to undertake further mapping against that qualification.

5.7. Can I use my own PLTS declaration form?

Yes, provided that it contains a statement that the six PLTS components have been completed and includes a section where both the learner and the training provider can enter their name, signature and the date.

5.8. Do learners who have already completed Personal, Learning and Thinking Skills (PLTS) in an apprenticeship or have already covered a PLTS once in their apprenticeship; have to complete the PLTS again?

Learners who have already completed Personal, Learning and Thinking Skills (PLTS) as part of a previous apprenticeship are not required to complete PLTS again. However, as most of the PLTS are embedded, they will automatically be delivered as part of an apprenticeship framework.

Training providers are encouraged to start using the new ACE Declaration & Authorisation Form which requires their learners to confirm with a signature that they have successfully demonstrated and can



evidence that they have achieved all of the outcomes required by the 6 PLTS (which will have been achieved if the PLTS have been completed in a previous Apprenticeship programme) and that this has been appropriately verified OR that they have previously achieved a recognised qualification that meets the 6 PLTS requirements and have the appropriate certificate. Version 2 of the ACE Universal Apprentice Declaration & Authorisation Form will be mandatory from the 1st March 2013.

Proxy qualifications and units

6.1. Are there any proxies for the knowledge based qualifications (technical certificates)?

There are no proxies for the knowledge based qualifications.

6.2. Are there any proxies for the NVQ?

The following qualifications can act as proxies for the NVQ qualification:

BUSINESS ADMINISTRATION

Proxies for the Level 2 NVQ Certificate in Business & Administration:

- City & Guilds Level 2 NVQ Diploma in Business & Administration (501/0040/3)
- EAL Level 2 NVQ Diploma in Business & Administration (501/1727/0)
- EDEXCEL Level 2 NVQ Diploma in Business & Administration (500/9860/3)
- EDI Level 2 NVQ Diploma in Business & Administration (500/9299/6)
- NCFE Level 2 NVQ Diploma in Business & Administration (501/0151/1)
- OCR Level 2 NVQ Diploma in Business & Administration (500/9647/3)
- Skillfirst Level 2 NVQ Diploma in Business & Administration (500/9304/6)

SALES

Proxies for the Level 2 NVQ Certificate in Sales:

- Active IQ Level 2 NVQ Diploma in Sales (600/1445/3)
- City & Guilds Level 2 NVQ Diploma in Sales (600/0933/0)
- EDEXCEL Level 2 NVQ Diploma in Sales (600/233/x)
- EDI Level 2 NVQ Diploma in Sales (600/2719/8)
- Skillsfirst Level 2 NVQ Diploma in Sales (600/1157/9)
- LAO Level 2 NVQ Diploma in Sales (600/1905)

TEAM LEADING

Proxies for the Level 2 Certificate in Team Leading (500/4205/1):

- CMI Level 2 Diploma in Team Leading (500/4208/7)

6.3. Can a learner fulfil the minimum credit value of an apprenticeship if they have a transferable skills qualification with no credit rating listed?

Yes - the credit value of an apprenticeship is made up of the NVQ qualification, knowledge-based qualification and the transferable skills qualifications. If a learner has undertaken one of the alternative qualifications for the transferable skills with no credit value listed, this is treated as equivalent in value to the qualification it is replacing. No additional qualifications are required to be achieved.

6.4. Do learners who have an old (NQF) NVQ, but want to undertake an apprenticeship, have to redo the NVQ?

Apprentices on a blueprint framework may claim apprenticeship certificates using a combination of NQF (old) qualifications and QCF (new) qualifications.

Apprentices working to SASE frameworks require QCF qualifications and, as such, NQF (old) qualifications cannot be accepted.

6.5. My learner is on the blueprint framework but the qualification they are supposed to complete has been withdrawn, what do I do?

Where a qualification on the blueprint framework has been withdrawn learners can use the relevant new qualifications to claim completion.

Providers are encouraged to check the qualification with Skills CFA before they claim their completion certificate.

