



A

MODERN APPRENTICESHIP

in

Business & Administration Level 4

FRAMEWORK DOCUMENT
FOR
SCOTLAND

CfA Business Skills @ Work

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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 Councils (SSCs). SSCs 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 are all designed to deliver a training package around a minimum standard of competence defined by employers through SSCs. They all contain the same 3 basic criteria:

- A relevant SVQ (or alternative competency based qualifications)
- Core Skills
- Industry specific training

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

The Modern Apprenticeships in Business and Administration Level 4

As the new Pan Sector Standard Setting Organisation (SSO), CfA Business Skills @ Work is expanding its current modern apprenticeship provision in Scotland with the development of a new framework, Business & Administration Level 4. Currently CfA Business Skills @ Work has two Modern Apprenticeship frameworks in Business & Administration approved for use in Scotland. These frameworks are at level 2 (BAMA 2) and level 3 (BAMA 3). BAMA 2 was launched in February 2010 to replace the Skillseekers programme with the aim of providing a coherent pathway through the MA route. There are 89 training providers registered for BAMA 3 and 72 for BAMA 2.

This proposal is for a level 4 framework (BAMA 4) which will address skills gaps and skills shortages in administration for Scottish employers and will provide a progression route for those who successfully complete BAMA 3. It also provides an alternative to full- or part-time study leading to Higher National and ordinary degree qualifications. With the availability of a higher-level apprenticeship route Scottish BAMA 3 apprentices will have the opportunity to build on their previously acquired technical skills and competences by adding strategic skills at Level 4.

Administration accounts for 13% of all vacancies in Scotland during the time of the *Skills in Scotland (2008)* survey. 34% of administration vacancies are hard to fill and this is lower than the proportion of all vacancies that are hard-to-fill (50%). However, the proportion of all vacancies of hard-to-fill positions that are down to skill shortages is higher in administration than in Scotland overall - 71% compared to 47%. As a proportion of all vacancies rather than hard-to-fill vacancies, skills shortages in administration is equal to Scotland’s overall number of skill shortage vacancies (SSVs).

There is currently no research available on the extent to which a lack of Business & Administration skills contributes to SSVs in different occupational sectors.

In 2007, there were 350,000 individuals employed in administrative and secretarial roles in Scotland, accounting for 13% of the working population. In 2017 this is predicted to increase to 355,000, representing a 1% percentage change, and still accounting for 13% of the working population in Scotland.

Table 1: Projected total net demand for administrative and secretarial staff in Scotland, 2007-2017

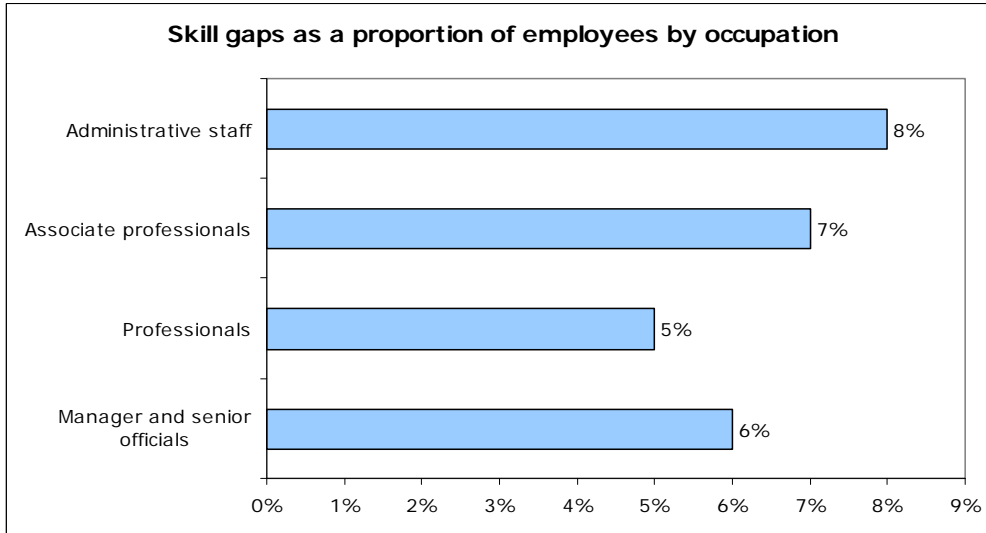
	Total employment				
	2007	2017	Expansion demand	Replacement demand	Job openings (2017)
<i>Administrative & Secretarial</i>	350,000	355,000	4,000	135,000	140,000
<i>Administrative & Secretarial as % of all occupations</i>	13%	13%	5%	15%	14%
<i>All occupations</i>	2,628,000	2,712,000	84,000	922,000	1,006,000

Source: *Futureskills Scotland: Labour Market Projections 2007 to 2017 (2007).*

The slight predicted growth in the size of the administrative and secretarial market combined with the replacement demand means that administrative and secretarial occupations shall require 140,000 new entrants into the area by 2017. This is set to represent 14% of all job openings in Scotland.

