



A

MODERN APPRENTICESHIP

IN

Housing Level 3

FRAMEWORK DOCUMENT
FOR
SCOTLAND

Asset Skills

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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.

Modern Apprenticeship in Housing Level 3

Background to the sector

600,000 homes in Scotland, one in four of all homes, are owned and managed by a social housing landlord, either a local authority or a housing association. The housing landlord is responsible for letting the property, maintaining the property and collecting the rent. However, the functions and responsibilities of a social housing landlord extend far beyond these basic functions.

By its very nature, the customers of social housing often have additional circumstances that mean they place additional requirements on the service provider. Primarily, customers of social housing landlords are often on a lower income than other groups that would rent off a private landlord or buy their home. This means that they may require additional advice on benefits entitlement for example. Their rent payment record may be unavoidably inconsistent and therefore require additional resource in terms of ensuring the income stream to the organisation. There may be a whole host of further reasons why an individual or family is less able to access housing in the 'open market' and is engaging with a social landlord, disability, for example. All of these additional challenges mean that the staff of social housing organisations, housing associations and local authority housing departments, require additional and very specific skills.

Social housing providers play a significant and diverse role in the economic and social health of Scotland. They significantly underpin the performance of the economy through the provision and efficient management of housing that is affordable to the whole of the Scottish population and is provided in locations where there is a demand based on employment and other factors. Without the provision and management of 600,000 homes by Scotland's social housing landlords, the economy and society would not be able to function.

All 32 Scottish local authorities have statutory housing functions and staff to fulfil those responsibilities. Most local authorities still own and manage substantial stocks of houses and flats. The other social housing landlords are housing associations, not-for-profit social enterprises. There are approximately 165 housing associations in Scotland, that includes one of the biggest housing employers in Britain, the Wheatley Group including Glasgow Housing Association, but many of these housing associations are relatively small organisations, known as community-based associations. These organisations usually originated in the communities in which they work, having been established by groups of volunteers for the purposes of providing affordable housing in their communities. Despite very changed circumstances in 2013, these organisations largely continue to deliver the functions for which they were first established.

In 2010, it was estimated that the Scottish housing workforce numbered 16,000. It is unlikely that this number has changed markedly since then as the social housing sector tends to be relatively immune to recession. If anything, demand for its services would be seen to increase during times of economic hardship, though of course funding may not.

Key Drivers, Industry Trends and Skills gaps

Social housing organisations are very largely excellent employers with a strong commitment to the development of their staff. Even in recent years, when economic circumstances have been exceptionally tough, housing employers have by and large maintained a commitment to developing their staff.

In the latest LMI research into the housing sector published by Asset Skills (*State of the Nation Report: Scotland*, Asset Skills, 2013), employers were asked what current challenges they faced. Challenges quoted included:

- welfare reform – coping with a potentially reduced income as rent arrears accrue, being called upon to provide additional advice for their customers who find themselves on reduced incomes, taking strategic decisions about their service provision in the light of changes to welfare provision;
- staffing – housing in Scotland has an ageing workforce, as the chart, overleaf, demonstrates. Only 8% of staff working in housing are aged 20 – 29, compared to 16% and 20% respectively in England and Wales, whilst 35% are over the age of 50. With many housing employers having undertaken cost-cutting redundancy and/or vacant post-freezing approaches to staffing, this has exacerbated the challenge of the age profile of the workforce. There has also developed an issue of replacing the substantial knowledge and experience lost as longstanding staff members accept,

