

# SCOTTISH HIGHER LEVEL APPRENTICESHIPS

A

## TECHNICAL APPRENTICESHIP

IN

**Hospitality Management Skills**

AT

**SCQF Level 8**

**FRAMEWORK DOCUMENT  
FOR SCOTLAND**

**People 1st International**

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# Technical and Professional Apprenticeships in Scotland

## What are Technical and Professional Apprenticeships?

Technical and Professional Apprenticeships offer those aged over 16 paid employment combined with the opportunity to train for jobs at senior supervisory and management level.

## Who develops them?

Technical and Professional 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?

Technical and Professional 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 Technical and Professional Apprentices must have a demonstrable need to acquire significant new knowledge and skills to fulfil their job role. The 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 Technical and Professional Apprenticeship?

In Scotland, there are more than 70 different 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: Modern Apprenticeships at SCQF Level 5 (SVQ 2) and SCQF Level 6/7 (SVQ 3), Technical Apprenticeships at SCQF Level 8/9 (SVQ 4) and Professional Apprenticeships at SCQF Level 10 (SVQ 5). They all contain the same 3 basic criteria:

- A relevant SVQ (or alternative competency based qualification), HN Qualification, Professional Qualification or other Qualification based on current National Occupational Standards at SCQF Level 8 and above
- Career Skills (known as core skills for Frameworks at SCQF Levels 5, 6 and 7)
- Industry specific training

Details of the content of this specific Technical/ Professional Apprenticeship are given in the next section.

## Technical Apprenticeship in Hospitality Management Skills

People 1st International is an industry-led skills expert. It supports businesses in the UK and internationally to build, develop and retain skilled workforces. It is a trusted partner to employers, industry bodies, skills organisations, donor funders, NGOs investment banks and governments, with over 50 years' experience in skills development and technical vocational education and training.

In Scotland, the Tourism Strategy [Tourism Scotland 2020] provides a focus for all the partners, and workforce skills development requirements are reflected in the published Skills Investment Plan [SIP]. Management and leadership is a key part of the SIP and People 1st International are delighted to be able to offer this framework at SCQF Level 8 to address perceived gaps in current provision, build on the existing work already being done to raise the attractiveness of the sector as a career of choice, and complete the suite of Hospitality Modern Apprenticeships.

As part of People 1st International's suite of Hospitality Modern Apprenticeship Frameworks, the Hospitality Management Skills Technical Apprenticeship will:

- Contribute to increasing productivity and performance by ensuring that individuals have the management skills, knowledge and experience needed
- Provide a flexible management progression route at SCQF Level 8 to attract and retain people in the hospitality industry from a diverse range of groups
- Provide small businesses with access to a high-quality management training programme to help businesses remain profitable
- Contribute towards professionalising the industry by providing career progression to senior management roles and articulation with further and higher education.

### **The Hospitality Industry**

Scotland enjoys a wide, varied and dynamic hospitality industry that is also one of the most important economically, contributing some £6 billion to the Scottish economy.

Essentially, hospitality is the provision of goods and services within hotels, restaurants, bed and breakfasts, the licensed trade, contract catering and hospitality services; that is hospitals, prisons and schools. In all there are about 14,000 establishments in Scotland and they employ over 200,000 people, which account for 8% of employment and around one in every twelve jobs in Scotland.

It's a sector that continues to be dominated by micro and small businesses – of the sector businesses operating across Scotland, 96% are classed as small (0-49 employees) with almost 10% of businesses employing zero staff, and account for 51% of employment in the sector. Large businesses, in contrast, account for only 1% of registered enterprises and account for 34% of employment in the sector. Restaurants are the largest sub-sector in Scotland, and employ the most individuals, accounting for 39% of all employment within the sector, whereas pubs and clubs have seen a decline.

The sector offers a wide range of opportunities across the different industries. Whilst operative staff are undoubtedly the majority of those employed, many managers and senior managers have developed their careers from operative roles. The Technical Apprenticeship framework reflects the different opportunities within the sector and recognises the different access points to education and training.

Sector operators anticipate that Brexit will have a negative impact on their business, with one in four expecting to lose staff as a result. Changes to consumer expectations and technology are also affecting all sector operators, emphasising the importance of managers in smaller businesses and owner operators having a greater, all round skills base. In addition, data suggests smaller businesses in rural areas are less likely to retain and train their staff, largely due to the seasonal nature of tourism and the limited labour pools available. These pressures are likely to exacerbate existing skill shortages and management skills gaps.

