



A
MODERN APPRENTICESHIP
IN
**Business & Administration
at SCQF Level 6**

**FRAMEWORK DOCUMENT
FOR
SCOTLAND**

Skills CFA

**MAG Approved Framework April 2009
(updated March 2016)**

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1 Modern Apprenticeships in Scotland

What are Modern Apprenticeships?

Modern Apprenticeships offer those aged over 16 paid employment combined with the opportunity to train for jobs at craft, technician and management level.

Who develops them?

Modern Apprenticeships are developed by Sector Skills Bodies (SSBs). SSBs consult with employers and key partners in their sector to produce a training programme, which meets the needs of employers.

Who are they for?

Modern Apprenticeships are available to employees aged 16 or over. Employees need to demonstrate to their employer that they have the potential to complete the programme.

What's in a Modern Apprenticeship?

In Scotland, there are more than 70 different Modern Apprenticeship Frameworks and they all contain the same 3 basic ingredients:

- SVQ level 3
- Core Skills
- Industry specific training

Details of the content of this specific Modern Apprenticeship are given in the next section.

2 Modern Apprenticeships in Business & Administration

The key purpose of Administration as defined by the CFA is to:

‘Provide business support systems, services and resources that assist the organisation to set and achieve its objectives, and continuously improve its performance for customers within an ethical and legal framework’

We know through extensive Labour Market Intelligence that Administration is a function that permeates all organisations (including small and medium enterprises (SMEs) and large organisations) across all industry sectors. At its broadest level, it is the organisation of work. In 2007 there were 350,000 administrators in Scotland, which account for 13% of the Scottish workforce.

It follows that a high quality administrative function is essential to all businesses and organisations, whatever their product, function or sector.

It is vital that administrators are given the opportunity to gain recognised qualifications and experience. Every business needs effective Administration, and that need remains whatever else changes in terms of new products and services, new technologies and new organisational structures.

The Business & Administration Modern Apprenticeship (BAMA) framework provides modern apprentices and employers with skills and competencies required to be an effective Business Administrator.

Administration as an Occupation

Business Administrators at this level undertake a wide range of complex tasks in a variety of work contexts. They have a high degree of autonomy and responsibility and may provide some supervisory support. Job titles for Business & Administration Modern Apprentices could include:

- Administrator
- Administration Clerk
- Administration Officer
- Executive Officer
- Administration Team Leader
- Office Supervisor
- Personal Assistant (PA)
- Secretary.

(These example job titles have been taken from the CFA 2007 Business & Administration Occupational Map research, 2008).

Projected total net demand for administrative and secretarial staff in Scotland, 2007-2017

	Total employment (2007)	Expansion demand	Replacement demand	Job openings (2017)
Administrative & Secretarial	350,000	4,000	135,000	140,000
Administrative & Secretarial as % off all occupations	13%	5%	15%	14%
All occupations	2,628,000	84,000	922,000	1,006,000

The slight predicted growth in the size of the administrative and secretarial market combined with the large replacement demand means that administrative and secretarial occupations shall require 140,000 new entrants into the area by 2017. Job openings in administrative occupations are forecast to account for 14% of all job openings.

3 Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Business & Administration

Mandatory outcomes

SVQ Level 3 or above

The following SVQ(s) must be achieved:

- Business & Administration SVQ 3 GL12 23 (Pearson Education Ltd)

or

- Business & Administration SVQ 3 GA4M 23 (C&G)

or

- Business & Administration SVQ 3 GK6Y 23 (SQA)

Core Skills

- | | | |
|--|--------------|--------------|
| • Communication | SCQF Level 4 | Ref: F426 04 |
| • Working With Others | SCQF Level 5 | Ref: F42P 04 |
| • Problem Solving | SCQF Level 5 | Ref: F42K 04 |
| • Information and Communication Technology | SCQF Level 4 | Ref: F42E 04 |
| • Numeracy | SCQF Level 4 | Ref: F42A 04 |

The Working with Others and Problem Solving Core Skills are implicit within the Level 3 Business & Administration SVQ core units and do not require separate certification for the BAMA Level 3 framework. The Communication, Information and Communication Technology and Numeracy Core Skills must be separately assessed and certificated.

**Reference numbers are for SQA core skills. Equivalent core skills from other awarding bodies may also be used.*

Enhancements

At least one separately certificated outcome chosen from a list provided by the CFA is required.

