



A

# MODERN APPRENTICESHIP

IN

## Payroll Level 3 SCQF Level 6

FRAMEWORK DOCUMENT  
FOR  
SCOTLAND

Financial Legal Services Partnership  
(Skills for Justice)

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Skills for Justice (FLSP)  
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## Modern Apprenticeships in Scotland

### What are Modern Apprenticeships?

Modern Apprenticeships offer those aged over 16 paid employment combined with the opportunity to train for jobs at craft, technician and management level.

### Who develops them?

Modern Apprenticeships are developed by Sector Skills Councils (SSCs). SSCs consult with employers and key partners in their sector to produce a training programme, which meets the needs of employers.

### Who are they for?

Modern Apprenticeships are available to employees aged 16 or over. Employees need to demonstrate to their employer that they have the potential to complete the programme. All Modern Apprentices must have a demonstrable need to acquire significant new knowledge and skills to fulfil their job role. The modern apprenticeship framework selected for the employee must be the most appropriate learning programme generally available to that individual, providing such knowledge and skills.

### What's in a Modern Apprenticeship?

In Scotland, there are more than 70 different Modern Apprenticeship frameworks and they are all designed to deliver a training package around a minimum standard of competence defined by employers through SSCs. There are four different levels of Apprenticeship in Scotland: SCQF 5 (SVQ 2), SCQF 6/7 (SVQ 3), SCQF 8/9 (SVQ 4) and SCQF 10 (SVQ 5). They all contain the same 3 basic criteria:

- A relevant CBQ (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 Payroll

This framework is aimed at personnel who are working either within the payroll sector in Scotland or in a more general human resources or financial administration environment and are looking to enhance their skills and knowledge of current payroll practices and procedures. It is recommended that employers work in partnership with apprentices and training providers to select suitable optional units within the Competency Based Qualification (CBQ) in Payroll to best reflect the work being undertaken by the apprentice.

Payroll services form part of the financial and business services sector, identified by the Scottish Government as a growth sector. In 2012, this sector's Gross Value Added per person employed was £87,000 in Scotland (Sector Skills Assessment, Skills for Justice, 2012) – the UK's equivalent figure was £61,000.

The number of enterprises in Scotland, including central and local government, that have a requirement to pay staff total 100,000 with total numbers of employees within these enterprises totalling more than 2.5 million (source – Scottish Government ONS, March 2013). With employers being faced with increasing regulations relating to the processing of payroll statutory deductions and the constant need for accurate and timely payroll administration for all employees, there has never been a greater need for these enterprises to have access to highly skilled and motivated staff to enable them to fully meet their obligations. Payroll administration in Scotland for these enterprises will be carried out either in house by staff directly employed by the enterprise or through a number of approved payroll bureaus that exist to provide outsourced payroll services. These bureaus employ over 500 staff.

The payroll sector has been identified as being an ageing profession with a significant lack of new entrants coming into the profession although with increasing demands being placed upon employers, the sector is growing steadily. Many employers in Scotland have reported skills shortages in payroll and it is believed that by providing strong training and career opportunities, more new people will be attracted into the profession which will provide a long term solution to the skills shortages that currently exist. The Modern Apprenticeship programme will provide the profession with new entrants who will develop the knowledge and understanding they need to become a competent employee working within a payroll environment and will provide a credible pathway for young people who wish to progress into a career in financial administration within the private or public sector.

The programme will provide a route through which apprentices may progress onto professional payroll qualifications as well as other roles within finance or human resources.

A number of recent key issues are affecting payroll administration in Scotland and the need to build a strong skills base that employers can access;

- The introduction of PAYE real time information where employers are now required to notify HMRC of their liability to PAYE at the time or before they make payment to their employees.
- New auto enrolment legislation which requires all employers to automatically enrol all employees aged between 22 and state pension age into a workplace pension scheme.
- A lack of current industry and technical knowledge in payroll administration making it difficult for employers to recruit suitably qualified and experienced payroll staff to fill existing vacancies

### ***Aim of the Modern Apprenticeship:***

- To create jobs and progression opportunities for young people and those new to the payroll sector whilst helping employers increase the diversity and demographics of their workforce.
- To promote job roles within payroll administration as rewarding career pathways and to establish a route into other financial and business support occupations.