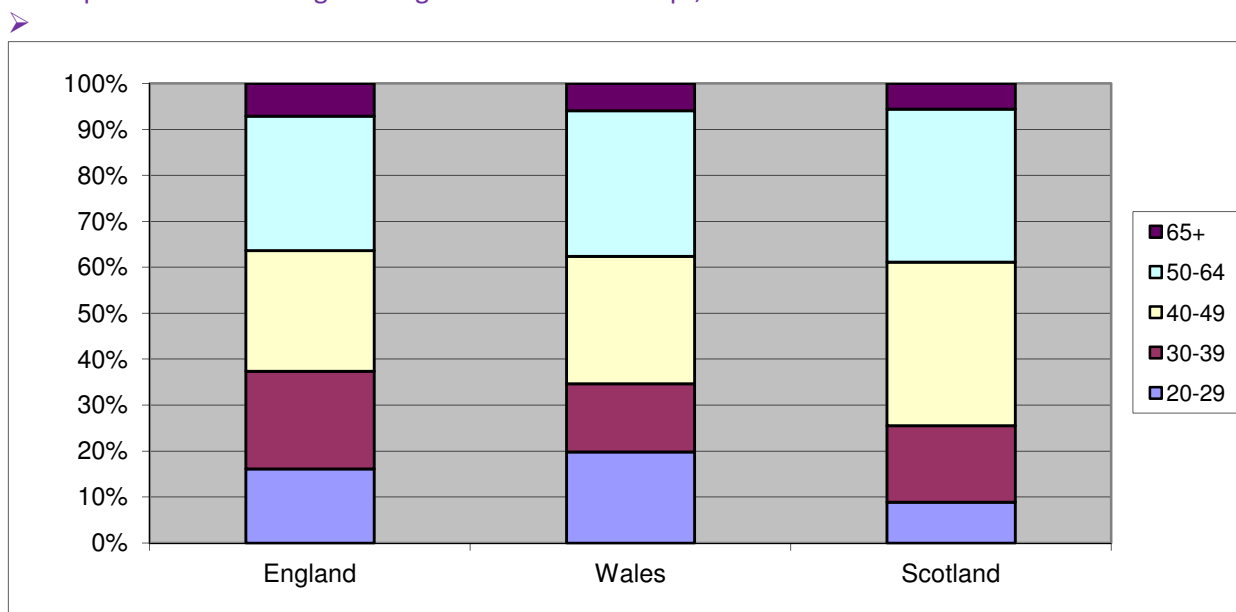


Fig. 1 Proportional distribution of housing and property employees by age group (Housing and Property Intelligence Update, Asset Skills, 2011)

redundancy packages. There is an increasingly pressing need to recruit ‘new blood’ into the industry and to ensure that new recruits have the right attitudes and the aptitude to learn a diverse mix of skills;

- regulation – in April 2013, the Scottish Housing Regulator published a Scottish Social Housing Charter, setting out the standards and results that are expected of social landlords. The sector is still coming to terms with how to fully respond to and achieve the maximum benefit from the relatively new scheme of regulation, and
- the green agenda – there is a huge pressure, often self-imposed, to ensure that new properties are as energy efficient as possible and that existing properties are managed in as energy efficient manner as possible. Partly this stems from housing employers desire to play their part in being responsible guardians of natural resources; partly it stems from a desire to reduce fuel poverty as much as possible amongst their communities and therefore to maximise income.

All the above represent clear challenges for housing organisations seeking to maximise their productivity and all of them have skills implications for their staff.

Demand for a level 3 Modern Apprenticeship in Housing

Following the successful launch of the Level 2 Modern Apprenticeship in Housing in the autumn of 2012, an extensive programme of consultation was entered into with housing employers throughout Scotland regarding the future development of a Level 3 Apprenticeship in Housing. Following widespread support, the current proposal, the development of which has been funded by UKCES, is being brought forward.

Employers support the development of a Level 3 Modern Apprenticeship for two reasons:

- for those who have completed the Level 2 Apprenticeship, it creates a clear progression route. Some employers are already looking at creative ways in which they can combine Level 2 and 3 frameworks into an introductory programme of development for a new young recruit that will set them in excellent stead for a career in housing; but perhaps more importantly,
- satisfy employers' desires to be able to support more young people into work within the housing industry by providing flexibility in their recruitment of staff from a more diverse range of backgrounds onto Apprenticeship programmes.
- would attract into the housing industry a greater range of young people with a more diverse range of education and work backgrounds at a time when employers are keen to develop succession strategies to offset the ticking timebomb that an ageing workforce represents.

The Level 2 framework is an excellent introduction to the housing sector for a young, or not so young, person who may have no work experience and few qualifications. The Level 3 Apprenticeship, based on the SVQ3, is a different undertaking, requiring a much broader spectrum of learning across a range of functional areas.

This qualification therefore would in general terms be more suited to a slightly older learner, one who has more world experience, perhaps through some work history, paid or voluntary, or through the life experience of having engaged in a broader range of situations and met a broader range of individuals from different communities and different backgrounds. This framework would offer the housing employer the opportunity to recruit Apprentices from amongst a population of young people who typically might have stayed on at school and achieved some Highers, and are now contemplating their options for further study or entering the world of work, or for a young person who has recently completed a course of study at college level, and again is now considering options for further study or work. Having Apprenticeships available at Levels 2 **and** 3 therefore gives housing employers flexibility to recruit from a greater pool of young people and be able to offer industry-specific programmes of vocational learning that will support their future career development in housing.

Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Housing

Mandatory outcomes

SVQ or alternative competency based qualification -

The following must be achieved:

SVQ Level 3 in Housing G9FJ 23 (SQA) SCQF Level 7 41 – 50 Credits

Core Skills

- | | |
|--------------------------------------------|--------------|
| • Communication | SCQF level 5 |
| • Working With Others | SCQF level 5 |
| • Problem Solving | SCQF level 5 |
| • Information and Communication Technology | SCQF level 5 |
| • Numeracy | SCQF level 5 |

Optional Outcomes

Asset Skills strongly encourages employers to add a further qualification to the framework to meet the business needs of the organisation and development needs of the apprentice.

Employers' attention is particularly drawn to the following qualifications:

Chartered Institute of Housing:

Level 3 Award/Certificate/Diploma in Housing Practice

Level 3 Certificate in Housing Maintenance

Level 3 Certificate in Housing Services

Level 3 Certificate in Resident and Service User Involvement

SQA:

Professional Development Award in Housing Law, Information and Advice at SCQF Level 6

Professional Development Award in Housing Law, Information and Advice at SCQF Level 7

The Framework

The mandatory and optional content of the Modern Apprenticeship in Facilities Services is as follows:

Mandatory Outcomes

Each apprentice is required to achieve the following Qualification:

Level 3 SVQ in Housing G9FJ 23 SCQF Level 7.

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 NVQ) or equivalent qualification.

Core Skills

Each apprentice is required to achieve the following core skills:

- Communication SCQF Level 5 – 6 SCQF credit points F427 04
- Working with others SCQF Level 5 – 6 SCQF credit points F42P 04
- Problem Solving SCQF Level 5 – 6 SCQF credit points F42K 04
- Information Technology SCQF Level 5 – 6 SCQF credit points F42F 04
- Numeracy SCQF Level 5 – 6 SCQF credit points F42B 04

The Core Skills of Communication, Working with Others and Problem Solving are embedded within the mandatory units. The other Core Skills need to be separately certificated, although some of the Information Technology tasks are partially covered in the mandatory units, and tasks of both outstanding Core Skills will be able to be evidenced from optional units. Please refer to the Core Skills mapping document for further information. The Core Skills mapping document shows where the skills are embedded and where there is partial coverage. It is also anticipated that many candidates at this level will have achieved the required level of Core Skills through prior learning.

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

N/A

Optional Outcomes

Chartered Institute of Housing:

- Level 3 Award/Certificate/Diploma in Housing Practice
- Level 3 Certificate in Housing Maintenance
- Level 3 Certificate in Housing Services
- Level 3 Certificate in Resident and Service User Involvement

Shelter Scotland:

- Professional Development Award in Housing Law, Information and Advice at SCQF Level 6 or 7

Registration and certification

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

Gail Fleming
Telephone number: **0845 678 2 888**

E-mail: Scotland@assetskills.org or gfleming@assetskills.org

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 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 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 without 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.

Employers are looking to attract applicants from a wide range of backgrounds and experience, some of whom may have had experience, paid or unpaid, within the sector. Applicants will be expected to have basic literacy and numeracy skills on which this apprenticeship will build, be willing to work as part of a team, recognise and appreciate diversity and to communicate with a wide range of customers.

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.
- 3 SSC 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 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.**

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 S/NVQ 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 housing associations and local authorities will be particularly appealing to those housing associations 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 S/NVQ and Core Skills where appropriate. Asset Skills would act as a broker via the Virtual Academy matching companies with training providers, dealing with delivery issues and matching assessors to providers.

As this is a new framework, there are no providers at the moment. However, Asset Skills has been liaising with potential providers and the following have expressed interest in delivering:

- Ayrshire College;
- City of Glasgow College;
- Dundee College;
- Fife College;
- Motherwell College.
- SHARE;
- West Lothian College and
- Wheatley Group.

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

Asset Skills has consulted extensively with the housing sector in preparing this proposal.

Specific endorsements have been received from the following employer organisations.

Name of organisation	Size of organisation per number of employees (FTE)	Geographical Location	Type of consultation
Barrhead Housing Association	20	Barrhead, Neilston and Thornliebank	Email/letter
Berwickshire Housing Association	44	Berwickshire	Email/letter and attendance at professional body meeting
Castlehill Housing Association	92	North East Scotland	Attendance at professional body meeting
Dundee City Council	417	Dundee	Email/letter and attendance at consultation meeting
East Dunbartonshire Council	65	East Dunbartonshire	Email/letter
East Lothian Council	57	East Lothian	Email/letter
Eildon Housing Association	137	Borders	Attendance at professional body meeting
Falkirk Council	239	Falkirk	Email/letter
Link Group	188	Mainly central belt	Attendance at professional body meeting
Lochaber Housing Association	27	Lochaber	Email/letter
North Lanarkshire Council	700	North Lanarkshire	Email/letter, attendance at consultation meeting and at professional body meeting
South Lanarkshire Council	1,990	South Lanarkshire	Email/letter
West Lothian Council	112	West Lothian	Email/letter, attendance at consultation meeting and at professional body meeting
Wheatley Group	1,678	Glasgow and West Lothian	Email/letter, attendance at consultation meeting and attendance at professional body meeting