4 The Framework

The mandatory and optional content of the Modern Apprenticeship in Business & Administration is as follows:

Mandatory Outcomes

1 SVQ(s)

Each apprentice is required to achieve the following SVQ(s):

- Business & Administration SVQ 3 GL12 23 (Pearson Education Ltd)
- or
- Business & Administration SVQ 3 GA4M 23 (C&G)
- or
- Business & Administration SVQ 3 GK6Y 23 (SQA)

Scottish Vocational Qualifications (SVQs) are work-based qualifications, which are based on national occupational standards of competence drawn up by representatives from each industry sector. SVQs are made up of units – normally between six and ten – which break down a job into separate functions reflecting the different kinds of activities of a job. SVQs are available at five levels – although most are at level 2 and level 3. When someone has achieved an SVQ, there is a guarantee that they have the skills and knowledge they need to do their job. All Scottish Modern Apprenticeships must contain an SVQ (or NVQ) at level 3 or above.

2 Core Skills

Each apprentice is required to achieve the following core skills:

- | | | |
|--|--------------|--------------|
| • Communication | SCQF Level 4 | Ref: F426 04 |
| • Working with others | SCQF Level 5 | Ref: F42P 04 |
| • Problem Solving | SCQF Level 5 | Ref: F42K 04 |
| • Information and Communication Technology | SCQF Level 4 | Ref: F42E 04 |
| • Numeracy | SCQF Level 4 | Ref: F42A 04 |

**Reference numbers are for SQA Core Skills. Equivalent Core Skills from other awarding bodies may also be used.*

The Working with Others and Problem Solving Core Skills are implicit within the Level 3 Business & Administration SVQ core units and do not require separate certification. The Communication, Information and Communication Technology and Numeracy Core Skills must be separately certificated and assessed.

Core Skills are skills and abilities which everyone needs in their work. This is true for every job in every workplace. Core Skills also feature in National Qualifications such as Standard Grades and Highers and from 2000, Scottish candidates have been issued with a core skills profile on their Scottish Qualifications Certificate. Candidates who have already been certificated as achieving core skills at the levels given above – either in the workplace or at school or college - do not need to repeat these core skills as part of the Modern Apprenticeship Framework.

3 Enhancements

A minimum of one separately certificated outcome is required:

- Another optional unit from the SVQ3 in Business & Administration
- A unit from the Accounting, Customer Service, Finance, IT User and Team Leading SVQs at level 2 or above
- A unit from any other relevant SVQs at level 2 or above agreed in writing by the Training Provider and the CFA (please note that Business & Administration SVQ 2 units or the full Business & Administration SVQ 2 can **no longer** be used as an enhancement)
- One Core Skill at a higher level
- Relevant short courses at a suitable level
- A unit from PC Passport, basic or advanced ECDL or part ECDL (three or more modules of ECDL)
- Employer-devised training programmes (endorsed by CFA)
- A Unit or module from a relevant professional qualification.

5 Registration and certification

This Scottish Modern Apprenticeship is managed by the Council for Administration. The SSB is the first point of contact in Scotland for any enquiries in relation to the Framework. Contact details:

Skills CFA
Unit 110, Linton House
164-180 Union Street
London
SE1 0LH

The CFA will register all Scottish Modern Apprentices undertaking this Framework. **All Modern Apprentices must be registered with the SSB within 8 weeks of starting their apprenticeship.** Registration can be made by completing the Sample Training Plan and Sample Training Agreement in Appendix 3 and sending these to the above address. In the case of MAs which receive funding from LECs it is acceptable for the LEC Training Plan to be used on the condition that it includes all relevant information as set out in the MA Training Plan.

The CFA will issue a Modern Apprenticeship Certificate of Completion to those Modern Apprentices who have completed the mandatory outcomes of the Framework. Before a certificate is issued, employers must submit evidence to the CFA that the mandatory outcomes have been achieved. This will normally be in the form of photocopies of certificates from awarding bodies.

Requests for registration and certification should be made to the CFA at the address above.

CFA Service level

The CFA undertakes to confirm the registration of candidates in writing within 8 weeks of receipt of the relevant Training Plan and Training Agreement. Each candidate will be issued with a unique registration number.

