



A

MODERN APPRENTICESHIP

IN

Court and Tribunal Operations

SVQ Level 2 SCQF Level 5

SVQ Level 3 SCQF Level 6

FRAMEWORK DOCUMENT
FOR
SCOTLAND

Skills for Justice

Approved October 2013

Skills for Justice
140 Causewayside
Edinburgh

SKILLS for **JUSTICE**
Developing skills for a safer and fairer society

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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 and those entering employment. 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. 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 Court and Tribunal Operations

Courts and tribunals are a central part of the Scottish Justice system and provide administrative support to Scottish Courts and Tribunals and to the judiciary of those courts, including the High Court of Justiciary, Court of Session, Sheriff Courts and Justice of the Peace Courts, and to the Office of the Public Guardian and Accountant of Court.

Court and Tribunals Operations is an essential function that permeates all Courts and Tribunals in Scotland, there are 1171 staff working in these roles (2013). The work includes; processing cases; arranging hearings; distributing decisions; and providing administrative support to the members of Courts and Tribunals and their Judicial Heads. It is vital that these roles provide a high quality service and that those within or aspiring to them are given the opportunity to gain recognised qualifications and experience.

The Modern Apprenticeship (MA) framework provides modern apprentices and employers with the skills and competence required to be effective in the role of Court and Tribunal Operations. Apprentices will gain a wide range of technical and/or administrative skills within Courts, Tribunals and supporting services. The core skills for these roles are based on being competent in Court and Tribunal procedures, and understanding the related legislation and associated in-court craft. Staff who work in these roles undertake a large range of tasks in a variety of work contexts. They have a high degree of autonomy and responsibility and those undertaking the level 3 MA may also provide supervisory support.

MAAs will include:

- Executive Officers
- Clerks of Court
- Direct Entrants
- Team Leaders (Band D Tribunals)
- Administrative Officer Development Programme Entrants
- Internal Development Programme Entrants
- Court and Tribunal Administration Officers

The MA will be used to develop the capabilities of existing staff in the Courts and Tribunals sector and to recruit for and develop the capabilities of staff to support the technical operation of Courts and the Judiciary. It will help to create a working environment where employers are seen as employers of choice and can retain experienced staff and recruit high quality individuals from the marketplace. The MA will support staff recruitment and enable existing staff to be up skilled and professionalise their role to support the day to day running of the Courts and Tribunals.

It is envisaged uptake will be approximately 30 candidates per year who will undertake the MA. Whilst these numbers are fairly low it should be noted that the Courts operate with a total of 1539 staff and Tribunals with 100 therefore it is expected these numbers to remain stable. Since December 2011 there has been a 51% increase in the numbers of staff completing vocational qualifications within the Scottish Courts Service alone.

Summary of Framework

- **Diagram showing the contents of the Level 2 MA in Court and Tribunal Operations**

Mandatory outcomes

SVQ or alternative competency based qualification

- *The following must be achieved:*

- SVQ 2 Court and Tribunal Operations at SCQF level 5 SQA ref: GH0W 22
OR
- SVQ 2 Court and Prosecution Administration at SCQF level 5 SQA Ref: GH0Y 22

Core Skills

- Communication SCQF Level 4 SQA Ref: F426 04
 - Working with Others SCQF Level 4 SQA Ref: F42N 04
 - Problem Solving SCQF Level 4 SQA Ref: F42J 04
 - Information and Communication Technology SCQF Level 4 SQA Ref: F42E 04
 - Numeracy SCQF Level 4 SQA Ref: F42A 04
- Communication core skills are implicit within the core units of the SVQ 2 Court Operations at SCQF Level 5 SQA ref: GH0W 22 and do not require separate certification for the Level 2 framework. Working with Others, Problem Solving, Information and Communication Technology, and Numeracy Cores Skills must be separately assessed and certificated for this qualification.
 - Communication, Working with Others, Problem Solving, and, Information and Communication Technology core skills are implicit within Level 2 Court and Prosecution Administration at SCQF level 5 SQA ref: GH0Y 22 and do not require separate certification for the Level 2 framework. Numeracy Core Skills must be separately assessed and certificated for this qualification.