In 2008, the skill gap rate for administrative staff was 8% (see Figure 1 below).

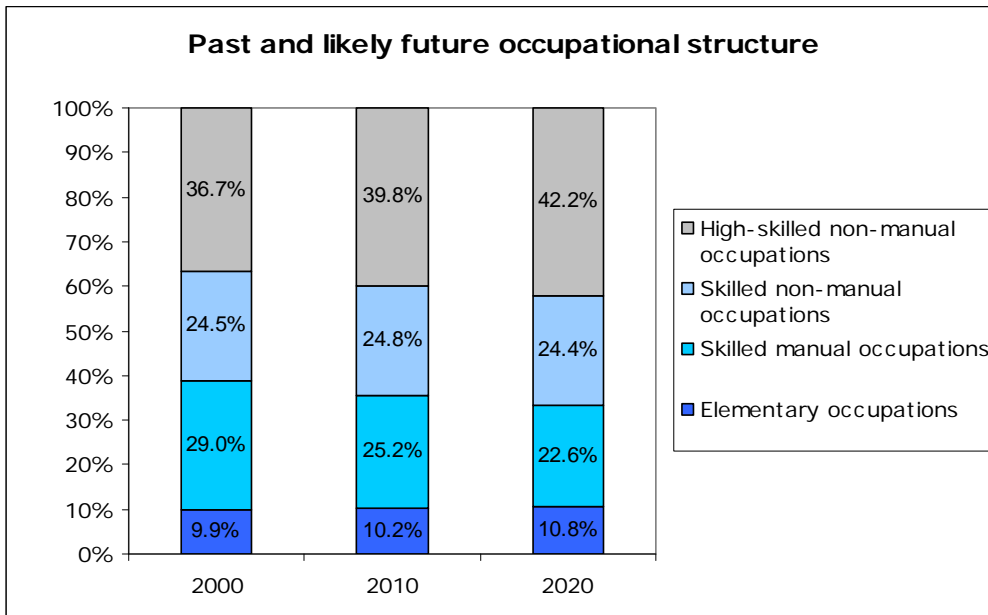
Figure 1: Skill gaps as a proportion of employees by occupation



Source: Futureskills Scotland: Skills in Scotland 2008 (2009)

It is anticipated that there will be continued growth in demand for many occupations which require high and medium level skills as well as for some which require lower skills.

Figure 2: Past and likely future occupational structures



Source: CEDEFOP: Skills supply and demand in Europe – medium term forecast up to 2020 (2010)

Almost 40% of people who are currently employed in higher-level jobs such as management, professional work or technical work expect to experience increased demand over the next decade, reaching just over 42% by 2020.

Administration and secretarial occupations are set to increase by 1% creating 4,000 new jobs openings by 2017. While this growth is not significant, it is predicted that job openings in admin and secretarial occupations will be among the greatest number (140,000) of occupations who will be advertising for jobs in 2017.

This level 4 Modern Apprenticeship provides one route for addressing these skills shortages and skills gaps for administration professionals, while also providing a progression route for candidates who have completed BAMA 3.

In the consultation on the BAMA 4 framework, respondents were asked to indicate the number of apprentices for Business & Administration they anticipated to enrol for a Level 4 qualification. Of the 33 responses a total of 147 BAMA Level 4 apprentices were anticipated to enrol on to the framework. The highest number of Level 4 candidates (50-60) were anticipated from global management consulting, technology services and outsourcing company. Generally, providers felt that the number of Level 4 apprentices would depend on funding and current university policies.

Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Business & Administration Level 4

Mandatory outcomes

SVQ or alternative competency based qualification -
the following SVQ must be achieved:

Business & Administration SVQ 4 GA4N 24 (C&G)

Or

Business & Administration SVQ 4 GA47 24 (EDI)

Or

Business & Administration SVQ 4 GA3Y 24 (SQA)

Core Skills

- Communication at SCQF 6
- Working With Others at SCQF 6
- Problem Solving at SCQF 6
- Information Technology at SCQF 6
- Numeracy at SCQF 6

Numeracy and ICT require to be separately certificated.

Mandatory Enhancement

Additional S\NVQ Units/Qualifications/Training

ONE mandatory enhancement must be achieved.