The CFA also undertakes to issue Certificates of Completion within 4 weeks of receipt of the appropriate evidence that a candidate has completed the outcomes as stated in the Training Plan.

6 Recruitment and selection

The recruitment and selection of Modern Apprentices is primarily the responsibility of the employer. However, the following guidance is given:

- Employees may enter a Modern Apprenticeship from the age of 16. There is no upper age limit.
- The Modern Apprenticeship is designed to attract high quality people to the industry. Achievement of academic qualifications is one way of assessing the suitability of applicants. However it should be stressed that no persons should be deterred from applying for a Modern Apprenticeship because of a lack of formal educational qualifications. As well as traditional qualifications such as Standard and Highers employers should also be aware of newer vocational qualifications or vocational activity undertaken outwith an academic institutions such as volunteering activity.
- The following factors may also influence the selection process:
 - performance during a formal interview process
 - references
 - relevant work experience
 - trial observation period.
- Employers should be aware of the nature, relevance and quality of foreign qualifications and make appropriate allowances concerning entry requirements.
- In order to promote and maintain the high status of the Modern Apprenticeship within the industry all literature distributed for recruitment purposes should emphasise the high standards of achievement expected of the candidate.
- Employers may wish to contact Careers Scotland and the CFA for advice and guidance on recruitment and selection. The Careers Scotland web site is at: www.careers-scotland.org.uk

Whatever qualifications and attributes are used to determine an applicant's suitability, the CFA regards it of the utmost importance that all apprentices recruited have both the ability and the commitment to achieve all of the outcomes of the apprenticeship.

7 Equal opportunities

Modern Apprenticeships should ensure that there is equality of opportunity for all and any barriers (real or perceived) are addressed to support anyone seeking to enter employment and undertaking the Modern Apprenticeship.

All MAs supported by the Enterprise Networks must conform to Local Enterprise Companies (LECs) contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

8 Health and safety

All aspects of health and safety at work must be recognised within the delivery of this Modern Apprenticeship Framework and all statutory requirements be adhered to.

It is a key aspect of the induction period of the Modern Apprenticeship that apprentices are fully informed both of the regulations and that they and their employers are bound by these regulations. Modern Apprentices should be made aware of their rights and duties with regard to health and safety.

All Modern Apprentices supported by the Enterprise Networks will be required to satisfy the LEC as to the adequacy of its Health and Safety policy and systems.

9 Contracts

The following three contracts are essential to the successful outcome of the Modern Apprenticeship programme :

- 1 Contract of employment signed by the employer and the Modern Apprentice
- 2 SSB Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 3 SSB Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by a LEC, the LEC Training Plan will be sufficient on condition that it contains all relevant information as set out in the MA Training Plan at Appendix 2. Training Plans may be modified to reflect changing circumstances, however it is essential that the SSB is notified of any changes.

10 Employment status of Modern Apprentices

It is important that the sector offers genuine employment and career prospects to those people it wishes to attract through Modern Apprenticeships. Accordingly, **all apprentices must be employed for the duration of the apprenticeship.**

11 Terms and conditions of employment

In order to compete with other sectors offering Modern Apprenticeships, attractive packages will need to be developed by employers in the sector. The terms and conditions of employment for individual Modern Apprentices will be agreed between the employer and the apprentice and should form the contract of employment.

12 Training and development

Delivery

Training delivery can take many forms under the Modern Apprenticeship system. Some organisations may become approved SVQ Assessment Centres; others may join consortia or use peripatetic assessors. Some large employers will be able to complete all the training and development in-house, but most employers will find that some of the training and development will have to take place away from the normal work-site. In particular the underpinning knowledge requirements are often more suited to delivery by outside training providers which might include:

- private training organisations
- colleges / universities
- other employers

Such knowledge could be delivered through training courses or through open/distance learning packages.

The option of sharing training and assessment resources amongst a cluster of employers (or across the divisions of a larger employer) will be particularly appealing to those firms which do not have the resources to provide all of the training and development. Assessment can be provided by these bodies, but the assessors and the training centre must be approved by the awarding bodies for the SVQ and core skills where appropriate.

100 centres are currently registered to deliver the 2005 BAMA framework in Scotland.

A list of organisations currently approved to deliver the Scottish Modern Apprenticeship in Business Administration is available from the CFA.