This Scottish Technical Apprenticeship in Hospitality Management Skills can help to address these skills gaps. It offers an important route for the sector and provides an individual with the relevant skills and knowledge whilst gaining experience on the job. It offers an alternative route to more traditional forms of education. The learning is in context and the content can be flexible to suit individual and employer. They can provide the springboard to a long-term career, encouraging apprentices to stay and progress in the industry of their choice.

## Summary of Framework

Diagram showing the contents of the Technical Apprenticeship in Hospitality Management Skills

### Duration

18 months – 24 months

### Mandatory outcomes

#### SVQ/ CBQ/ HN Qualification/ Professional Qualification

- The following must be achieved:

- SVQ in Hospitality Management Skills at SCQF Level 8 ( SQA GG28 24 ) Valid from 09/01/2013 to 31/12/2020
- SVQ in Hospitality Management Skills at SCQF Level 8 ( SQA GR3N 24 ) Valid from 16/06/2020 to 30/06/2025

#### Career Skills *(see Appendix 4 for full list)*

- Employer and individual to select the appropriate Career Skills units within the agreed thresholds

### Optional Outcomes

#### Additional SVQ Units/Qualifications/Training

- Intermediate or Advanced Food Safety qualifications for those undertaking Kitchen Management units at SCQF Level 7 & 8 or equivalent
- Scottish Personal Licence Holder and / or Refresher qualifications at SCQF Level 6
- Foreign language qualifications at SCQF Level 5 or above
- Any other optional unit within the SVQ in Hospitality Management Skills at SCQF Level 8 not chosen to meet minimum credit values within the qualification.

## The Framework

The mandatory and optional content of the Technical Apprenticeship in Hospitality Management Skills is as follows:

### Duration

It is expected that apprentices following this framework will take 18-24 months to complete. As there is no requirement for formal off-the-job training no duration has been included, however, the framework may include approximately 3 months informal off-the-job training.

### Mandatory Outcomes

#### SVQ(s)/ CBQs/ Other Qualifications

Each apprentice is required to achieve the following Qualification:

Pathway Title	Qualification Code	Lapsing Date (From/To)	Awarding Body
Hospitality Management Skills at SCQF Level 8	GG28 24	09/01/2013 – 31/12/2020	SQA
Hospitality Management Skills at SCQF Level 8	GR3N 24	16/06/2020 – 30/06/2025	SQA

All Scottish Technical and Professional Apprenticeships must contain a relevant SVQ, equivalent competency based qualifications, HN qualification, Professional qualification or other qualification based on NOS.

Scottish Vocational Qualifications (SVQs) and Competency Based Qualifications (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 kinds 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.

### Career Skills

Career Skills for Technical and Professional Apprenticeships were developed in response to employer demand that “core skills” at a higher level must reflect the work-based requirements of jobs within the workplace. A ‘pick and mix’ approach has been introduced to ensure that candidates gain the right mix of Career Skills (see Appendix 4).

A wide range of pan-sector SVQ units at SCQF Level 7 and above has been identified and these have been listed in Appendix 4 of the Guidance document). Candidates and employers should select between two and five of the units from the Career Skills list (from any section), within the following parameters:

- A threshold of 15 SCQF credits for Technical Apprenticeships and 20 SCQF credits for Professional Apprenticeships must be achieved
- Technical Apprenticeships must include Career Skills Units at SCQF Level 7 or above and Professional Apprenticeships must include Career Skills Units at SCQF Level 8 or above.

Note: The Career Skills units selected should NOT be the same as any of the units in the mandatory qualification.

### Optional Outcomes

- Intermediate or Advanced Food Safety qualifications for those undertaking Kitchen Management units at SCQF Level 7 & 8 or equivalent
- Scottish Personal Licence Holder and / or Refresher qualifications at SCQF Level 6
- Foreign language qualifications at SCQF Level 5 or above
- Any other optional unit within the SVQ in Hospitality Management Skills at SCQF Level 8 not chosen to meet minimum credit values within the qualification.

## Registration and certification

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

The Apprenticeship Certification Team  
People 1st International  
Hospitality House  
11-59 High Road  
London, N2 8AB

E-mail: [apprenticeships@people1st.co.uk](mailto:apprenticeships@people1st.co.uk)

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

In the case of Technical and Professional Apprenticeships 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 Training Plan.