All enquiries should be submitted to apprenticeships@skillscfa.org

6.6. Can a learner who has already completed a relevant knowledge-based qualification include this in their apprenticeship?

In **Wales** applicants who already possess a Level 2 knowledge qualification before the start of an apprenticeship do not have to redo the qualification, providing that they achieved this qualification within five years of applying for the apprenticeship certificate.

If an apprentice already achieved the knowledge element as part of the Welsh Baccalaureate, the hours they spent gaining this qualification will count towards the training hours for this framework.

For more information please see the individual frameworks here <http://www.skillscfa.org/apprenticeships.html>

6.7. Can learners who have already completed units from the old NVQ apply for Accreditation of Prior Achievement in relation to the new NVQ qualifications?

Training providers will need to consult their awarding organisation(s) for information on accreditation for prior achievement allowances for individual units.

6.8. Do Skills CFA qualifications carry any UCAS points?

No – none of Skills CFA's qualifications carry any UCAS points.

6.9. Can a learner use a level 3 technical certificate in a level 2 apprenticeship?

No – the technical certificate is the underpinning knowledge to the competency qualification and therefore the technical certificate must be at the same level as the competence qualification.

Functional and key skills (England)

7.1. Can the proxy qualifications or relaxation rule be used for key skills?

In the blueprint frameworks (i.e. those which existed prior to the SASE frameworks), [key skills proxy qualifications on the QCDA list](#) may be used to recognise part or all of a key skill qualification.

However, this proxy list cannot be used for transferable skills in the SASE frameworks. All allowable qualifications are listed within the framework on each transferable skills page.

While Skills CFA are only allowed to accept qualifications on the transferable skills page of the frameworks, providers can approach their awarding body to see if they can accept key skills proxies as a full or part exemption and can therefore provide them with a full key skills certificate which can then be accepted by Skills CFA.

The relaxation rule allows learners with a relevant (A*- C grade) GCSE qualification to be exempt from the key/functional skills requirement within a framework. This is also now included within the transferable skills list.

7.2. Does Skills CFA accept the Award in Functional Skills Mathematics?

Yes, Skills CFA does accept the Award in Functional Skills Mathematics which is a qualification that was run as a pilot.

7.3. Is there a time limit on any transferable skills qualifications?

Yes, there are time limits on using some transferable skills qualifications as part of an apprenticeship. These limits are listed on the transferable skills pages of each framework pathway.

7.4. If a learner has achieved a key skills qualification before they start an apprenticeship but it has run out when they complete the course does this mean the exemption has expired?

Skills CFA can only accept key skill certificates if they were achieved before September 2013 as part of the apprenticeship, or if achieved before September 2012, and within the 5 years immediately prior to **starting** an apprenticeship. Certificates older than 5 years will not be accepted by Skills CFA.

7.5. The apprenticeship framework requires Level 1 functional/key skills, but my learner wants to undertake Level 2 functional/key skills instead. Is this ok?

Yes, learners should be encouraged to attain higher level functional or key skills where possible.

7.6. Can a learner undertake key skills even if they are exempt from it because of their GCSE grade achievements?

Yes, learners can undertake key skills if they choose to.

7.7. What are GCSEs with 'enhanced functional content'?

From 2010, functional skills have been embedded into the GCSE criteria for English, Mathematics and Information Communications Technology (ICT). For more information, please ask your awarding organisation.

7.8. How do I know if my GCSE has ‘enhanced functional content’?

This revised GCSE was introduced in September 2010 with first certificates due in summer 2012. Any GCSE certificate dated June 2012 onwards will be the new GCSE with enhanced functional content. This includes GCSE Short Courses.

7.9. On the transferable skills page of the framework document, what does *GCSE qualification in English* refer to?

According to the Department for Education, the GCSE English may be interpreted to include GCSE English Language, but may not be interpreted to include GCSE English Literature.

7.10. Which GCSE Mathematics qualifications can be used for transferable skills Mathematics exemption?

When claiming for Mathematics transferable skills the only GCSE Mathematics qualifications that can be used are GCSE Mathematics and GCSE Additional Mathematics.