The CFA training plan

The plan is required to identify:

- 1 The selected Framework outcomes, specifying whether or not separate certification of the Core Skills is being sought.
- 2 Any credit to be applied for by Accreditation of Prior Learning by the Modern Apprentice.
- 3 A timetable for achievement of the selected Framework outcomes, linked to regular progress reviews.

The Training Plan should take into account any relevant previous training and development, education or work experience. Not all Modern Apprentices need have different plans, but many will vary. Moreover as reviews take place and circumstances change so the plan itself can be modified.

However any changes must:

- be subject to the quality provisions of the LEC (if the MA is being financially supported by SE or HIE)
- comply with the stipulations of this Framework
- meet the needs of the employer and apprentice.

A sample Training Plan is provided at Appendix 3 of this document, however, for those Modern Apprentices funded by LECs it is sufficient to submit the LEC Training Plan on condition that it covers the same information required in the MA Training Plan.

13 Consultation Process

The CFA undertook a thorough consultation with employers, training providers, key stakeholders and candidates from October 2007 to January 2008 to review the current 2005 Business & Administration Modern Apprenticeship (BAMA) framework. In particular the mandated outcomes of the BAMA framework were reviewed to ensure they continue to meet employers needs in Scotland.

This consultation also built on the Business & Administration National Occupational Standards (NOS) incremental change consultation that took place during 2006/07. This review of the Business & Administration NOS resulted in updated SVQ/NVQ qualifications that were implemented on the 1st of August 2007.

The CFA used a variety of research methodologies (as detailed below) to ensure that the information and views collected are valid and reliable and can be used to inform the design of the revised 2008 BAMA framework.

CFA Steering Group for Scotland

The CFA has a dedicated Steering Group for Scotland and the aim of this group is to influence the strategy, direction and operation of CFA by ensuring that the work of the CFA in Scotland takes into account recommendations arising from current and future trends within the Business & Administration labour market and Scottish educational policy reviews.

Steering group members were invited to attend a consultation workshop on the BAMA review in Glasgow on 12th November 2007 (this workshop was held on the same day as the Steering Group meeting for Scotland). Scottish Steering Group members also reviewed the draft 2008 BAMA framework before its submission to MAG.

Telephone Interviews with Employers

The CFA commissioned a research company to carry out telephone interviews with small, medium and large employers in Scotland (including the Highlands and Islands of Scotland) to obtain their views on the current BAMA framework including the content and structure of the framework.

250 Scottish employers across a range of sectors were interviewed.

E-consultation with Training Providers and Key Stakeholders

The CFA carried out an e-consultation with training providers and key stakeholders to obtain their views on the current BAMA framework including the content and structure of the framework. The questionnaire guided respondents through the following four sections and provided training providers and key stakeholders with an opportunity to influence the shape of the revised BAMA framework.

This e-questionnaire was disseminated to approximately 100 BAMA assessment centres and key stakeholders. Of the 100 e-questionnaires that were disseminated, 18 were returned. This is a response rate of 18%.

Workshops with Employers, Training Providers and Key Stakeholders

BAMA review workshops were held during November and January in the following locations of Scotland:

- Glasgow (November 2007)
- Edinburgh (January 2008).

The workshop scheduled to be held in Inverness on the 17th January 2008 was cancelled due to low attendance.

Telephone interviews with Training Providers in the Highlands and Islands of Scotland

Telephone interviews regarding the review of the 2005 BAMA framework were conducted with the following training providers in the Highlands and Islands of Scotland:

- Microcom Training (Inverness)
- ITP Solutions (Inverness).

Telephone interviews with Business & Administration SVQ Awarding Bodies

The CFA carried out telephone interviews with the lead external verifiers (EVs) for all Business & Administration SVQ awarding bodies in Scotland. The following leads EVs have been interviewed as part of this review:

- City and Guilds
- EDI
- SQA.

Consultation with BAMA candidates

As part of an ongoing process the CFA disseminates candidate satisfaction questionnaires to all graduates of the BAMA framework.

These questionnaires have been designed to identify if the content of the BAMA framework covers the work of a Business Administrator and if the framework supports the candidates to develop the skills they need to become a competent administrator and an effective team member.

NOS Incremental Change Consultation

The CFA carried out an e-consultation with employers and key stakeholders in Scotland during 2006 as part of the incremental review of the Business & Administration National Occupational Standards (NOS).