### ***Objectives of the Modern Apprenticeship:***

- To develop a consistent and appropriate work-based entry level national standard for payroll administration services
- To aid recruitment into and retention of staff in payroll administration roles
- To highlight career paths and provide progression routes into higher level jobs
- To create new jobs for young people in local, regional, national and international enterprises both within the

private and public sectors

- To provide a vocational route into the sector which links with existing routes into professional payroll and financial administration roles
- To aid parity of opportunity and mobility within and across payroll services in Scotland, England, Northern Ireland and Wales.

A suite of national occupational standards (NOS) for payroll was reviewed in autumn 2013. These NOS form the basis of the apprenticeship framework and associated competence based qualifications (CBQ) for payroll staff in England and Wales. These NOS were the essential first stage for the development of the CBQ in Scotland , which will be used as the competence based qualification within this Modern Apprenticeship framework for the Payroll workforce.

This Modern Apprenticeship in Payroll will support employer needs across the Scottish business community. The potential of school leavers is recognised, but has not been effectively realised via existing qualifications or academic pathways to adequately develop payroll administration skills. This framework is essential due to the economic development priority attached to this sector by Scottish Government and to ensure that Scottish learners can access the same opportunities that are available in England and Wales.

There are a number of payroll service providers who are based in Scotland who are showing significant growth that creates a demand for an adequate pool of skilled staff resources

## Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Payroll

### Duration

It is expected that the Modern Apprenticeship in Payroll will take between 12 and 18 months to complete

### Mandatory outcomes

#### SVQ or alternative competency based qualification

- The following must be achieved:

- **Level 3 CBQ Certificate in Payroll (SCQF level 6)**
  - GJ6A 46
  - 24 SCQF credit points

#### 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, Problem Solving, Information & Communication Technology and Numeracy must be separately assessed and certificated.

*Reference numbers are for SQA Core Skills. Other equivalents exist.*

#### Enhancements

There are no enhancements in this framework.

### Optional Outcomes

#### Additional SVQ Units/Qualifications/Training

- FD9G 04 Administer HR Records SCQF level 6 from Business Administration L3
- FEOA 04 Deliver, monitor and evaluate customer service to internal customers SCQF level 6 from Business Administration L3
- FE0C 04 Deliver, monitor and evaluate customer service to external customers SCQF level 6 from Business Administration L3
- F9D0 04 Spreadsheet Software 1 SCQF level 5 from Business and Administration L2

## The Framework

### Duration

It is expected that apprentices following this framework will take 12 to 18 months to complete.

### Mandatory Outcomes

#### SVQ(s)/ CBQs

Each apprentice is required to achieve the following Qualification:

- CBQ Level 3 Certificate in Payroll GJ6A 46, SCQF level 6, SCQF overall credits 24

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

#### Core Skills

Each apprentice is required to achieve the following core skills:

- |  |                                 |
|--|---------------------------------|
| • Communication                            | 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, Problem Solving, Information & Communication Technology and Numeracy must be separately assessed and certificated.

Some areas are partially covered by the mandatory CBQ. Please refer to the CBQ accompanying Core Skills signposting document for further information.

Core Skills are skills and abilities which everyone needs in their work. This is true for every job in every workplace. Core Skills also feature in National Qualifications such as Standard Grades and Highers and from 2000, Scottish candidates have been issued with a Core Skills profile on their Scottish Qualifications Certificate. Candidates who have already been certificated as achieving Core Skills at the levels given above – either in the workplace or at school or college - do not need to repeat these Core Skills as part of the Modern Apprenticeship framework.