The SSC will issue an Apprenticeship Certificate of Completion to those Technical and Professional 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 Technical and Professional Apprentices is primarily the responsibility of the employer. However, the following guidance is given:

- Employees may enter a Technical and Professional Apprenticeship from the age of 16. There is no upper age limit.
- The Technical and Professional 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 Technical and Professional 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 Apprenticeship Programme 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

Technical and Professional 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 Technical and Professional Apprenticeship.

All Modern, Technical or Professional Apprentices supported by Skills Development Scotland must conform to any contractual requirements on equal opportunities. All employers of Modern, Technical or Professional 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 Technical and Professional Apprenticeship Framework and all statutory requirements be adhered to.

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

All Technical and Professional 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 Technical and Professional Apprenticeship programme:

1. Contract of employment signed by the employer and the Technical/ Professional Apprentice.
2. SSC Training Agreement - this agreement outlines the basis of the Technical and Professional 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 a SDS area office, the SDS Training Plan will be sufficient on condition that it contains all relevant information as set out in the 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 Technical and Professional Apprentices

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

All Technical and Professional Apprentices must have a demonstrable need to acquire significant new knowledge and skills to fulfil their job role. The 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 Technical and Professional Apprenticeships, attractive packages will need to be developed by employers in the sector. The terms and conditions of employment for individual Technical and Professional 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 Technical and Professional Apprenticeship system. Some organisations may become approved 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 Career Skills where appropriate.

Below is a list of the MA Centres currently registered to deliver the Technical Apprenticeship in Hospitality Management Skills at SCQF Level 8:

- Ayrshire College
- Apex Hotels
- Babcock International Group
- ITC Training Academy
- Inverness College
- Lanarkshire Catering School
- MI Technologies Ltd
- On Track Training
- People Plus College
- SD Consultancy
- Virtual Learning Academy

## Delivery of Training for the Technical Apprenticeship in Hospitality Management Skills

### Work-based training

#### Delivery and assessment method

Training providers adopt a combination of approaches depending on the need of the individual and business e.g. mentoring and coaching, masterclasses, 1:1 training, in addition to in-house training.

Candidate performance is assessed by a variety of methods including:

Observation

Products of work e.g. menu and recipe plans, cellar records, staff rotas and accident reports

Witness testimony e.g. from a customer, supplier or colleague that provides evidence towards a candidate's assessment

Expert witness testimony

Candidate statement / report

Professional discussion

Candidate knowledge is assessed by a variety of methods including:

Questioning e.g. oral or written

Recorded evidence of knowledge and understanding e.g. work-based projects, case studies and reflective accounts

Professional discussion

#### Skills required by training providers delivering the training

There are no mandatory skills or qualifications set by People 1st International for training providers delivering the training, however, it is recommended that training providers have up to date occupational knowledge and expertise. Training providers should be up to date with latest relevant sector developments, working practices, technology and legislative changes. Training providers work within the quality guidelines set by their Awarding Body.

There are mandatory skills, qualifications and CPD requirements for Assessors and External Verifiers as stated within the Assessment Strategy for Hospitality SVQs approved by the Accreditation Co-ordination Group of SQA Accreditation on 26<sup>th</sup> May 2020.

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

Apprentices develop knowledge and understanding through a variety of methods, depending on their individual development needs, the needs of the business, and the requirements of units chosen e.g. mentoring and coaching, masterclasses, on-the-job training, in-house training, e-learning and self-study.

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

N/A

**Delivery and assessment method**

N/A

**Exemptions**

N/A

**The SSC training plan**

The plan is required to identify:

- 1 The selected Framework outcomes
- 2 The selected Career Skills units
- 3 A summary of the Technical or Professional Apprentices' accredited prior learning
- 4 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 Technical and Professional 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 apprenticeship 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 Technical and Professional Apprentices funded by SDS it is sufficient to submit the SDS Training Plan on condition that it covers the same information required in the Training Plan.

## Consultation Process

People 1st International conducted the Technical Apprenticeship consultation in conjunction with the review of the SVQ in Hospitality Management Skills at SCQF Level 8 between October 2019 and March 2020.

An Expert Working Group (EWG) was set up specifically for this development to provide guidance and expertise, and to support engagement with wider consultations.