The majority of employers and key stakeholders agreed with the recommended changes to the Business & Administration NOS and these changes were implemented into Business & Administration SVQ/NVQ qualifications from the 1st of August 2007.

Training Providers and Key Stakeholders that took part in the BAMA Review Consultations

Name of Organisation	Completed BAMA Consultation	Attended BAMA Workshop	Completed BAMA Telephone Interview	2006/07 NOS Incremental Change Consultation
Angus Council Training Services	Yes	Yes		Yes
Argyll Training				Yes
Banff and Buchan College				Yes
City and Guilds (Awarding Body)			Yes	
Clackmannanshire Council – Training and Learning Centre		Yes		
DGM Training Consultants		Yes		
Dumfries and Galloway Council				Yes
Dundee College		Yes		
East Renfrewshire Council		Yes		
EDI (Awarding Body)			Yes	
Edinburgh Chamber of Commerce		Yes		
Fife Council	Yes			
Glasgow City Council	Yes			
Glasgow North Regeneration Agency		Yes		
Highland Council				Yes
Hodgins Smith (CDM) Ltd	Yes			
Holistic Training	Yes			
ITCA Ltd	Yes	Yes		Yes
ITP Solutions Ltd	Yes		Yes	
James Watt College	Yes			
JHP Training Ayr		Yes		
Mettech UK				Yes
Microcom Training Inverness			Yes	
Microcom Training Ltd				Yes
Minerva People Ltd	Yes	Yes		Yes
Motherwell College		Yes		
Muir Slicer Associates Ltd	Yes	Yes		
North Ayrshire Council				Yes
Paisley and Johnstone Training Group Ltd	Yes			
Perth College				Yes
Perth and Kinross Council		Yes		
RTL Training		Yes		
R.T. Resources Ltd	Yes			

Name of Organisation	Completed BAMA Consultation	Attended BAMA Workshop	Completed BAMA Telephone Interview	2006/07 NOS Incremental Change Consultation
South Lanarkshire Council				Yes
SQA (Awarding Body)			Yes	Yes
Standard Life				Yes
The Scottish Government	Yes			
The Tell Organisation				Yes
University of Glasgow	Yes			Yes
University of Strathclyde	Yes			
West Dunbartonshire Council		Yes		

14 Career progression

Following the completion of the Modern Apprenticeship, candidates should be able to achieve positions in areas such as:

Progression routes from the BAMA framework could include:

- SVQ 4 in Business & Administration
- SVQ 4 in another cross sector area such as Management
- Business related HNCs (SCFQ Level 7)
- Business related HNDs (SCQF Level 8) with possible progression to a full Honours Degree
- Professional qualifications (SCQF Level 7 and above).

The main professional bodies that serve the needs of Business Administrators are:

- Institute of Administrative Management (IAM)
- Institute of Chartered Secretaries and Administrators (ICSA).

There are also a number of professional bodies offering qualifications for specialist administrators and these are:

- Association of Medical Secretaries and Receptionists
- Association of University Administrators
- Chartered Institute of Management
- Chartered Institute of Personnel and Development
- Institute of Agricultural Secretaries and Administrators
- Institute of Legal Executives
- The Paralegal Association.

Appendices

Appendix 1

Stakeholder Responsibilities

Many organisations and individuals share the responsibility for ensuring that the Modern Apprenticeship programme is implemented to the highest possible standard. They include:

- Sector Skills Bodies (SSBs)
- Enterprise Networks and Local Enterprise Companies (LECs)
- Awarding bodies
- Training Providers
- Modern Apprentice Implementation Group (MAIG)
- Careers Scotland
- Employers
- Modern Apprentices

Role of the Sector Skills Bodies

SSBs are responsible for developing Modern Apprenticeship Frameworks and are required to work with employers in their sectors to ensure that all Frameworks meet the needs of employers in their sectors.

For details on your sector's SSB visit www.ssascot.org.uk

Role of the Enterprise Networks and Local Enterprise Companies (LECs)

Financial support to assist with the training of Modern Apprenticeships in Scotland is administered in each area by the appropriate Local Enterprise Company (LEC). Organisations should contact their LEC to discuss financial support.