### Enhancements

None other than optional outcomes

## Optional Outcomes

FE0A 04 Deliver, monitor and evaluate customer service to internal customers SCQF level 6 - from Business Administration L3

FE0C 04 Deliver, monitor and evaluate customer service to external customers SCQF level 6 - from Business Administration L3

F9D0 04 Spreadsheet Software 1 SCQF level 5 - from Business and Administration L2

FD9G 04 Administer HR Records SCQF level 6 - from Business Administration L3

## Registration and certification

This Scottish Modern Apprenticeship is managed by Financial and Legal Services Partnership. The SSC is the first point of contact in Scotland for any enquiries in relation to the framework. Contact details:

Certification Team  
Skills for Justice (FLSP)  
Distington House  
Atlas Way  
Sheffield  
South Yorkshire  
S4 7QQ

0114 261 5800  
certification@sfjuk.com

The SSC will register all Scottish Modern Apprentices undertaking this framework. **All Modern Apprentices must be registered with the SSC within 4 weeks of starting their apprenticeship.** Registration can be made by completing the Sample Training Plan and Sample Training Agreement in Appendix 3 and sending these to the above address or completing the online registration system (MA Online, [www.maonline.org.uk](http://www.maonline.org.uk)).

In the case of MAs which receive funding it is acceptable for the Skills Development Scotland Training Plan to be used on the condition that it includes all relevant information as set out in the MA Training Plan.

The SSC will issue a Modern Apprenticeship Certificate of Completion to those Modern Apprentices who have completed the mandatory outcomes of the framework. Before a certificate is issued, training providers must submit evidence to the SSC that the mandatory outcomes have been achieved. This will normally be in the form of photocopies of certificates from awarding bodies.

Requests for registration and certification should be made to the SSC at the address above.

### SSC Service level

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

The SSC also undertakes to issue Certificates of Completion within 4 weeks of receipt of the appropriate evidence that a candidate has completed the outcomes as stated in the Training Plan.

## Recruitment and selection

The recruitment and selection of Modern Apprentices is primarily the responsibility of the employer. However, the following guidance is given:

- Employees may enter a Modern Apprenticeship from the age of 16. There is no upper age limit.
- The Modern Apprenticeship is designed to attract high quality people to the industry. Achievement of academic qualifications is one way of assessing the suitability of applicants. However it should be stressed that no persons should be deterred from applying for a Modern Apprenticeship because of a lack of formal educational qualifications. As well as traditional qualifications such as Standard Grades and Highers, employers should also be aware of newer vocational qualifications or vocational activity undertaken outwith an academic institutions, such as volunteering activity.
- The following factors may also influence the selection process:
  - performance during a formal interview process
  - references
  - relevant work experience
  - trial observation period.
- Employers should be aware of the nature, relevance and quality of foreign qualifications and make appropriate allowances concerning entry requirements.
- In order to promote and maintain the high status of the Modern Apprenticeship within the industry all literature distributed for recruitment purposes should emphasise the high standards of achievement expected of the candidate.
- Employers may wish to contact the SSC for advice and guidance on recruitment and selection.

There are no formal entry requirements for this framework. However, employers are advised to develop recruitment practices where potential apprentices are required to complete an application form, attend an interview and undertake appropriate initial assessment. The purpose of this approach is to raise the profile of the Payroll Modern Apprenticeship so that it can be seen as valuable and worthwhile. There are no minimum academic criteria for entry although employers will expect a high standard of literacy and numeracy e.g. good grade Standards / Nationals or Highers or a proven ability to work at this level, such as experience gained through employment or voluntary work and personal characteristics such as trust, integrity and honesty are all highly valued by all payroll professionals

FLSP regard it of high importance that all Modern Apprentices are recruited fairly and equitably, and have both the ability and 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. A sample SSC Training Agreement is set out in Appendix 3.
3. SSC Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by SDS, the SDS Training Plan will be sufficient on condition that it contains all relevant information as set out in the Sample Training Plan at Appendix 3. Training Plans may be modified to reflect changing circumstances; however it is essential that the SSC is notified of any changes.