Reference numbers are for SQA core skills. Equivalent

Enhancements

Additional SVQ Units/Qualifications/Training

2 optional units must be completed that haven't already been taken from:

SVQ 2 Court and Tribunal Operations at SCQF Level 5 SQA Ref: GH0W 22

OR

SVQ 2 Court and Prosecution Administration at SCQF level 5 SQA Ref: GH0Y 22

Diagram showing the contents of the Level 3 MA in Court and Tribunal Operations

Mandatory outcomes

SVQ or alternative competency based qualification

- The following must be achieved:

- SVQ 3 Court Operations at SCQF level 6
SQA Ref: GH0X 23

Core Skills

- | | |
|--|-------------------------------|
| • Communication | SCQF Level 5 SQA Ref: F427 04 |
| • Working with Others | SCQF Level 5 SQA Ref: F42P 04 |
| • Problem Solving | SCQF Level 5 SQA Ref: F42K 04 |
| • Information and Communication Technology | SCQF Level 5 SQA Ref: F42F 04 |
| • Numeracy | SCQF Level 5 SQA Ref: F42B 04 |

Communication, Working with Others, and Information and Communication Technology are implicit within the core units of the SVQ 3 Court Operations at SCQF level 6, SQA Ref: GH0X 23 and do not require separate certification for the Level 3 framework.

- Problem Solving and Numeracy core skills must be separately assessed and certificated.

Reference numbers are for SQA core skills. Equivalent

Enhancements

For Court Operations roles: at least 1 of the following Customised Awards must be completed:

- G7KL 04 Summary Criminal
- G888 04 Ordinary Civil
- G9N8 04 Solemn Criminal
- G75J 04 Summary Cause (Including Small Claims)
- G8NL 04 Commissary

For Tribunal Operations roles: the following optional SVQ unit must be completed in addition to meeting the requirements of the SVQ 3 Court Operations at SCQF Level 6

Promote Continuous Improvement SQA Ref: H4R8 04

Optional Outcomes

Additional SVQ Units/Qualifications/Training

N/A

The level 2 Framework

The mandatory and optional content of the Level 2 Modern Apprenticeship in Court and Tribunal Operations is as follows:

Mandatory Outcomes

SVQ(s)/ CBQs

Each apprentice is required to achieve one of the following qualifications:

- SVQ 2 Court and Tribunal Operations at SCQF level 5 SQA ref: GH0W 22
- OR**
- SVQ 2 Court and Prosecution Administration at SCQF level 5 SQA Ref: GH0Y 22

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 will 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 | SCQF Level 4 SQA Ref: F426 04 |
| • Working with Others | SCQF Level 4 SQA Ref: F42N 04 |
| • Problem Solving | SCQF Level 4 SQA Ref: F42J 04 |
| • Information and Communication Technology | SCQF Level 4 SQA Ref: F42E 04 |
| • Numeracy | SCQF Level 4 SQA Ref: F42A 04 |

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

- Communication core skills are implicit within the core units of the SVQ 2 Court Operations at SCQF Level 5 SQA Ref: GH0W 22 and do not require separate certification for the Level 2 framework. Working with Others, Problem Solving, Information and Communication Technology, and Numeracy core skills must be separately assessed and certificated for this qualification.
- Communication, Working with Others, Problem Solving, and, Information and Communication Technology core skills are implicit within Level 2 Court and Prosecution Administration at SCQF level 5 SQA Ref: GH0Y 22 and do not require separate certification for the Level 2 framework. Numeracy core skills must be separately assessed and certificated for this qualification.