At the outset of the review, desk research was undertaken to identify current skills needs and requirements, any new or updated units for inclusion in the SVQ which sits within the Technical Apprenticeship framework, and the framework itself. Discussions were held with providers offering the current Technical Apprenticeship framework as well as SQA Awarding Body to identify how well the current qualification and Technical Apprenticeship were meeting the needs of sector employers.

At the first face-to-face meeting of the EWG in October 2019, the group discussed the current SVQ qualification and Technical Apprenticeship and agreed that they were both working well in terms of meeting employer's needs, adding value to their businesses. However, it was identified that the SVQ required a number of amendments and enhancements to bring it up to date and in line with current industry practice. Throughout the lifetime of the review, the EWG met five times both face to face and via Skype to input to the review and comment on the results of wider consultation activity.

To ensure the revised SVQ and Technical Apprenticeship frameworks are fit for purpose and meet the needs of sector employers, wider consultations were undertaken with over 600 hospitality employers via an online survey and emails, and through 1:1s conducted via providers during their employer visits. These consultations also included wider industry representatives, trade unions and members of the national Hospitality Quality & Skills Board, and asked specific questions in relation to the NOS, SVQ framework and Technical Apprenticeship to reduce the potential for consultation fatigue and provide a full picture of the changes required.

The wider consultations resulted in responses from organisations representing 99% of the current hospitality management SVQ provision in Scotland. Due to the support provided by EWG members, a number of responses were obtained from often difficult to reach businesses, including smaller employers and from remote regions such as the Shetland Islands.

The consultation concluded that there is a continuing need for the Hospitality Management Technical Apprenticeship at SCQF Level 8 with the inclusion of a revised and up to date SVQ at Level 8. The consultation confirmed that the Technical Apprenticeship supports the development of managers and equips learners with a broad range of generic and hospitality specific management skills, such as managing teams, finance, HR processes, sales and customer service. It also provides the flexibility for learners to pursue their chosen specialism, by focussing on areas such as kitchen management, food and beverage service management, accommodation and front of house reception management.

## Career progression

Following the completion of the Technical and Professional Apprenticeship, candidates should be able to achieve positions in areas such as: Hotel Manager, Duty Manager, Kitchen Manager, Restaurant Manager, Reception Manager, Rooms Manager, Floors Manager, Department Manager

There is a clear progression pathway within the sector from the SVQ in Hospitality Services at SCQF Level 4, through the various routes within the suite of Hospitality Modern Apprenticeships, the SVQs in Hospitality at SCQF Level 5, 6/7 and Hospitality Supervision and Leadership at SCQF Level 7 into the Technical Apprenticeship.

There are also numerous opportunities for progression from HNC or HND courses.

Learners may progress from the SVQ in Hospitality Management Skills at SCQF Level 8 into HE programmes or Higher-Level generic Management Apprenticeships or Strategic Management and Leaderships SVQs or equivalents.

# Appendices

## APPENDIX 1

### Stakeholder Responsibilities

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

- Awarding Bodies
- Employers
- Modern/ Technical/ Professional 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, Technical and Professional 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.

Details of your SSC can be found on the FISS website <http://fiss.org/sector-skills-council-body/directory-of-sscs/>

### Role of Skills Development Scotland (SDS)

Modern, Technical and Professional Apprenticeship 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 Modern, Technical and Professional Apprenticeship Frameworks will be eligible for funding support from SDS who should be contacted to establish the availability and level of support for each Framework.

Skills Development Scotland provides advice and guidance to individuals on the range of Modern, Technical and Professional Apprenticeships and training providers available. Individuals are signposted to opportunity providers who offer training in the vocational areas of interest.

Responsibilities include:

- Supporting the Apprentice with ongoing Career Planning advice
- Signposting candidates to suitable vacancies
- Promoting Modern, Technical and Professional Apprenticeship routes on the Skills Development Scotland website

Further information is available from: <http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships.aspx>

### Role of the Awarding Bodies

A significant proportion of the Technical and Professional Apprenticeship is based on the assessment of the apprentice against SVQs/ CBQs/ HN Units or SVQ 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 qualifications and qualification units are fully met.