## Employment status of Modern Apprentices

It is important that the sector offers genuine employment and career prospects to those people it wishes to attract through Modern Apprenticeships. Accordingly, **all apprentices must be employed for the duration of the apprenticeship contract**

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

## Terms and conditions of employment

In order to compete with other sectors offering Modern Apprenticeships, attractive packages will need to be developed by employers in the sector. The terms and conditions of employment for individual Modern Apprentices will be agreed between the employer and the apprentice and should form the contract of employment.

## Training and development

### Delivery

Training delivery can take many forms under the Modern Apprenticeship system. Some organisations may become approved SVQ Assessment Centres; others may join a consortium or use peripatetic assessors. Some large employers will be able to complete all the training and development in-house, but most employers will find that some of the training and development will have to take place away from the normal workplace. In particular the underpinning knowledge requirements are often more suited to delivery by outside training providers which might include:

- private training organisations
- colleges / universities
- other employers

Such knowledge could be delivered through training courses or through open/distance learning packages.

The option of sharing training and assessment resources amongst a cluster of employers (or across the divisions of a larger employer) will be particularly appealing to those firms which do not have the resources to provide all of the training and development. Assessment can be provided by these bodies, but the assessors and the training centre must be approved by the awarding bodies for the CBQ and Core Skills where appropriate.

## List of Training Providers

The following training providers have expressed an interest in gaining approval to deliver the framework and it is anticipated that approval will be confirmed by early 2015;

- The Chartered Institute of Payroll Professionals (CIPP)
- West Lothian College
- University of the Highlands and Islands

Capacity to deliver the framework is expected to develop in line with employer demand. Activity is ongoing to develop delivery infrastructure and updates will be available on FLSP website [www.financialskillspartnership.org.uk](http://www.financialskillspartnership.org.uk)

## Delivery of Training for the Modern Apprenticeship in Payroll

### Work-based training

#### Delivery and assessment

It is anticipated that a Payroll Modern Apprentice will undertake approximately 180 "on the job" guided learning hours each year to achieve the framework which may consist of the following methods;

- Side by side training for those new to a role or who need to improve their skills
- Live coaching such as call around monitoring
- Job shadowing
- Supervised day to day caseload activity

Assessment will be carried out on work produced by each Modern Apprentice against the units specified in the CBQ level 3 Certificate in Payroll.

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

Training providers will ensure that staff delivering the training have relevant vocational competence in payroll administration and appropriate assessor qualifications if involved in the assessment process. Internal Quality Assurance is essential to ensure that consistent assessment is undertaken

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

The framework requires approximately 100 hours "off the job" GLH

### Off-the-job training

#### Details of off-the-job training

It is anticipated that a Payroll Modern Apprentice will undertake approximately 100 "off the job" guided learning hours each year to achieve the framework which may consist of the following methods.

Examples of 'off-the-job' learning can include:

- Inductions to apprenticeship programmes
- Feedback and mentoring following call monitoring and audits

- Briefings such as morning 'huddles', product updates
- Competence qualification and assessment away from workplace for example core skills
- One to One teaching and coaching for the Apprenticeship eg for the knowledge units or functional skills
- Required assignment work and study between workshops eg for the knowledge units
- Review meetings
- One-to-one's and appraisals
- Pre course preparation work

These are in addition to traditional learning methods, such as online and distance learning, formal training workshops (whether by employer or training provider/college), company inductions.

A sign off form will be completed by the apprentice, employer and provider to confirm the GLH requirements have been achieved and this will be submitted to the certifying authority at the certification stage.