7.11. Is the international GCSE acceptable as part of the SASE framework?

Yes, an International GCSE counts as an equivalent to a GCSE. A qualification that is not called a GCSE or International GCSE, however similar it appears to be, is not considered to be an acceptable qualification. GCSEs from Northern Ireland, Scotland and Wales are acceptable equivalents.

7.12. Do international GCSEs come with ‘enhanced functional content’?

No – international GCSEs do not come with ‘enhanced functional content’.

7.13. Are Welsh key skills acceptable as part of the SASE framework?

Welsh key skills cannot be used for English Blueprint or SASE Frameworks. This is because Welsh key skills are certified by internal assessment and external moderation of a portfolio. There are no external tests and so they differ from the English qualifications.

7.14. Does Skills CFA accept Scottish equivalents of GCSEs as part of the SASE framework?

No – Skills CFA cannot accept Scottish equivalents of GCSEs as part of the SASE framework.

7.15. My learner has an A Level in Applied ICT. Are they able to use this under the ICT transferable skills element?

Yes, Skills CFA will accept the AS/A Level in Applied ICT qualification within the SASE framework. We deem this qualification to be the same as the AS/A Level in ICT.

7.16. Does Skills CFA accept GCSE short course qualifications?

Yes Skills CFA will accept the GCSE Short Courses in English Language, Mathematics and ICT.

7.17. My learner has a GCSE in IT. Are they able to use this under the ICT transferable skills element?

Yes, Skills CFA deem the GCSE in IT to be equivalent to the GCSE in ICT.

Essential Skills Wales

8.1. Do GCSEs count as proxies for Essential Skills Wales?

No. If applicants already have GCSEs in English, Maths and/or Information Communications Technology (ICT) they still have to complete the Essential Skills Wales at the relevant level, as these are new qualifications and proxies do not exist.

For further information, please see individual frameworks here:

<http://www.skillscfa.org/apprenticeships/frameworks.html>

8.2. Do key skills count as proxies for Essential Skills Wales?

If applicants achieve a key skills qualification on or before the 31 August 2011 at the relevant level, they will not have to do the relevant Essential Skills Wales as these count as proxies. After the 31 August 2011, key skills will no longer be accepted as proxies for Essential Skills Wales.

8.3. Does prior experience count towards the apprenticeship?

In Wales, applicants already working in the sector will be able to have their prior experience recognised by the awarding organisation. This will count towards the competence and knowledge qualifications in this framework.

8.4. The apprenticeship framework requires a Level 1 essential skill, but my learner wants to undertake a Level 2 essential skill instead. Is this okay?

Yes. Learners should be encouraged to undertake higher level essential skills when appropriate.

Certifications and registration

9.1. What frameworks does Skills CFA certificate and where can I find further information?

Skills CFA certificate the following frameworks for England and Wales:

- Business & Administration
- Business Innovation and Growth (in partnership with Peter Jones Foundation and Sfedi)
- Campaigning (developed by Skills Third Sector)
- Contact Centres
- Court, Tribunal and Prosecution Operations (developed by Skills for Justice)
- Customer Service
- Enterprise (developed by Sfedi)
- Fundraising (developed by Skills Third Sector)
- Hospitality Management (developed by People 1st)
- Human Resource Management (Skills CFA in partnership with CIPD)
- Management and Team Leading
- Marketing and Communications
- Project Management (Skills CFA in partnership with APM)
- Public Relations (in partnership with PRCA)
- Sales and Telesales
- Social Media and Digital Marketing (developed by City and Guilds)
- Volunteer Management (developed by Skills Third Sector)

Further information can be found on the Skills CFA website here:

<http://www.skillscfa.org/apprenticeships/certification-registration.html>

9.2. How do I claim completion certificates?

For Welsh Apprenticeships the certificate request forms can be downloaded by clicking the link below:

<http://www.skillscfa.org/apprenticeships/certification-registration.html>

From the 02 April 2012 all providers in England must claim their certificates using Apprenticeship Certificates England (ACE).