Further information is available from www.modernapprenticeships.com

Role of the awarding bodies

A significant proportion of the Modern Apprenticeship is based on the assessment of the apprentice against SVQs or SVQ units. These qualifications are accredited by the Scottish Qualifications Authority (SQA) and the Qualifications and Curriculum Authority and are offered by Awarding Bodies.

It is the responsibility of the Awarding Bodies to ensure that centres are approved, that assessors and verifiers are suitably qualified, trained and monitored, and that all of the assessment criteria of the SVQs and SVQ units are fully met.

Role of the Training Provider

The role of the training provider is important to the success of the Modern Apprenticeship. A training provider can be a further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

Training Providers are responsible for:

- Confirming an appropriate MA programme for candidates
- Agreeing the training needs of the candidates
- Agreeing roles and responsibilities for on the job training

- Agreeing where off the job training will be required and defining roles and responsibilities for this with relevant parties
- Ensuring trainee/candidate has access to the best quality training opportunities available
- Ensuring that the Modern Apprentices and employers fully understands the principles and processes of competence-based assessment
- Registering of MA candidates with the relevant SSB (and LEC if appropriate).
- Compiling and agreeing assessment schedules/assessment plans
- Judging performance evidence
- Completing assessment records
- Reviewing candidates progress at regular intervals
- Submitting records and evidence for moderation
- Advising the Modern Apprentice who to approach for support, advice, encouragement and in case of complaint

Role of MAG

MAG is an independent group drawn from key stakeholders involved in the management and delivery of the Modern Apprenticeship programme in Scotland.

MAG is responsible for:

- Approval and re-approval of MA Frameworks
- De-approval of MA Frameworks
- Overseeing the generic marketing thrust of the MA programme in Scotland
- Encouraging best practice across MA Frameworks and sectors

Role of Careers Scotland

Careers Scotland provides advice and guidance to individuals on the range of Modern Apprenticeships and training providers available. Individuals are signposted to opportunity providers who offer training in the vocational area of interest.

Careers Scotland is responsible for:

- Supporting the Modern Apprentice with ongoing Career Planning advice
- Signposting candidates to suitable vacancies
- Promoting the Modern Apprenticeship route on Careers Scotland website
- Facilitating recruitment events that bring together job seekers and opportunity providers

Role of the Employer

Employer's responsibilities include:

- Paying new Modern Apprentices in accordance with the company's policy and in line with current legislation
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and define roles and responsibilities for this with relevant parties
- Highlighting opportunities for the Modern Apprentice to demonstrate competence
- Meeting with Trainers, Assessors, Verifiers and the Modern Apprentices to review progress
- Witnessing candidate performance and verify evidence
- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Providing the experience, facilities and training necessary to achieve the outcomes of the training plan.
- Supporting and encouraging Modern Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern Apprentices.

Role of the Modern Apprentice

Modern Apprentices have the same responsibilities to their employer as any other employee. In addition they have a range of commitments to their training programme.

Modern Apprentices' responsibilities include:

- Observing the company's terms and conditions of employment
- Agreeing a training/development plan with all parties involved
- Undertaking development in line with agreed training plan
- Attending meetings with trainers, assessors and verifiers as required
- Attending college/off-the-job training where required
- Providing evidence of competence
- Developing a collection of evidence (portfolio) and retain ownership of this throughout
- Behaving in a professional manner throughout

Appendix 2

Modern Apprenticeship Centres (MACs)

Modern Apprentices may only be registered through organisations approved by the SSB to deliver this Framework. Such approved organisations are called Modern Apprenticeship Centres (MACs)

The MAC may be the employer of the apprentice or a separate organisation such as a training provider, College of FE, or similar.

In order to be approved, organisations must make a formal application to the SSB, seeking approval and establishing that the centre satisfies the following criteria:

Either

1 be approved by an appropriate Awarding Body as a centre for the assessment of the relevant SVQ(s) at level 3 (and Scottish Core Skills if these are being separately certificated)

or

2 be capable of demonstrating a contractual relationship with another approved centre for the assessment of those units for which the MAC does not have approval from an appropriate Awarding Body.

In addition

Organisations that have contracts with the Enterprise Networks for the delivery of Modern Apprenticeships must have Scottish Quality Management System (SQMS) accreditation (or be prepared to work towards accreditation) or other quality system accepted by the Enterprise Networks. Organisations that are privately funding their Modern Apprenticeship programme are actively encouraged to seek SQMS accreditation, or other quality assurance system as agreed with the SSB.