#### **Delivery and assessment methods**

Assessment will be carried out on work produced by each Modern Apprentice against the units specified in the CBQ level 3 Certificate in Payroll

Delivery will be through various forms including but not limited to:

- Inductions to apprenticeship programmes
- Feedback and mentoring following call monitoring and audits
- Briefings such as morning 'huddles', product updates
- Competence qualification and key/functional skills assessments
- One to One teaching and coaching for the Apprenticeship e.g. for the knowledge units or functional skills
- Required assignment work and study between workshops eg for the knowledge units
- Review meetings
- One-to-One's and appraisals
- Pre course preparation work

#### **Exemptions**

N/A

## **The SSC training plan**

The plan is required to identify:

- 1 The selected framework outcomes, specifying whether or not separate certification of the Core Skills is being sought.
- 2 A summary of the Modern Apprentices accredited prior learning
- 3 A timetable for achievement of the selected framework outcomes, linked to regular progress reviews.

The Training Plan should take into account any relevant previous training and development, education or work experience. Not all Modern Apprentices need have different plans, but many will vary. Moreover as reviews take place and circumstances change so the plan itself can be modified.

However any changes must:

- be subject to the quality provisions of Skills Development Scotland (if the MA is being financially supported)
- comply with the stipulations of this framework
- meet the needs of the employer and apprentice.

A sample Training Plan is provided at Appendix 3 of this document, however, for those Modern Apprentices funded by SDS area office it is sufficient to submit the Skills Development Scotland Training Plan on condition that it covers the same information required in the MA Training Plan.

## Consultation Process

FLSP in conjunction with the Chartered Institute of Payroll Professionals(CIPP) carried out a detailed consultation process with employers, training providers, key stakeholders and employees from Spring 2014 to October 2014 to develop the Payroll Modern Apprenticeship (MA) framework which closely followed the Apprenticeship framework in Payroll that currently exists in England and Wales. Although we used this framework as a starting point the consultation allowed employers to discuss/amend the framework to suit employers in Scotland. This combined a series of face-to-face meetings, workshops and tele-conferencing meetings. Separate consultation activities focused on:

- identification of suitable competence and knowledge units
- the justification and development of the Modern Apprenticeship framework.
- establish suitable mandatory enhancements and optional outcomes

FLSP 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. FLSP allocated a dedicated project team to deliver this work in partnership with CIPP.

The Chartered Institute of Payroll Professionals (CIPP) is a leading professional body for payroll and pensions professionals in Scotland. The CIPP have been in conversations with employers from the sector who have been increasingly vocal about the need for a Modern Apprenticeship programme in Scotland.

The framework is a response to employers who already want to take on an apprentice and therefore can have an immediate impact on job creation (see comments below regarding Ceridian Glasgow). We have a number of employers who understand the benefits of apprenticeships and as such were willing to help us to develop the framework.

A working group was established by the CIPP which informed the design / selection of the framework’s components in consultation with FLSP. A consultation event was arranged in September 2014 at the offices of Ceridian in Glasgow who are one of the key employers taking part in the consultation process. Being one of the world’s leading providers of payroll services, Ceridian have plans to recruit a further 300 staff at its’ new “flagship” location near Glasgow and they immediately recognised the need to have a robust apprenticeship framework to be able to attract more young people into the payroll profession.

From the CIPP database of employers in Scotland and from dialogue and discussions that had already taken place, a sample of Scottish employers was formed from a cross section of business and service sectors which included;

**List of respondents organisation name used to anonymise individuals):**

Organisation	Consultation method	Organisation type	Head office location
Chartered Institute of Payroll Professionals	Consultation response	Chartered body	England with Scotland presence
Ceridian	Consultation response x3	Employer	England with Scotland presence
Prospero Business Services	Consultation response	Employer	Scotland
Sparrows Global Services Ltd	Consultation response	Employer	Scotland
The Richmond Fellowship Scotland	Consultation response	Employer	Scotland
Scott Moncrieff	Consultation	Employer	Scotland