To register to use ACE, please complete your centre details on the ACE website

http://acecerts.co.uk/register_centre and select Skills CFA from the 'Related Body' list.

9.3. How long does it take for a certificate to be issued?

Skills CFA processes certificates within 10 working days from the date application forms are received, subject to the information supplied being satisfactory.

Where the information is not satisfactory, for example if questions are raised about the achievement of the mandatory outcomes, the certificate request will be referred to the Skills CFA internal quality assurance processes. The request form will then be returned along with a letter from Skills CFA requesting further information or clarification regarding the mandatory outcomes achieved.

9.4. Can I use provisional statement results or a school statement to claim my apprenticeship certificate?

Unfortunately we cannot accept provisional statements of results as they do not confirm the learners' final grade. Their grade might have changed when they were issued with their final qualification certificate.

School statements that have been printed from the Schools Information Management System are acceptable. If you are unable to supply this or a copy of the learners completion certificate you are able to upload their Personal Learning Record from the Learner Records Service. For more information, you can click the below link:

<http://www.learningrecordsservice.org.uk/products/learnerrecord/>

The Alliance will shortly be issuing all providers and SSC's with details of all the acceptable evidence that can be uploaded to ACE.

If you are unsure, please e-mail the certification and registration team at info@skillscfa.org with a copy of the results.

9.5. Can I use a statement of results to claim my apprenticeship certificate?

In the event that you are unable to produce the learners' qualification certificate Skills CFA do accept certified statements of results from awarding bodies, as long as they are not provisional results. If you are unsure if your statement can be used, you can e-mail it to info@skillscfa.org and we will be able to confirm it for you.

9.6. How do I enquire about the status of my certificate application?

To follow up a certificate application, please contact the Certification and Registration Team on 0207 091 9620 or via email at info@skillscfa.org

The Certification and Registration Team will then confirm the status of your application and, where possible, confirm the expected issue date of your certificate.

Providers using the ACE system can track the progress of the applications via the system.

9.7. What do I do if there is a mistake on my certificate?

If a mistake has been made on your certificate please return it to Skills CFA highlighting the error and we will re-issue it for you immediately.

Incorrect certificates will be re-issued at no extra cost if the mistake is a result of a Skills CFA error. A £10 administration fee will be applied for errors resulting from request forms being filled out incorrectly.

To avoid errors on the certificate, certificate request forms should be downloaded from our website and completed using a computer, in type. Alternatively we suggest you use our Online Certificate System.

All certificate requests received by Skills CFA via the Online Certificate System will be processed within 10 working days. Evidence can be submitted via the Online portal or through the post.

For more information on requesting certificates online please contact Skills CFA on 0207 091 960 or send an email to onlinecerts@skillscfa.org

9.8. Do I need to register with Skills CFA to claim certification?

No, Skills CFA only requires that you register with us if you deliver apprenticeships in Scotland. For England and Wales, no registration is necessary.

9.9. How much will certificates costs?

All certificates issued for Wales will be charged at £25 per certificate via the old paper based system.

There is a registration fee for candidates in Scotland of £50. This charge includes the cost of certification.

Details regarding the cost of certificates for apprentices in England, using the Apprenticeship Certificates England system, can be found in next section of this FAQ.

Apprenticeship Certificates England (ACE)

10.1. What is Apprenticeship Certificates England (ACE)?

ACE is the Apprenticeship Certificates England system that has been developed by the Alliance of Sector Skills Councils in their role as the Apprenticeships Certifying Authority for England. The system will be run by the Alliance who will sit in the middle of a “hub and spoke model” where the SSC’s and SB’s (Skills CFA) will receive the electronic requests for certificates and will issue certificates on their behalf, providing all requirements of the frameworks have been met.

From the 01st April 2012 ACE online will be the only approved system for Apprenticeship Certification requests and no paper based applications will be accepted after this date.

10.2. Who will be using ACE?

Only apprentices, learning providers and employers acting on behalf of apprentices in England will be able to request certificates using the ACE online system.