This is one unit from an SVQ at level 4 or 5 which is relevant to the apprentice's job role

The Framework

The mandatory and optional content of the Modern Apprenticeship in Business and Administration Level 4 is:

Mandatory Outcomes

SVQ

Each apprentice is required to achieve the following SVQ:

- Business & Administration Level 4 GA4N 24 (C&G)
- Business & Administration Level 4 GA47 24 (EDI)
- Business & Administration Level 4 GA3Y 24 (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 a job down 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 needed to do their job. All Scottish Modern Apprenticeships must contain a relevant SVQ or equivalent qualification.

Core Skills

Each apprentice is required to achieve the following core skills:

- Communication at SCQF 6
- Information Technology at SCQF 6
- Numeracy at SCQF 6
- Problem Solving at SCQF 6
- Working With Others at SCQF 6

Numeracy and ICT require to be separately certificated.

Reference numbers for the workplace core skills are shown in the table.

Table 2: Reference codes for workplace core skills

Core skill	SCQF Level	Reference Code
Communication	6	F42804
Information Technology	6	F42G04
Numeracy	6	F42C04
Problem Solving	6	F42L04
Working with Others	6	F42R04

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 the year 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.

Enhancement

ONE mandatory enhancement must be achieved.

This is one unit from an SVQ at level 4 or 5 which is relevant to the apprentice's job role.

Registration and certification

This Scottish Modern Apprenticeship is managed by the CfA Business Skills @ Work. The SSO is the first point of contact in Scotland for any enquiries in relation to the Framework. Contact details:

CfA Business Skills @ Work
6 Graphite Square
Vauxhall Walk,
London
SE11 5EE
T: 020 7091 9620
Email: info@cfa.uk.com
apprenticeships@cfa.uk.com
Website: www.cfa.uk.com

The SSO will register all Scottish Modern Apprentices undertaking this Framework. **All Modern Apprentices must be registered with the SSO 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 or completing the online registration system (MA Online, www.maonline.org.uk). In the case of MAs which receive funding it is acceptable for the Skills Development Scotland Training Plan to be used on the condition that it includes all relevant information as set out in the MA Training Plan.

The SSO 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, training providers must submit evidence to the SSO 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 SSO at the address above.

SSO Service level

The SSO 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 SSO 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.

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 Grades, Intermediate Grades and Highers, employers should also be aware of newer vocational qualifications or vocational activity undertaken outwith an academic institutions, such as volunteering activity. Apprentices already employed in the logistics sector may already have achieved an SVQ.
- 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 the SSO for advice and guidance on recruitment and selection.

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 to undertake the Modern Apprenticeship.

All MAs supported by Skills Development Scotland must conform to any contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

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 Skills Development Scotland will be required to satisfy the adequacy of SDS's Health and Safety policy and systems.

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 SSO Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 3 SSO Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by a SDS area office, the SDS 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 SSO is notified of any changes.

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.**

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.

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 a consortium 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 workplace. 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.

Providers who have candidates on Business & Administration frameworks at Levels 2 and 3 as of January 2011 are:

Level 2 Registered Centres	Level 3 Registered Centres
Aberdeen & Grampian Chamber of Commerce	Aberdeen & Grampian Chamber of Commerce
AD Services Scotland Ltd	AD Services Scotland Ltd
Angel Training	Angel Training
Angus College	Angus College
Angus Council Training Services	Angus Council Training Services
Anniesland College	Anniesland College
Ardlin Training	Ardlin Training
Argyll Training	Argyll Training
Borders College	Banff & Buchan College
Builders Merchants Federation	Borders College
Carnegie College	British Gas
CBT LTD	Builders Merchants Federation
Clackmannanshire Training & Learning Centre	Capita Group Plc
Clydebank College	Carnegie College
Comhairle Nan Eilean Siar	CBT LTD
Crawley Consultants	Clackmannanshire Council
Cumbernauld College	Clydebank College
Customised Training & HR Services Ltd	Comhairle Nan Eilean Siar
DGM Training Consultants	Cothrom Ltd
Dumfries & Galloway College	Crawley Consultants
Dumfries & Galloway Council	Cumbernauld College
Dundee College	Customised Training & HR Services Ltd
East Ayrshire Council	DGM Training Consultants
East Renfrewshire Council	Direct Partners Ltd
EKGTA	Dumfries & Galloway College
Forte Business Consultants Ltd	Dumfries & Galloway Council
Forth Valley College	Dundee College
Forward Training Partnership Ltd	East Renfrewshire Council
Galloway Training Ltd	EKGTA