### Role of the Training Provider

The role of the training provider is important to the success of the Modern, Technical or Professional 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 Modern, Technical or Professional Apprenticeship 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, Technical or Professional Apprentices and employers fully understand the principles and processes of competence-based assessment
- Registering of Apprenticeship 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, Technical or Professional 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, Technical and Professional Apprenticeship Frameworks
- De-approval of Modern, Technical and Professional Apprenticeship Frameworks
- Encouraging best practice across Modern, Technical and Professional Apprenticeship Frameworks and sectors

#### **Role of the Employer**

Employers' responsibilities include:

- Paying all Modern, Technical or Professional 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, Technical or Professional Apprentice to demonstrate competence
- Meeting with Trainers, Assessors, Verifiers and the Modern, Technical or Professional Apprentices to review progress
- Witnessing candidate performance and verifying evidence
- Releasing Modern, Technical or Professional 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 Professional Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern, Technical or Professional Apprentices.

## Role of the Modern, Technical or Professional Apprentice

Modern, Technical or Professional 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, Technical or Professional 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, Technical and Professional 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 qualification and Career Skills Units

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, Technical or Professional 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 Apprentice
- Registering Modern, Technical and Professional Apprentices as candidates for the relevant qualification and other selected units with the appropriate Awarding Body
- Registering Modern, Technical and Professional Apprentices with the SSC
- Applying for the final 'Certificate of Completion' on behalf of Modern, Technical and Professional Apprentices
- Informing the SSC of any material alterations to Modern, Technical and Professional Apprentices' training plans or desired changes to the selected Framework outcomes.

## APPENDIX 3: TECHNICAL/ PROFESSIONAL SAMPLE TRAINING AGREEMENT



This Training Agreement is entered into by:

<b>Name of Employer:</b>	
<b>Name of Technical/ Professional Apprentice:</b>	
<b>Name of Modern Apprenticeship Centre:</b>	

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

- 1 employ the apprentice subject to the employer’s usual terms and conditions of employment;
- 2 provide the 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 apprentice an agreed salary which meets National Minimum Wage criteria, reflects the obligations of the employer and the opportunities for the apprentice;
- 4 in the event of the employer becoming unable to retain the 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 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 apprentice; and
- 7 operate an Equal Opportunities policy which meets all legal requirements.

The **Technical/ Professional 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 apprentice’s personal training plan as confirming that the selected Framework outcomes and training plans meet the criteria of this apprenticeship
- 2 contract with the employer to provide the training and assessment necessary to enable the 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 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:

<b>Employer</b>		<b>Date:</b>
<b>Technical/ Professional Apprentice</b>		<b>Date:</b>
<b>Modern Apprenticeship Centre</b>		<b>Date:</b>



TECHNICAL/ PROFESSIONAL APPRENTICESHIP TRAINING PLAN

**The Modern Apprenticeship Centre**

Name:
Address:
Telephone:
Contact:

**The Technical or Professional 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**

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

<b>Career Skills</b> <i>(Include details of the minimum level required)</i>		<b>Tick units being undertaken</b>	<b>SCQF Level</b>	<b>SCQF Credit Points</b>
1	(full name and code)			
2	(full name and code)			
3	(full name and code)			
4	(full name and code)			
5	(full name and code)			

**Optional outcomes**

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

**Summary of Technical/ Professional Apprentice’s accredited prior learning:**

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

The Apprenticeship Certification Team  
People 1st International  
Hospitality House  
11-59 High Road  
London, N2 8AB

E-mail: [apprenticeships@people1st.co.uk](mailto:apprenticeships@people1st.co.uk)

## APPENDIX 4: Career Skills Units for Technical and Professional Apprenticeships

Technical Apprentices should complete Career Skills units at SCQF Level 7 or above and achieve a minimum of 15 Credits in total. Professional Apprenticeships should complete Career Skills units at SCQF Level 8 or above and achieve a minimum of 20 Credits in total.

The Career Skills units selected must not duplicate any of the units undertaken as part of the mandatory qualification.

