



A

MODERN APPRENTICESHIP

IN

TRAVEL SERVICES at SCQF 5

FRAMEWORK DOCUMENT
FOR
SCOTLAND

People 1st

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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. All Modern Apprentices must have a demonstrable need to acquire significant new knowledge and skills to fulfil their job role. The modern apprenticeship framework selected for the employee must be the most appropriate learning programme generally available to that individual, providing such knowledge and skills.

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. There are four different levels of Apprenticeship in Scotland: SCQF 5 (SVQ 2), SCQF 6/7 (SVQ 3), SCQF 8/9 (SVQ 4) and SCQF 10 (SVQ 5). 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.

Modern Apprenticeships in Travel Services

The Travel Services Sector employs over 100,000 people across the whole UK with a majority of the workforce being employed by a few large companies. The number has been fairly consistent over the last 10 years despite dips within the economy and high profile mergers. There are many small independent operators but workforce numbers in these are low. The industry is adaptable and workforce numbers are forecasted to remain stable.

In Scotland the workforce has grown over the last few years to nearly 6000¹. There are estimated to be around 350 businesses, many own multi-business sites but there are also many independent businesses with 1-5 'shops'. Although the market is dominated by the big companies one of the characteristic features of the Scottish market is the local high street independent travel agencies. The majority of these are represented by the professional body Scottish Passenger Authority Association [SPAA].

There are two main parts to the travel industry structure; retail travel services; and tour operators. This MA Framework covers retail travel services roles.

A description of Retail Travel Services

The retail travel services industry covers a wide range of leisure and business travel, online travel services, call centres, high street travel agencies, home-based travel consultants and travel services. They give advice and sell and administer holidays and other travel products for tour operators and transport services such as airlines, ferries and trains. They provide the link between the customer and the tour operator or travel supplier. Travel agencies get their income from the percentage commission they receive from tour operators. In addition to selling holidays and travel products they also provide travel services such as supplying foreign exchange, insurance and offering visa advice. The retail travel industry can be split in a number of ways with the main distinction being between leisure travel agencies and business travel agencies [although some may cater for both]. Some agencies also specialise in particular types of holidays ie Saga holidays for the over 50s or Trailfinders for long haul.

The industry can also be split by its distribution channels which include agencies on the high street, online travel agencies, call centres and home based travel consultants. Most high street travel agencies also operate through the internet or call centres.

¹ Labour Force Survey 2014 ONS/People1st

Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Travel Services at SVQ 2

Duration

This Modern Apprenticeship in Travel Services takes a minimum of 12 months to complete depending on the job role and the tasks that a candidate undertakes.

Mandatory outcomes

SVQ or alternative competency based qualification

- *the following SVQ must be achieved:*

- SVQ 2 in Travel Services (Leisure and Business) at SCQF level 5

Core Skills

- All 5 core skills must be separately certificated

- Communication (SCQF level 4)
- Working With Others (SCQF level 4)
- Problem Solving (SCQF level 4)
- Information and Communication Technology (SCQF level 3)
- Numeracy (SCQF level 4)

Enhancements

None Required

Optional Outcomes

Additional SVQ Units/Qualifications/Training

None Required

The Framework

Duration

It is expected that apprentices following this framework will take a minimum of 12 months to complete. This includes any off-the-job training.

Mandatory Outcomes

SVQ(s)/ CBQs

Each apprentice is required to achieve the following Qualification:

Pathway Titles	VQ Number	Lapsing Date	SCQF Points	Credit	Awarding Body/s
SVQ2 in Travel Services (Leisure & Business) at SCQF Level 5	GL1Y 22	30/3/21	Min 29 Max 49		City and Guilds

All Scottish Modern Apprenticeships must contain a relevant Scottish Vocational Qualifications (SVQs) or Competency Based Qualifications (CBQs). SVQs and CBQs are work-based qualifications based on National Occupational Standards of competence drawn up by representatives from each industry sector. They are made up of units – normally between six and ten – which break a job down into separate functions reflecting the different kind of activities of a job. SVQs and CBQs are available at a range of levels – although most are at SCQF Levels 5, 6 and 7 (SVQ Level 2 and 3). When someone has achieved an SVQ or CBQ, there is a guarantee that they have the skills and knowledge needed to do their job.