Level 2 Registered Centres	Level 3 Registered Centres
Glasgow City Council	Forte Business Consultants
Glasgow Council for the Voluntary Sector (GCVS)	Forth Valley College
Glasgow North Regeneration Agency	Forward Training Partnership Ltd
Glasgow South West Regeneration Agency	Glasgow City Council
Go@I Training	Glasgow North Regeneration Agency
Hodgins Smith (CDM) Ltd	Glasgow South West Regeneration Agency
Intraining Group Ltd	Go@I Training
Inverclyde Council	GTG Training
ITCA Ltd	Hodgins Smith (CDM) Ltd
ITEC Intergrations Ltd	IBM UK Ltd
ITP Training Ltd	Intraining Group
James Watt College	Inverclyde Council
JB Management LTD	ITCA Ltd
JHP Training Scotland West	ITEC Integration Ltd
Life Skills Central	ITP Training Ltd
Lochaber College UHI	James Watt College
MGT Training Ltd	JB Management
MI Technologies Ltd (Scotland)	JHP Training Scotland East
Microcom Training	JHP Training Scotland West
Minerva People Ltd	Life Skills Central
Motherwell College	Lochaber College UHI
NHS Greater Glasgow and Clyde	MetTECH UK
North Ayrshire Council	MI Technologies Ltd (Scotland)
Oaks Training & Development Ltd	Microcom Training
Perth & Kinross Council	Minerva People
Polaris Learning Ltd	Moray Council (Moray Training)
Protocol Skills	Motherwell College
Quest Scotland Ltd	MRM Training & Recruitment Ltd
Recruitment Training - Edinburgh Ltd	Muir Slicer Associates Ltd
Rewards TRC (Scotland)	North Ayrshire Council
RT Resources Ltd	Oaks Training and Development Ltd
Shetland College	Perth & Kinross Council
South Ayrshire Council	Peterhead & District Group Training Ltd
South Lanarkshire College	Polaris Learning Ltd
South Lanarkshire Council	Protocol Skills
Success Training Scotland Ltd	Quest (Scotland) LTD
Talent Training	Recruitment Training (Edinburgh) Ltd
The Tell Organisation Ltd	Reid Kerr College
Training Initiatives	Remit - Scotland
Unique Solutions	Renfrewshire Council
West Dunbartonshire Council Skillseekers	Rewards TRC (Scotland)
West Lothian College	Robson Associates Ltd
XL Training Ltd	RT Resources Ltd
YouTrain Ltd	Scottish Government
	Shetland College
	South Ayrshire Council
	South Lanarkshire College
	South Lanarkshire Council
	Splash Services
	SPX Lagta
	Strathearn Training
	Success Training Scotland Ltd
	The Tell Organisation Ltd

	Training Initiatives
Level 2 Registered Centres	Level 3 Registered Centres
	Unique Solutions
	University Of Glasgow
	University of Strathclyde
	West Dunbartonshire Council Skillseekers
	XL Training Ltd
	You Train Ltd

The SSO 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 A summary of the Modern Apprentices accredited prior learning
- 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 Skills Development Scotland (if the MA is being financially supported)
- 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 SDS area office it is sufficient to submit the Skills Development Scotland Training Plan on condition that it covers the same information required in the MA Training Plan.

Consultation Process

In November and December 2010 the CfA Business Skills @ Work carried out an online consultation to identify the demand for a Business & Administration Modern Apprenticeship at Level 4 (BAMA 4). A total of 48 responses were collected.

Responses were received from the following organisations:

- Aberdeenshire Council
- Accenture (UK) Ltd
- AD Services Scotland Ltd
- Angel Training
- Angus Council Training Services
- Ardlin Training
- Banff and Buchan College
- Barchester Healthcare
- Carnegie College
- CBT Ltd
- City of Glasgow College
- Clydebank College
- DGM Training
- Dumfries & Galloway College
- EDI
- Forward Training Partnership LTD
- Glasgow North Regeneration Agency
- ITCA Ltd

- ITP Training Ltd
- James Watt College
- Minerva People Ltd
- Motherwell College
- Muir Slicer Associates Ltd
- NHS 24
- NHS Dumfries and Galloway
- NHS Greater Glasgow and Clyde
- Oaks Training & Development Ltd
- Perth and Kinross Council
- Perth College
- Quest (Scotland) Ltd
- Reid Kerr College
- Rewards TRC
- RTL
- Siemens plc
- South Ayrshire Council
- The Tell Organisation
- University of Strathclyde
- Various
- West Dunbartonshire Council
- West Lothian College
- You Train.