Business Administration				
Either	Implement, monitor and review change	9	6	CFABAA116
Or	Implement Change (Management Unit)	(see below)		
Either	Plan change across teams	9	6	CFABAA115
Or	Plan change (Management Unit)	(see below)		
	Chair meetings	8	4	CFABAA413
	Evaluate and solve business problems	8	6	CFABAG128
	Implement and evaluate innovation in a business environment	8	6	CFABAA113
	Manage and evaluate information systems	8	6	CFABAD122
Either	Monitor and evaluate contracts	8	6	CFABAF121
Or	Monitor and evaluate the performance of contractors	8	6	CFABAF121
	Negotiate in a business environment	8	7	CFABAG123
Either	Plan, run and evaluate projects	8	10	CFABAA152
Or	Manage projects (Management Unit)	(see below)		
	Prepare, co-ordinate and monitor operational plans	8	6	CFABAA1110
	Manage an office facility	7	6	CFABAA118
Either	Manage budgets	7	5	CFABAA532
Or	Manage budgets (Management Unit)	(see below)		
	Manage communications in a business environment	7	3	CFABAA616
	Supervise a team in a business environment	7	6	CFABAG1212
Management				
Either	Build and sustain collaborative relationships with other organisations	11	6	CFAMLD17
Or	Develop and sustain collaborative relationships with other organisations	11	6	CFAM&LDD4
Either	Develop a strategic business plan for your organisation	11	14	CFAMLB3
Or	Develop strategic business plans	11	14	CFAM&LBA6
Either	Ensure an effective organisational approach to health and safety	11	12	CFAMLE7
Or	Provide healthy, safe, secure and productive working environments and practices	7	7	CFAM&LEB1
Either	Improve organisational performance	11	11	CFAMLF12
Or	Manage continuous improvement	11	11	CFAM&LFE5
Either	Manage risk	11	12	CFAMLB10
Or	Manage risks to your organisation	11	11	CFAM&LBB1
Either	Promote equality of opportunity, diversity and inclusion in your organisation	11	12	CFAMLB12
Or	Promote equality of opportunity, diversity and inclusion	8	9	CFAM&LBA7
Either	Promote knowledge management in your organisation	11	7	CFAMLE13
Or	Promote knowledge management and sharing	11	7	CFAM&LEC1
Either	Promote the use of technology within your organisation	11	12	CFAMLE4
Or	Optimise effective use of technology	11	12	CFAM&LEB5

Either	Provide leadership for your organisation	11	13	CFAMLB7
Or	Lead your organisation	11	13	CFAM&LBA1
Either	Manage the development and marketing of products/services in your area of responsibility	10	9	CFAMLF16
Or	Manage the marketing of products and services	11	6	CFAM&LFB5
Put the strategic business plan into action		10	9	CFAMLB4
Either	Develop and implement marketing plans for your area of responsibility	9	5	CFAMLF4
Or	Develop marketing plans	9	5	CFAM&LFB2
And/Or	Implement marketing plans	9	5	CFAM&LFB3
Encourage innovation in your area of responsibility		9	12	CFAMLC2
Lead change		9	15	CFAMLC4
Manage business processes		9	15	CFAMLF3
Either	Manage knowledge in your area of responsibility	9	4	CFAMLE12
Or	Develop knowledge and make it available	9	4	CFAM&LEC3
Plan change		9	15	CFAM&LCA2
Either	Recruit, select and keep colleagues	9	12	CFAMLD3
Or	Recruit, select and retain people	9	14	CFAM&LDA2
Either	Develop and implement operational plans for your area of responsibility	8	11	CFAMLB1
Or	Develop operational plans	8	11	CFAM&LBA9
Manage projects		8	11	CFAM&LFA5
Implement change		8	11	CFAMLC6
Either	Manage finance for your area of responsibility	8	14	CFAMLE2
Or	Manage the use of financial resources	8	14	CFAM&LEA3
Either	Manage physical resources	8	9	CFAMLE8
Or	Manage physical resources	8	5	CFAM&LEB3
Either	Manage the environmental impact of your work	8	4	CFAMLE9
Or	Manage the environmental and social impacts of your work	8	4	CFAM&LEB4
Promote equality of opportunity, diversity and inclusion in your area of responsibility		8	10	CFAMLB11
Provide leadership in your area of responsibility		8	9	CFAMLB6
Either	Allocate and monitor the progress and quality of work in your area of responsibility	7	14	CFAMLD6
Or	Manage people's performance at work	7	14	CFAM&LDB4
Either	Build and manage teams	7	8	CFAMLD9
Or	Build Teams	9	8	CFAM&LDB1
Communicate information and knowledge		7	3	CFAMLE11
Ensure health and safety requirements are met in your area of responsibility		7	11	CFAMLE6
Manage budgets		7	11	CFAM&LEA4
Either	Manage your own resources and professional development	7	8	CFAMLA2
Or	Develop your knowledge, skills and competence	7	6	CFAM&LAA2
Either	Provide leadership for your team	7	9	CFAMLB5
Or	Lead your team	7	9	CFAM&LBA3
(Business Continuity Management)				
Develop a Business Continuity Management (BCM) strategy		10	10	CFABCM201
Design Business Continuity Management (BCM) procedures		8	8	CFABCM101
Manage incident response teams		8	5	CFABCM301