Core Skills

Each apprentice is required to achieve the following core skills:

Communication [F42604]	(SCQF level 4)
Working with others [F42N04]	(SCQF level 4)
Problem Solving [F42J04]	(SCQF level 4)
Information Technology [F42D04]	(SCQF level 3)
Numeracy [F42A04]	(SCQF level 4)

All core skills must be separately certificated

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.

Enhancements

None Required

Optional Outcomes

None Required

Registration and certification

This Scottish Modern Apprenticeship is managed by People 1st. The SSC is the first point of contact in Scotland for any enquiries in relation to the Framework. Contact details:

Lorraine Birrell
People 1st

Lorraine.birrell@people1st.co.uk

Mobile: 07920 087594

The SSC will register all Scottish Modern Apprentices undertaking this Framework. **All Modern Apprentices must be registered with the SSC within 4 weeks of starting their apprenticeship.**

Registration can be made by 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 SSC 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 SSC 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 SSC at the address above.

SSC Service level

The SSC undertakes to confirm the registration of candidates in writing within 4 weeks of receipt of the relevant Training Plan and Training Agreement. Each candidate will be issued with a unique registration number.

The SSC 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 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 the SSC 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. SSC Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities. A sample SSC Training Agreement is set out in Appendix 3.

3. SSC Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by SDS, the SDS Training Plan will be sufficient on condition that it contains all relevant information as set out in the Sample Training Plan at Appendix 3. Training Plans may be modified to reflect changing circumstances; however it is essential that the SSC 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.**

All Modern Apprentices must have a demonstrable need to acquire **significant new knowledge and skills** to fulfil their job role. The modern apprenticeship framework selected for the employee must be the most appropriate learning programme generally available to that individual, providing such knowledge and skills.

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.

List of Training Providers

Intraining
LearnDirect
Thomas Cook
TUI/Thomson

Delivery of Training for the Modern Apprenticeship in Travel Services

Work-based training

Delivery and assessment method

The majority of the SVQ units are assessed in the workplace by an assessor observing the performance criteria. Some questioning is allowed or witness testimony however this is generally in areas where generating evidence would be extremely difficult ie problem situations. The delivery of the knowledge and practical application required is the responsibility of the employer and is assumed to be that applicable for the particular job role. The provider will offer advice and guidance to the employer as to what will be required for demonstration of competence. The evidence requirements are laid out in detail within the Evidence Requirements document produced by People 1st for the SVQ. In addition People 1st has developed and implemented an Assessment Strategy which indicates the required level of assessment and verification. This can be found on people 1st website or requested from the MA Administrator in Scotland

Skills required by training providers delivering the training

The skills required by trainers are laid out in People 1st's Assessment Strategy for the sector which can be found on the People 1st website or requested from the MA Administrator in Scotland

Delivery of underpinning knowledge (if no formal off-the job requirement)

The delivery of the knowledge and understanding required by candidates is the responsibility of the employer. The Training provider will offer advice, guidance and support in the implementation of this and illustrate what is required in order for competence to be achieved.

Off-the-job training

Details of off-the-job training (please state if not applicable)

Not Applicable

Delivery and assessment method

Not Applicable

Exemptions

Not Applicable

The SSC 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

People 1st conducted a consultation on the revised SVQ's and MA's from April 2015 to October 2015. This consultation also built on the comprehensive NOS review in 2014 which elicited a substantial amount of feedback for completion of the SVQ and MA changes. The consultation included focus groups, one to one dialogue and online consultation across Scotland.

With the support of ABTA and SPAA, the Awarding bodies and the MA providers the proposed frameworks were circulated to a wide range of travel businesses in Scotland. The large companies such as TUI and Thomas Cook are still firmly in support of the MA Frameworks contributing as they do to their recruitment and career progression strategies.

ABTA and SPAA are the two key travel sector representative bodies in Scotland. Information is circulated to their members through e-bulletins. The membership of SPAA is mostly small independent businesses and ABTA tends to represent larger groups. Between them they cover most of the businesses in the sector.

Consultation with relevant Scottish stakeholders

There are two key independent providers registered as MACs and they deliver Apprenticeships across the whole of the UK as well as Scotland. As MAC's they are involved in People 1st's ongoing CPD programme and are consulted regularly on Apprenticeships. People 1st also consult with the Scottish Training Federation.