The above table indicates that consultation has been undertaken with a wide range of housing employer organisations, including many of Scotland's largest housing employers as well as some of the sector's smaller contributors. Responses have come from both local authorities and housing associations. There is an excellent geographical spread of responses, from Berwickshire in the Borders to Lochaber in the Highlands and Castlehill HA in the North East, as well as a strong showing from employers based in the central belt.

The employer consultation meeting was held on Friday August 16 2013

The Apprenticeship proposal has also been actively supported by a number of key stakeholders. The professional body, the Chartered Institute of Housing Scotland, has expressed its specific support for the proposal in the form of a letter from its Director. CIH Scotland also offered an opportunity for Asset Skills to consult with members of its Learning and Skills Forum by attending one of their meetings, on 19 September, and facilitating an agenda item at the meeting.

The Association of Local Authority Chief Housing Officers is a membership organisation representing all 32 local authorities in Scotland. Not only did ALACHO communicate with its members over the Apprenticeship proposal, but its staff member attended the employer consultation meeting.

The Scottish Qualifications Authority also attended the employer consultation meeting.

Consultation has also been undertaken with relevant unions. Indications of support have been received from UNISON and Unite the Union.

Career progression

The Level 3 Modern Apprenticeship would provide an excellent next step for the candidate who had passed the SVQ2 in Housing and/or the CIH Level 2 Certificate in Housing Practice or Maintenance either as part of a Level 2 Modern Apprenticeship or independently, but this would not be an entrance requirement of the proposed Apprenticeship and it is anticipated that the Level 3 Apprenticeship could be undertaken by a candidate without any direct professional experience but who had some secondary or further education academic achievement or was particularly bright.

The Level 3 Modern Apprenticeship in Housing would also provide an excellent progression route for candidates who had previously undertaken a more generic Level 2 Modern Apprenticeship, but had identified that they now wished to focus more on an industry-specific route for their continuing career development. Many housing organisations offer Level 2 Apprenticeships in Customer Service and Business and Administration, for example, so this route could have particular application within the housing sector.

A candidate studying for and completing a Level 3 Modern Apprenticeship in Housing would be appropriately qualified for a broad range of core job roles across the sector, working as a generic housing officer or housing support officer, or working in areas of service support, such as homelessness prevention or quality assurance roles. Should the Apprentice have the opportunity to study one of the recommended optional Shelter qualifications, the Professional Development Awards in Housing Law, Information and Advice at SCQF Levels 6 and 7, this would clearly place the candidate in a strong position to immediately pursue opportunities in the relevant professional fields of homelessness, welfare rights and advice and similar roles. Similarly, the recommended optional additional CIH qualifications would equip the Apprentice for exceptional career opportunities within the given specific field.

The traditional route for a non-graduate pursuing a housing career is to undertake the SVQ4 in Housing or the Chartered Institute of Housing Level 4 Diploma in Housing Practice. Achievement of these qualifications then leads directly to graduate level study at a number of higher learning centres in Scotland.

Undertaking Level 4 professional study, either the SVQ or CIH route, would clearly be an obvious next step for the candidate completing the Level 3 Modern Apprenticeship. Should the individual undertaking the Level 3 Apprenticeship also have the opportunity to undertake one of the recommended additional CIH qualifications, for example, the Certificate in Resident and Service User Involvement, this would clearly enhance the opportunities for the candidate to progress to the Level 4 CIH qualification. It is likely that a candidate having successfully completed the Level 3 MA, and having some professional experience, and evidence of other achievement, would be accepted directly into graduate level study certainly by one or more of the higher level housing learning providers in Scotland, but this would be dependent on application interview performance and a number of other acceptance criteria.

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 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 S/NVQs or S/NVQ 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 S/NVQs and S/NVQ 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 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 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 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 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 S/NVQ(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 <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:

SDS Office (if applicable)

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 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 Apprentices accredited prior learning:

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

Gail Fleming
Asset Skills Scotland

Telephone number: **0845 678 2 888**

E-mail: Scotland@assetskills.org or gfleming@assetskills.org