Assist in the design of Business Continuity Management (BCM) procedures	7	4	CFABCM102
Assist with the development of an organisational Business Continuity Management (BCM) strategy	7	5	CFABCM202
Lead a response team	7	4	CFABCM302
Operate incident response procedures	7	4	CFABCM303
Communicating during an incident	7	5	CFABCM401
(Governance)			
Define the responsibilities, powers and tasks of the governing body	12	13	CFA 501
Define the organisation's strategy and structure	12	13	CFA 502
Determine the organisation's purpose, vision, values and ethical behaviour	12	13	CFA 503
Ensure effective functioning and performance of the governing body	12	14	CFA 504
Ensure effective governing body decision making and delegation	12	14	CFA 505
Evaluate organisational and managerial performance to ensure effective compliance and control systems	12	15	CFA 506
Exercise accountability and engage effectively with key stakeholders	12	12	CFA 507
<b>Customer Service</b>			
Apply technology or other resources to improve customer service	8	11	CFACSD18
Build and maintain effective customer relations	8	8	CFACSB15
Champion customer service	8	10	CFACSA17
Develop a customer service strategy for a part of an organisation	8	11	CFACSD16
Follow organisational rules, legislation and external regulations when managing customer service	8	10	CFACSF6
Plan and organise the development of customer service staff	8	9	CFACSD15
Plan, organise and control customer service operations	8	10	CFACSB13
Review the quality of customer service	8	8	CFACSB14
Apply risk assessment to customer service	7	10	CFACSC6
Either Build a customer service knowledge set	7	7	CFACSA16
Or Build a customer service knowledge base	7	7	CFACSA16
Either Demonstrate understanding of customer service	7	6	CFACSF3
Or Show understanding of customer service	7	6	CFACSF3
Gather, analyse and interpret customer feedback	7	10	CFACSD12
Manage customer service performance	7	7	CFACSD20
Promote continuous improvement	7	7	CFACSD9
Use customer service as a competitive tool	7	8	CFACSA14
<b>Enterprise</b>			
Evaluate an existing business opportunity	9	6	CFABD9
Get support for a creative idea	9	9	CFABD10
Explore overseas markets	9	14	CFAWB6
Carry out a review of the business	8	8	CFABD4
Make deals to take your business forward	8	6	CFAEE3
Find innovative ways to improve your business	8	8	CFAEE4
Plan how to let your customers know about your products and services	8	8	CFAWB2
Advertise your products and services	8	5	CFAWB4
Sell your products or services	8	7	CFAWB5
Bid for work	8	5	CFAWB9

Win and keep customers	7	7	CFAEE2
Manage cash flow	7	3	CFAMN4
Review the skills the business needs	7	4	CFAOP1
Check what your customers need from the business	7	5	CFAWB1
Plan how you will sell your products or services	7	4	CFAWB3
Make presentations about your business	7	4	CFAWB10
Delegate work to others	7	4	CFAYS6

- Note 1: Either/Or choice indicates that a unit has been revised.
- Note 2: Not all units are accredited. SSCs should consult Awarding Bodies for availability.

## APPENDIX 5: Amendments to this framework

Version	Date of Change	Amendment	Comments
1.0	1 <sup>st</sup> April 2013	Framework first published	-
2.0	2 <sup>nd</sup> July 2020	<p>Framework Refreshed following update of Hospitality Management Skills SVQ</p> <p>New &amp; Existing SVQ codes included as dual running of both qualifications and framework.</p>	<p>Consultation and new proposal document completed</p> <p>New SVQ code to be included in framework document as soon as available from SQA.</p> <p>Existing SVQ (GG28 24 ) lapses 31/12/2020</p>

This framework document is a controlled document. The latest version can be found on the Skills Development Scotland website here:

<https://www.skillsdevelopmentscotland.co.uk/what-we-do/apprenticeships/modern-apprenticeships/modern-apprenticeship-frameworks/>