The SSB will maintain a database of MACs for the delivery of the Framework within Scotland, which will be available to employers and others.

Organisations wishing to become MACs who have yet to obtain the necessary Awarding Body approval for assessment should first contact the Awarding Body direct.

Organisations wishing to be accredited with SQMS (or other appropriate quality system) should contact their LEC.

In addition to the assessment of the Modern Apprentice against the relevant standards set by the selected Framework outcomes, the MAC has responsibility for:

- Entering into a formal training agreement with the employer and Modern Apprentice
- Registering Modern Apprentices as candidates for the relevant SVQ(s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSB
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSB of any material alterations to Modern Apprentices' training plans or desired changes to the selected Framework outcomes.

Appendix 3



MODERN APPRENTICESHIP SAMPLE TRAINING AGREEMENT

This Training Agreement is entered into by:

Name of Employer:	
Name of Modern Apprentice:	
Name of Modern Apprenticeship Centre:	

The **Employer's responsibilities** are to:

- 1 employ the modern apprentice subject to the employer's usual terms and conditions of employment;
- 2 provide the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice's personal training plan;
- 3 pay the modern apprentice an agreed salary which reflects the obligations of the employer and the opportunities for the apprentice;
- 4 in the event of the employer becoming unable to retain the modern apprentice after completion of the apprenticeship, to use reasonable endeavours to secure employment elsewhere;
- 5 in the event of the apprenticeship being terminated prematurely by either the employer or modern apprentice for any reason other than dismissal for unsatisfactory performance or misconduct, to use reasonable endeavours to secure employment and continuation of this apprenticeship elsewhere;
- 6 operate a formal Health and Safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the modern apprentice; and
- 7 operate an Equal Opportunities policy which meets all legal requirements.

The **Modern Apprentice's responsibilities** are to:

- 1 work for the employer in accordance with the agreed terms and conditions of employment;
- 2 undertake training, attend courses if required, keep records, and take assessments to be determined by the employer and/or Modern Apprenticeship Centre, and carry out such work as may be required in order to achieve the selected Framework outcomes specified in the apprentice's personal training plan;
- 3 be diligent, punctual, behave in a responsible manner and in accordance with the requirements of Health and Safety legislation relating to the apprentice's responsibilities as an individual; and
- 4 promote at all times the employer's best interests.

The **Modern Apprenticeship Centre's responsibilities** are to:

- 1 agree the content of the modern apprentice's personal training plan as confirming that the selected Framework outcomes and training plans meet the criteria of this modern apprenticeship
- 2 contract with the employer to provide the training and assessment necessary to enable the modern apprentice to achieve the selected Framework outcomes specified in the apprentice's personal training plan; and
- 3 use its best endeavours to ensure that the employer provides the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice's personal training plan.

This agreement to be signed by all parties:

Employer		Date:
Modern Apprentice <i>(or Parent/Guardian, if under 18)</i>		Date:
Modern Apprenticeship Centre		Date:



MODERN APPRENTICESHIP TRAINING PLAN

The Modern Apprenticeship Centre

Name:
Address:
Telephone:
Contact:

The Modern Apprentice

Full name:
Home address:
Work address:
Date of birth:

The Employer

Name:
Address:
Telephone:
Contact:

The Local Enterprise Company *(if applicable)*

Name:
Address:
Telephone:
Contact:

Framework selected outcomes

Mandatory outcomes

SVQ level 3		
301	Carry out your responsibilities at work	Level 3
302	Work within your business environment	Level 3
	To achieve the Business & Administration SVQ 3, the two core units above and four optional units must be completed. At least three optional units must be chosen from group B. There are 11 optional units in group A and 30 optional units in group B. The Level 3 Business & Administration SVQ/NVQ qualification structure listing all the optional units is available in appendix 4.	
Enhancements (if applicable)		
1	At least one separately certificated outcome chosen from a list provided by the CFA	

Core Skills (Include details of the minimum level required)		
1	Communication	Intermediate 1
2	Working with others	Intermediate 1
3	Numeracy	Intermediate 1
4	Information technology	Intermediate 1
5	Problem Solving	Intermediate 1

Summary of Modern Apprentices accredited prior learning

If you require assistance in completing this form, please contact:

Skills CFA
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 London
 SE1 0LH