	response		
NHS Tayside	Consultation response	Employer	Scotland
APlus Learning	Consultation response	Provider	Scotland
Buccleuch	Survey response	Employer	Scotland
Contract Scotland Ltd	Survey response	Employer	Scotland
NHS Education for Scotland	Survey response	Provider	Scotland
Applus RTD UK Ltd	Survey response	Employer	Scotland
City of Edinburgh Council	Survey response	Employer	Scotland
Scottish Qualifications Authority	Survey response	Education	Scotland
Inverclyde Council	Survey response	Employer	Scotland
Initia8	Survey response	Consultant	England with Scotland presence
IPP Education Ltd	Survey response	Provider	England with Scotland presence
Aberdeenshire Council	Via e mail	Employer	Scotland
Wylie and Bisset LLP	Via e mail	Employer	Not given
ActivPayroll	Via e mail	Employer	Scotland
Dumfries and Galloway Council	Via e mail	Employer	Scotland
Scottish Union Learning	Via e mail	Provider	Scotland
NHS Scotland	Via e mail	Employer	Not Given
Alpha Solway Ltd	Via 1 to 1 meeting	Employer	Scotland
Gretna Green Ltd	Via 1 to 1 meeting	Employer	Scotland

In addition to the above, a number of organisations were contacted and involved in the development of the CBQ which is the qualification included within this Modern Apprenticeship. The development work has been highlighted and discussed with Scottish Government, training providers, the Scottish Trade Union Congress and a range of other stakeholders within the sector.

## Career progression

Following completion of the Modern Apprenticeship, candidates should be able to achieve more senior positions within a payroll environment such as Payroll Supervisor, Assistant Payroll Manager or Payroll Team Leader

### Progression into this Modern Apprenticeship may be:

- via direct entry from school or college (most likely after completing Highers)
- via direct entry from another occupation e.g. accountancy, customer service, etc.
- via direct entry for existing staff progressing within a payroll section of an organisation.

### Progression from this Modern Apprenticeship may be:

- to a range of senior or supervisory roles with a payroll administration environment
- to a range of roles in associated fields such as HR, supervision and Management, Information Technology Pensions and Customer
- to training and assessment roles within payroll administration

### Possible further training and qualifications include:

- Foundation Degrees in Payroll Management Foundation Degrees in Payroll Management - CIPP offers a foundation degree programme which is open to their members across the UK including Scotland. CIPP are also considering the development of a HND route specifically for Scottish learners.
- Advanced Diploma in Applied Payroll Management
- MSc in Business and Payroll Management
- other Technical or Professional level Apprenticeships such as in management or accountancy
- In house training and development programmes

### To become a Member of the Chartered Institute of Payroll Professionals (CIPP):

Details on how to become a member of the Institute and careers in payroll can be found on the CIPP's web pages [www.cipp.org.uk](http://www.cipp.org.uk) . All apprentices will receive a twelve month affiliate membership subscription.

# Appendices

## APPENDIX 1

### Stakeholder Responsibilities

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

- Awarding Bodies
- Employers
- Modern Apprentices
- Modern Apprenticeship Group (MAG)
- Sector Skills Councils (SSCs)
- Skills Development Scotland
- Training Providers

### Role of the Sector Skills Councils

SSCs are responsible for developing Modern Apprenticeship frameworks and are required to work with employers in their sectors to ensure that all frameworks meet the needs of employers in their sectors.

For details on your sector's SSC, follow the link to the Federation for Industry Sector Skills and Standards website <http://fisss.org/>.

### Role of Skills Development Scotland (SDS)

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

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

SDS provides advice and guidance to individuals on the range of Modern Apprenticeships and training providers available. Individuals are signposted to opportunity providers who offer training in the vocational areas of interest.

Responsibilities include:

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

## Role of the Awarding Bodies

A significant proportion of the Modern Apprenticeship is based on the assessment of the apprentice against SVQs/ CBQs or SVQ / CBQ units. These qualifications are accredited by the SQA Accreditation and the Office of the Qualifications and Examinations Regulator (Ofqual) and are offered by Awarding Bodies.