10.3. How will ACE work?

Centres will be asked to register with Skills CFA. Once registered with Skills CFA, centres will receive a login and password with a .pdf user manual. Web based training will also be available from the Alliance.

10.4. What are the different certificate designs for?

Apprentices will receive a new certificate approved by the Minister of State for Further Education, Skills and Lifelong Learning, which at his request includes either bronze, silver or gold foil seals:

- Bronze: This seal will appear for apprentices who complete the Intermediate Apprenticeship
- Silver: This seal will appear for apprentices who complete the Advanced Apprenticeship
- Gold: This seal will appear for apprentices who complete the Higher Apprenticeship

10.5. How much will this cost?

There will be no charge to register onto the ACE online system. The cost of certificates has been set at £22 per certificate. This will need to be paid to Skills CFA. This charge has been set by the Alliance to cover Skills CFA and Alliance costs to run the certification system.

General apprenticeship queries

11.1. Apprentices – England

11.1.1. I want to undertake an apprenticeship in England – where should I go for help?

For further information and guidance on apprenticeships, contact the National Apprenticeship Service at www.apprenticeships.org.uk

If you are 13-19 years old, contact the Connexions Direct service by calling 080 800 13219 or visiting www.connexions-direct.com

If you are 19 or over, contact the National Careers Service by calling 0800 100 900 or visit <https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>

11.1.2. Are there any age restrictions on undertaking an apprenticeship?

Yes, apprentices must be aged 16 or over. There is no upper age limit for undertaking an apprenticeship.

11.1.3. How do I find out about apprenticeship opportunities in England?

The National Apprenticeship Service (NAS) runs a support service for apprentices seeking vacancies. The NAS website has an online system for employers and learning providers to advertise and manage apprenticeship vacancies. Potential apprentices can search, apply, and manage their applications for apprenticeships and advanced apprenticeships anywhere in England.

You can find the service here: <http://www.apprenticeships.org.uk/Employers/Other-Questions.aspx#Question35>

Potential apprentices can also find training provider details on the NAS website here: <https://apprenticeshipvacancymatchingservice.lsc.gov.uk/navms/forms/Vacancy/SearchProvider.aspx>

11.2. Providers – England

11.2.1. I want to deliver an apprenticeship. Where should I go for help?

The National Apprenticeship Service has all the information needed to start delivering apprenticeships. Contact them at www.apprenticeships.org.uk/

11.2.2. Do training providers have to register with Skills CFA?

For England and Wales no registration with Skills CFA is necessary.

However, all training providers should contact the National Apprenticeship Service or the Skills Funding Agency to see if they have any requirements for registering learners.

11.3. Employers – England

11.3.1. I want to take on an apprentice. Where should I go for help?

The National Apprenticeship Service has all the information needed to start taking on apprentices (<http://www.apprenticeships.org.uk/>).

11.4. What frameworks does Skills CFA develop?

Skills CFA develops the following apprenticeship frameworks for England and Wales:

- Business & Administration
- Contact Centres
- Customer Service
- Human Resource Management
- Management & Leadership
- Marketing
- Project Management
- Sales and Telesales.

11.5. Is there a requirement for an Apprenticeship Agreement?

The requirement for an Apprenticeship Agreement, between an employer and an apprentice, came into force on the 6 April 2012. For all Apprenticeships commencing on or after this date the requirement for an apprentice to be employed under an Apprenticeship Agreement is a condition for completion of the Apprenticeship. Without it an Apprenticeship certificate cannot be issued. When version 2 of the Universal Apprentice Declaration and Authorisation Form becomes mandatory on 1 March 2013 apprentices will be required to tick to acknowledge the fact that, where applicable, an Apprenticeship Agreement was in place. It is **not** necessary to upload a copy of the agreement to ACE.

11.6. Are apprenticeships paid?

Yes, all apprenticeships should be paid. If you are aged 16 to 18, or 19 and over and in the first year of an apprenticeship, you should receive the apprentice National Minimum Wage at least, which is currently £2.65 an hour. For those 19 and over who have completed a year of their apprenticeship, they are eligible for the National Minimum Wage for their age group.