The breakdown of responses over the types of organisations was:

- Training Providers (39%)
- Colleges (23.9%)
- Public Sector employers (21.7%) (This includes Local Authorities and the NHS)
- Private Sector employers with 13% (private sector training providers)
- Universities (2.2%)
- Other (13%) (This included NHS Health Board, Private sector training provider and Local Authorities)

The highest number of responses was made by organisations with over 250 employees with 54.3% of responses followed by 28.3% from organisations with 6-50 employees and 13% from micro organisations with 1-5 employees. Only 4.3% answered from the Small to Medium Enterprise category.

Respondents to the survey had a total of 677 apprentices for BAMA Level 2 and 3 currently registered and in training across 38 training organisations (January 2011). This accounts for 44.7% of all BAMA apprentices at Level 2 and Level 3. This means that this consultation had responses from organisations representing almost half of the BAMA 2 and BAMA 3 take-up.

A total of 202 employers are currently registered across 29 training providers. The majority of employers are registered with private training organisations.

Outcome of Consultation

High levels of agreement on the content of the apprenticeship were found through the consultation.

Core Skills

Respondents were asked to indicate which level of core skill was suitable for the BAMA 4 framework. A total of 39 organisations responded Table 8 summarises their responses. The overwhelming majority felt that SCQF 6 was the appropriate level.

Table 3: Recommendations for core skill level

Core skill	SCQF 3	SCQF 4	SCQF 5	SCQF 6
Communication	1	4	4	30
Numeracy	1	4	8	25
ICT	1	3	5	29
Problem Solving	1	4	5	28
Working with Others	1	3	3	30

Mandatory Enhancements

Respondents were asked whether there should be any mandatory enhancements in the BAMA4 framework. 84.2% of respondent's recommended ONE enhancement and 15.8% said no enhancements to be included in the framework.

The CfA Business Skills @ Work had suggested that the enhancement should be one additional unit from the SVQ Business & Administration Level 4 or above that is relevant to the apprentice's job role. 73.7% agreed with this and 26.3% did not agree.

Career progression

Following the completion of the Modern Apprenticeship, candidates should be able to achieve positions such as (based on job title):

- Administration Manager
- Executive Officer
- Office Manager
- Office Supervisor
- Personal Assistant (PA)
- Secretary
- Senior Secretary

Apprentices may also proceed to higher level business qualifications, such as degrees, HNDs, HNCs and professional qualifications in Business or Management at Levels 4 and above.

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:

- Awarding Bodies
- Employers
- Modern Apprentices
- Modern Apprenticeship Group (MAG)
- Sector Skills Councils/Standard Setting Organisations (SSCs/SSOs)
- Skills Development Scotland
- Training Providers

Role of the Sector Skills Councils/Standard Setting Organisations (SSCs/SSOs)

SSCs/SSOs 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 SSC visit www.SSCalliance.org.uk

Role of Skills Development Scotland

MA frameworks are used by employers as part of their workforce development to train new employees and up-skill existing members of staff. They can be (and often are) used regardless of whether financial support is available from the delivery body who currently provides a 'contribution' towards the cost of delivery. However, only approved MA Frameworks will be eligible for funding support from Skills Development Scotland who should be contacted to establish the availability and level of support for each MA Framework.

Further information is available from www.modernapprenticeships.com

Skills Development Scotland, under the Careers Scotland brand, 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 areas of interest.

Responsibilities include:

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

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 SQA Accreditation Regulator 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 understand the principles and processes of competence-based assessment
- Registering of MA candidates with the relevant SSO (and Skills Development Scotland 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 Modern Apprenticeship Group (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 the Employer

Employers' responsibilities include:

- Paying all Modern Apprentices in accordance with company 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 verifying evidence
- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Ensuring 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 SSO 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, further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

In order to be approved, organisations must make a formal application to the SSO, 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 S/NVQ(s) (and 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

The SSO 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 Skills Development Scotland.

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 S/NVQ(s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSO
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSO 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:

Mandatory outcomes

SVQ Level 4 Business administration <i>(List mandatory and optional units)</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
Enhancement <i>(Please give details)</i>				
Core Skills		Tick units being undertaken	SCQF Level	SCQF Credit Points
1	Communication		6	
2	Working with others		6	
3	Numeracy		6	
4	Information technology		6	
5	Problem Solving		6	

Optional outcomes

Additional units (if any) <i>These are optional and should reflect the individual training needs of the Apprentice (Please specify unit(s))</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points

Summary of Modern Apprentices accredited prior learning:

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

Named person?

CfA Business Skills @ Work

6 Graphite Square

Vauxhall Walk,

London

SE11 5EE

T: 020 7091 9620

Email: info@cfa.uk.com ?other e-mail

www.cfa.uk.com