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

2 optional SVQs units that have not already been taken must be completed in addition to meeting the requirements of the Level 2 SVQ in Court Operations or Level 2 Court and Prosecution Administration

SVQ 2 Court Operations at SCQF level 5 SQA Ref: GH0W 22

or

SVQ 2 Court and Prosecution Administration at SCQF level 5 SQA Ref: GH0Y 22

Optional Outcomes

There is no requirement for optional outcomes in this framework

The level 3 Framework

The mandatory and optional content of the Level 3 Modern Apprenticeship in Court and Tribunal Operations is as follows:

Mandatory Outcomes

SVQ(s)/ CBQs

Each apprentice is required to achieve the following Qualification:

- SVQ 3 Court Operations AT SCQF level 6 SQA Ref: GH0X 23

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 will 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 | SCQF Level 5 SQA Ref: F427 04 |
| • Working with Others | SCQF Level 5 SQA Ref: F42P 04 |
| • Problem Solving | SCQF Level 5 SQA Ref: F42K 04 |
| • Information and Communication Technology | SCQF Level 5 SQA Ref: F42F 04 |
| • Numeracy | SCQF Level 5 SQA Ref: F42B 04 |

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

Communication, Working with Others, and, Information and Communication Technology are implicit within the core units of the SVQ 3 Court Operations at SCQF level 6 SQA Ref: GH0X 23 and do not require separate certification for the Level 3 framework.

Problem Solving and Numeracy core skills must be separately assessed and 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

For Court Operations Roles: at least 1 of the following Customised Awards must be completed in addition to meeting the requirements of the Level 3 SVQ in Court and Tribunal Operations :

- SQA Ref: G7KL 04 Customised Award in Summary Criminal (unlevelled)
- SQA Ref: G888 04 Customised Award in Ordinary Civil (unlevelled)
- SQA Ref: G9N8 04 Customised Award in Solemn Criminal (unlevelled)
- SQA Ref: G75J 04 Customised Award in Summary Cause (Including Small Claims) (unlevelled)
- SQA Ref: G8NL 04 Customised Award in Commissary (unlevelled)

For Tribunal Operations Roles: the following optional SVQ unit that has not already been taken must be completed in addition to meeting the requirements of the Level 3 SVQ in Court and Tribunal Operations

SQA Ref: H4R8 04 Promote Continuous Improvement

Optional Outcomes

There is no requirement for optional outcomes in this framework.

Registration and certification

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

**Skills for Justice
Certification Team
Distington House
26 Atlas Way
Sheffield S4 7QQ
Tel: 0114 261 5800**

Skills for Justice 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.

Skills for Justice 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 Skills for Justice at the address above.

SSC Service level

Skills for Justice undertake 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.

Skills for justice also undertake to issue Certificates of Completion within 4 weeks of receipt of the appropriate evidence that demonstrates 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.

Skills for Justice regard it of high importance that all Modern Apprentices are recruited fairly and have both the ability and the commitment to achieve all of the outcomes of the Modern Apprenticeship.

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 SDS, 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 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.

The following centre is seeking approval to deliver the Court and Tribunal Operations Modern Apprenticeship in Scotland

- Scottish Court Service VQ Centre

The following centres may seek approval to deliver the Court and Tribunal Operations Modern Apprenticeship in Scotland

- Kaplan Altior
- Intraining
- JHP
- LearnDirect

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 to 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

Skills for Justice carried out a detailed consultation process with employers, training providers, key stakeholders and candidates from June 2013 to September 2013 to develop the Court and Tribunal Operations Modern Apprenticeship Framework. This combined a series of face-to-face meetings, workshops, telephone interviews and an electronic survey.

Skills for Justice used a variety of research methodologies to ensure that the information and views collected were valid and reliable to be used to inform the design of the new Framework.

Skills for Justice allocated a dedicated project team to deliver this work.

The Skills for Justice UK Occupational Committee Members for Courts, Tribunals and Prosecutions acted as the Steering Group for this work.