It is the responsibility of the Awarding Bodies to ensure that centres are approved, that assessors and verifiers are suitably qualified, trained and monitored, and that all of the assessment criteria of the SVQs/ CBQs and SVQ/CBQ units are fully met.

## Role of the Training Provider

The role of the training provider is important to the success of the Modern Apprenticeship. A training provider can be a further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

### Training Providers are responsible for:

- Confirming an appropriate MA programme for candidates
- Agreeing the training needs of the candidates
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and defining roles and responsibilities for this with relevant parties
- Ensuring trainee/candidate has access to the best quality training opportunities available
- Ensuring that the Modern Apprentices and employers fully understand the principles and processes of competence-based assessment
- Registering of MA candidates with the relevant SSC (and Skills Development Scotland if appropriate).
- Compiling and agreeing assessment schedules/assessment plans
- Judging performance evidence
- Completing assessment records
- Reviewing candidates progress at regular intervals
- Submitting records and evidence for moderation
- Advising the Modern Apprentice who to approach for support, advice, encouragement and in case of complaint

## Role of the Modern Apprenticeship Group (MAG)

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

### MAG is responsible for:

- Approval and re-approval of Modern Apprenticeship frameworks
- De-approval of Modern Apprenticeship frameworks
- Encouraging best practice across Modern Apprenticeship frameworks and sectors

## Role of the Employer

Employers' responsibilities include:

- Paying all Modern Apprentices in accordance with company policy and in line with current legislation

- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and define roles and responsibilities for this with relevant parties
- Highlighting opportunities for the Modern Apprentice to demonstrate competence
- Meeting with Trainers, Assessors, Verifiers and the Modern Apprentices to review progress
- Witnessing candidate performance and verifying evidence
- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Ensuring the experience, facilities and training necessary to achieve the outcomes of the training plan.
- Supporting and encouraging Modern Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern Apprentices.

## Role of the Modern Apprentice

Modern Apprentices have the same responsibilities to their employer as any other employee. In addition they have a range of commitments to their training programme.

### Modern Apprentices' responsibilities include:

- Observing the company's terms and conditions of employment
- Agreeing a training/development plan with all parties involved
- Undertaking development in line with agreed training plan
- Attending meetings with trainers, assessors and verifiers as required
- Attending college/off-the-job training where required
- Providing evidence of competence
- Developing a collection of evidence (portfolio) and retain ownership of this throughout
- Behaving in a professional manner throughout

## APPENDIX 2

### Modern Apprenticeship Centres (MACs)

Modern Apprentices may only be registered through organisations approved by the SSC to deliver this framework. Such approved organisations are called Modern Apprenticeship Centres (MACs)

The MAC may be the employer of the apprentice or a separate organisation such as a training provider, further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

In order to be approved, organisations must make a formal application to the SSC, seeking approval and establishing that the centre satisfies the following criteria:

#### Either

- 1 be approved by an appropriate Awarding Body as a centre for the assessment of the relevant SVQ/ CBQ (and Core Skills if these are being separately certificated)

or

- 2 be capable of demonstrating a contractual relationship with another approved centre for the assessment of those units for which the MAC does not have approval from an appropriate Awarding Body.

#### In addition

The SSC will maintain a database of MACs for the delivery of the framework within Scotland, which will be available to employers and others.

Organisations wishing to become MACs who have yet to obtain the necessary Awarding Body approval for assessment should first contact the Awarding Body direct.

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:

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

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:

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



**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 <i>(please identify level)</i> <i>(List mandatory and optional units)</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
SVQ/ CBQ level <i>(please identify level)</i> <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 <i>(if any)</i> <i>These are optional and should reflect the individual training needs of the Apprentice</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
	<i>(specify unit)</i>			

**Summary of Modern Apprentice’s accredited prior learning:**

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

Skills for Justice (FLSP)  
Distington House  
Atlas Way  
Sheffield  
South Yorkshire  
S4 7QQ  
  
0114 261 5800