In addition Thomas Cook are a registered MAC.

At the People 1st MAC Conferences delegates are encouraged to learn more about the opportunities for increasing capacity within travel provision. They were given information regarding the frameworks, registration and certification and the challenges. There are FE colleges active in delivering courses in Travel and Tourism and these are kept informed with developments such as new NOS and SVQs through their Awarding Bodies. People 1st contribute to the information available from Awarding Bodies. City and Guilds is the only awarding body currently

offering the SVQ2 and SVQ3 in Travel Services.

In addition People 1st sits on SQA qualification design teams for qualifications ie the HNs in Travel and Tourism. This provides a close link with College, schools and employers in the development of qualification pathways.

SDS and People 1st have been working closely on the workforce development needs of the sector through the SIP. People 1st also provide SDS with annual MA demand reports to aid the allocation of correct numbers of funded places and these contain extensive research and consultation.

The Tourism Framework for Change Skills Group is taking forward the ambitious targets for the tourism sector in Scotland and the needs of the travel and tourism services industries is considered as a part of this. People 1st is driving the need for 'fit for purpose' provision and the MA is an integral part of this vision.

Career progression

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

The MA Framework based on SVQ2 offers career choices in Leisure and Business Travel Services. This is the level required for functional or technical competence in travel jobs prior to supervisory roles. Most individuals have obtained general qualifications below this level prior to employment. Generally these have been acquired at school or college and the candidates need some support and development to ensure that they are ready for work and competent in basic functional areas. Employers report that it takes between 18 months and 2 years for college graduates to be vocationally competent.

On completing the MA programme the individual will have proved that they are competent within the route specified. An individual then has a number of opportunities available to them within employment or full/part-time education. These routes are mapped out on the Careers Map found on People 1st's website at www.people1st.co.uk. For example for a home-based travel consultant the next work-based learning opportunity could be the Travel Modern Apprenticeship at SCQF5, or they may choose to go to College full-time and do an HNC in Travel and Tourism. In addition there are specific units or non-accredited provision they could consider such as ICT Training.

The MA Framework based on SVQ3 offers career choices in Leisure and Business Travel Services. This is the level required for supervisory competence in travel jobs both in terms of functionality and knowledge. Most individuals have obtained general qualifications below this level prior to employment and are progressing from the MA at SCQF5. Less than 24 per cent have a degree level qualification.

On completing the MA programme the individual will have proved that they are competent within the route specified. They can then choose to specialise in a specific area of the Sector or to follow higher level education such as a degree or HND. People 1st anecdotal research shows that many stay within the sector due to employer investment in the employee and a clear career route decision.

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 (SSCs)
- Skills Development Scotland
- Training Providers

Role of the Sector Skills Councils

SSCs 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, follow the link to the Federation for Industry Sector Skills and Standards website <http://fisss.org/>.

Role of Skills Development Scotland (SDS)

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: <http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships.aspx>

SDS 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 the Skills Development Scotland 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/ CBQs or SVQ/ CBQ units. These qualifications are accredited by the SQA Accreditation and the Office of the Qualifications and Examinations Regulator (Ofqual) 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/ CBQs and SVQ/CBQ 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 SSC (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 the Modern Apprenticeship Group (MAG)

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

MAG is responsible for:

- Approval and re-approval of Modern Apprenticeship Frameworks
- De-approval of Modern Apprenticeship Frameworks
- Encouraging best practice across Modern Apprenticeship 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 SSC 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 SSC, 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/ CBQ (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 SSC 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 SVQ/ CBQ (s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSC
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSC 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		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:

Skills Development Scotland office

Name:
Address:
Telephone:
Contact:

Framework selected outcomes

Mandatory outcomes

SVQ/ CBQ Level (please identify level) <i>(List mandatory and optional units)</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
SVQ/ CBQ level (please identify level) <i>(List mandatory and optional units)</i>				
Enhancements				

Core Skills <i>(Include details of the minimum level required)</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
1	Communication			
2	Working with others			
3	Numeracy			
4	Information and communication technology			
5	Problem Solving			

Optional outcomes

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

Summary of Modern Apprentice’s accredited prior learning:

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

Lorraine Birrell
People 1st

Lorraine.birrell@people1st.co.uk

Mobile: 07920 087594