A working group was established with subject matter experts from Court and Tribunal organisations. A summary of the working group members contributions is listed below:

- attended a workshop to design the draft MA Framework
- worked remotely to provide further information as required by email and telephone
- attended a second workshop to check and finalise the MA Framework prior to wider consultation
- provided contacts for wider consultation
- provided expertise for the Core Skills mapping
- reviewed and approved the final Framework prior to Modern Apprenticeship Group submission

An e-survey was circulated in August 2013 to the only two Scottish employers who make up the industry for this MA and to key stakeholders including trade union representatives, SQA Accreditation and SQA Awarding Body, across the wider sector to obtain views and feedback on the draft MA framework. The survey was designed to check the content of the MA framework was fit for purpose for those working in Court and Tribunal Operations. The survey was sent to 42 stakeholders and 29 were returned equating to a very good response rate of 69%. The majority of responses were from the two employers who make up this industry. Details of who was consulted are outlined in the table below.

Respondents were asked to provide feedback on whether they were satisfied with the content for each of the 3 Modern Apprenticeships. All who responded agreed with the content. They were asked to advise on any changes required and why – there were no suggestions provided or changes to be made to any of the structures. One comment was made by a Training Provider about whether mandatory unit within the L3 Court Operations structure could be achieved. Both employers were satisfied that this can be achieved having been recently involved in reviewing the SVQ.

The following quotes were provided by the employers in support of the framework:-

“We held a focus group comprising of staff from different areas of the business to discuss the Modern Apprenticeship Framework. All of the group expressed a keen interest in this and saw this as an excellent development opportunity for staff in Scotland”. Glen Rollason HMCTS Learning & Development Business Partner (Civil Family & Tribunals).

“The MA will provide a structured training and evaluation program for new recruits and will also be an excellent opportunity for current staff looking for development within the SCS”. Jackie Walker, VQ Centre Manager, Scottish Court Service.

SQA Awarding Body and SQA Accreditation were included in the process and consultation. Four training providers received the survey, however only one responded. The Framework was reviewed by a number of assessors and internal verifiers who deliver the qualifications within the MA a response from them was received on behalf of the Scottish Court Service VQ Centre.

The SVQ was revised by employers in January 2013 and was accredited by SQA Awarding Body in June 2013.

Feedback from employers and key stakeholders showed an overwhelming agreement with the proposed new MA structure. All who responded to the questions did so positively and there were no requirements for any changes to the draft MA structure.