11.7. What employment rights do apprentices have?

As apprentices are employed they have the same employment rights as other employees. For more information on employment rights visit <http://www.worksmart.org.uk/>.

11.8. What other resources do Skills CFA have for training providers who deliver Skills CFA apprenticeships?

Training providers may benefit from referring to the resources page of Skills CFA website <http://www.skillscfa.org/apprenticeships/resources.html>

11.9. I have a question which has not been covered by this FAQ. Who should I contact?

For general apprenticeship enquiries, please contact apprenticeships@skillscfa.org

For certification enquiries, please contact info@skillscfa.org

You can also call Skills CFA on 020 7091 9620

Resources

SASE/W frameworks summary

This is a summary of all Skills CFA apprenticeship frameworks, including the requirement for Guided Learning Hours, transferrable skills, Employee Rights and Responsibilities and Personal Learning and Thinking Skills.

Personal, Learning and Thinking Skills Guidance

This provides guidance on embedding Personal, Learning and Thinking Skills as part of delivering Skills CFA apprenticeships.

Mapping Personal Learning and Thinking Skills

This maps Personal, Learning and Thinking Skills to the mandatory units of the apprenticeship NVQs.

ERR Workbook

This is the Employee Rights and Responsibilities workbook referred to in the various Skills CFA frameworks.

Templates

➤ **GLH and PLTS record of achievement**

These are templates used for tracking. Learning providers are not required to submit these to Skills CFA but may choose to use them internally for planning how GLH and PLTS will be met.

➤ **Authorisation Form**

This template can be filled out by apprentices to signify that the application for their certificate may be facilitated by the training provider on their behalf.

➤ **Ace Declaration and Authorisation Form**

Version 2 of the Universal Apprentice Declaration & Authorisation Form has been designed by the Alliance of Sector Skills Council for use by ALL providers when requesting apprenticeship certifications.

All Providers are encourage to start using the new form ASAP but in order to facilitate a transition period, existing Skills CFA forms will continue to be accepted until 28 February 2013.

From 1st March 2013, only Version 2 of the Universal Apprentice Declaration and Authorisation form will be accepted and any certification claims made without this new form being completed, signed and uploaded will be rejected.

Please note that the date of signing for all signatories must be ON OR AFTER, the date of satisfactory completion of ALL components of the Apprenticeship framework for which the certificate is being claimed

Useful Websites

Skills CFA

<http://www.skillscfa.org/>

Department of Employment and Learning Northern Ireland

www.delni.gov.uk

National Apprenticeship Service

<http://www.apprenticeships.org.uk/>

Ofqual

<http://www.ofqual.gov.uk/>

Ofqual's Register of Regulated Qualifications

<http://register.ofqual.gov.uk/>

Skills Funding Agency

<http://skillsfundingagency.bis.gov.uk/>

Welsh Assembly Government Department for Children, Education, Lifelong Learning and Skills (DCELLS) website

<http://new.wales.gov.uk/about/civilservice/departments/dcells/>

Department for Business Innovation and Skills

<https://www.gov.uk/government/organisations/department-for-business-innovation-skills>

The Alliance of Sector Skills Councils

<http://www.sscalliance.org/>

Apprenticeship Frameworks Online

<http://www.afo.sscalliance.org/>

ACE

<http://www.acecerts.co.uk/>

Explanation of terms

Accreditation of Prior Achievement (APA) / Exemption¹

APA or Exemption is a process of identifying, assessing and accrediting specific competencies that a person already possesses. To do this a learner must provide evidence to back up their claim.

Recognition of Prior Learning (RPL)²

RPL is a process that allows learners with work experience and/or other related learning, but without appropriate certification, to proceed directly to assessment.

A learner may wish to gain a unit or qualification but may already possess some of the subject related skills, knowledge, experience or understanding.

Proxy qualifications

Proxy qualifications are those qualifications that have been agreed to assess the same knowledge and skills as aspects of the key skills. Because of this overlap, candidates can claim exemption from parts of the key skills when they are able to provide proof of achievement of the proxy qualification.

Exemptions claimed by proxy qualifications must be made no longer than three years from the date of award to the date of claim for certification of the key skill.

Relaxation Rule

The relaxation ruling allows apprentices who start an apprenticeship before September 2016, and who have achieved a grade A*- C GCSE in English, Mathematics and/or ICT, to complete their frameworks without being required to take functional skills provided that they have achieved the qualification within the previous five years and before September 2012.

Flexible approach to delivery

A flexible approach to learning refers to the way in which you deliver the apprenticeship. A flexible approach is learner focused, so if your learner is able to achieve some part of the apprenticeship quicker, then you are able to adapt to their needs. Spending a great time on aspects they struggle with and less time on things they excel in.

Transferable Skills

Transferable Skills are skills that can be used within multiple contexts and between all different types of occupations. They are English, Mathematics and ICT. Transferable Skills must be evidenced for an apprenticeship certificate to be issued (though for some frameworks where it can be demonstrated that ICT is not required for the job role, ICT is not required). Transferable Skills can be evidenced through Functional Skills Certificates, Key Skills Certificates (achieved either before September 2013 as part of the Apprenticeship, or before September 2012 and within the 5 years immediately prior to starting an Apprenticeship), GCSE's, AS-Levels and A-Levels.

¹ http://exeredu.com/pdfs/policies/APA_and_APL_Policy.pdf

² http://exeredu.com/pdfs/policies/APA_and_APL_Policy.pdf

Skills CFA Relaxation List for the SASE

Skills CFA **will** accept the following qualifications when claiming for a Level 2 apprenticeship:

- International GCSE's (Grade A* - C) in the following qualifications
 - First language English
 - Mathematics
- GCSE Short Course in English Language/Mathematics/ICT (Grades C or above)
- GCSE Short Course in English Language/Mathematics/ ICT with Enhanced Functional Content (Grades E or above)
- GCSE's in English Language/Mathematics /ICT/Applied ICT (Grades A* - C)
- GCSE's with Enhanced Functional Content in English Language/Mathematics/ ICT/Applied ICT (Grades E or above)
- A' or AS Level in English Language/English Literature/English Language and Literature/Mathematics/Pure Mathematics/Further Mathematics/ Additional Mathematics /ICT/Applied ICT (Grade E or above)

Skills CFA **will** accept the following qualifications when claiming for an apprenticeship at Level 3 and above:

- International GCSE's (Grade A* - C) in the following qualifications:
 - First language English
 - Mathematics
- GCSE Short Course in English Language/Mathematics/ ICT (Grades C or above)
- GCSE Short Course in English Language/Mathematics/ ICT with Enhanced Functional Content (Grades C or above)
- GCSE's in English Language/Mathematics /ICT/Applied ICT (Grades C or above)
- GCSE's with Enhanced Functional Content in English Language/Mathematics/ICT/Applied ICT (Grades C or above)
- A' or AS Level in English Language/English Literature/English Language and Literature/Mathematics/Pure Mathematics/Further Mathematics /Additional Mathematics /ICT/Applied ICT (Grade E or above)

Skills CFA **will not** accept the following qualifications when claiming the apprenticeship:

For the Information Communication Technology (ICT) transferable skills element of the framework Skills CFA will not accept:

- Applied ICT: Double Award (grade CD or below)
- BCS Certificate in IT User Skills (ITQ)
- BTEC Certificate for ICT users
- Digital Application for ICT including:
 - Edexcel Award in Digital Applications
 - Edexcel Certificate in Digital Applications
 - Edexcel Diploma in Digital Applications
- Diploma for ICT Practitioners/ICT Users
- GNVQ in ICT



- IT Users
- National First Award in ICT
- OCR Certificate for IT Users (CLAiT Plus)
- OCR National Certificate in ICTOCR National Diploma in ICT

Other qualifications which Skills CFA will not accept as proxies/exemptions for the transferable skills element of the apprenticeship are:

- Adult Literacy and Adult Numeracy
- English Literature GCSE
- International Certificate of Christian Education
- Scottish Core Skills