| List of Key Stakeholders Consulted | | |
|--|---|--|
| Organisation | Job Title | Involvement |
| Scottish Court Service | Director of Human Resources | Survey response |
| Scottish Court Service | Head of Organisational Development & Resourcing | Survey response |
| HMCTS | Learning & Development Business Partner on behalf of the Scottish Tribunals Service | Working group member and survey response |
| SQA Accreditation | Accreditation Manager | Survey response |
| SQA Awarding Body | Qualifications Manager | Survey response |
| HMCTS | Head of Corporate learning, Ministry of Justice | |
| HMCTS | Learning & Development Business Partner (Civil Family & Tribunals) | Working group member and survey response |
| Skills for Justice Occupational Committee and Steering Group | Scottish Court Service Head of Organisational Development & Resourcing | Final sign off of MA for sector |
| Skills for Justice Occupational Committee and Steering Group | HMCTS Head of Corporate learning, Ministry of Justice | Final sign off of MA for sector |
| Scottish Court Service | Director of Field Services Delivery | Survey response |
| PCS | TU Representative for Scottish Court Service | Survey response |
| Scottish Court Centre VQ Centre | All current Assessors | Survey response |
| Scottish Court Centre VQ Centre | All current Internal verifiers | Survey response |
| Scottish Court Centre L&D | Technical Training and Development Manager | Survey response |
| Scottish Court Centre L&D | Technical Training and Development Officers | Survey response |
| Scottish Court Service | Recruitment Manager | Survey response |
| HMCTS Scotland | Learning & Development Business Partner (Civil Family & Tribunals) | Working group member and survey response |
| HMCTS Scotland | Delivery Director for HMCTS Scotland | Survey response |
| HMCTS Scotland | Head of Regional Support Unit/Change HMCTS Scotland | Survey response |
| HMCTS Scotland | Centre Manager HMCTS Scotland | Survey response |
| HMCTS Scotland | Centre Manager HMCTS Scotland | Survey response |
| HMCTS Scotland | Regional Support manager HMCTS Scotland | Survey response |
| HMCTS Scotland | Cluster manager HMCTS Scotland | Survey response |
| HMCTS Scotland | HR Business Partner HMCTS Scotland | Survey response |
| HMCTS Scotland | Operational Role Criminal Injuries Commission HMCTS Scotland | Survey response |
| HMCTS Scotland | Assistant to Cluster Manager HMCTS Scotland | Survey response |
| HMCTS Scotland | Regional Support Officer HMCTS Scotland | Survey response |
| HMCTS Scotland | Regional Support finance Officer HMCTS Scotland | Survey response |
| HMCTS Scotland | Operational Role SCS Tribunals HMCTS Scotland | Survey response |
| HMCTS Scotland | Operational Role SCS Tribunals HMCTS Scotland | Survey response |
| HMCTS Scotland | Head of HMCTS Learning & Development | Survey response |
| HMCTS Scotland | Head of Corporate Learning Ministry of Justice | Survey response |
| HMCTS Scotland | Union Representative HMCTS Scotland | Survey response |

Career progression

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

The progression and exit routes from the framework provide a number of opportunities in each pathway for the continuous development of learners into similar and cross sector roles, disciplines including qualifications in Legal disciplines, Administration and Management. There is also a progression routes from the Level 2 to the level 3 Modern Apprenticeship. The Level 2 and 3 SVQs are structured in a way that there are a variety of units to choose from should individuals move into different roles within the organisation.

There are various job opportunities for those who complete the Apprenticeship framework, these include:

- those who complete L3 Court and Tribunal Operations Framework will be eligible to apply for Civil Executive Officer, Crime Executive Officer, Operational Support Manager, Business Support Manager, Change Manager, Customer Relations Manager, Outstations Manager, Criminal Injuries Compensation Command Manager, Employment Tribunal Command Manager, Immigration Appeals Outstation Manager, Employment Tribunals Outstation Manager
- those who complete L2 Court Operations will be eligible to apply for roles as Court Officers, Macers, Support Grades at Band 1&2
- those who complete L2 Court Administration will be eligible to apply for roles as AOs Court Deputes, Civil AOs, Crime AOs, Listings Officer, Case Progression Officer, Customer Interface Officer, Vetting and Registration Officer, Immigration Appeals Team Leader

Progression routes from the Level 3 Court and Tribunals Operations Modern Apprenticeship Framework include:

- SVQ Level 4 in a cross sector area such as Management
- ILM Level 5
- Civil and Criminal related HNCs (SCFQ Level 7)
- Civil and Criminal related qualifications (SCQF Level 8) with possible progression to a full Honours Degree
- Professional qualifications (SCQF Level 7 and above)
- Professional Development Awards in Law (SCQF Level 7 and above)

Progression routes from the Level 2 Court and Tribunals Operations Modern Apprenticeship Framework include:

- Level 3 Court and Tribunals Modern Apprenticeship
- SVQ Level 3 in Court Operations
- SVQ Level 3 in a cross sector area such as Management or Business Administration
- Internal development programmes

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 (SDS)
- 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 Councils' website <http://www.sscalliance.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 Modern 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 <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: |

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 Apprentices accredited prior learning:

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

**Skills for Justice
Certification Team
Distington House
26 Atlas Way
Sheffield S4 7QQ
Tel: 0114 261 5800**