MODERN APPRENTICESHIPS

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MODERN APPRENTICESHIP

IN

DIGITAL APPLICATIONS
At SCQF Level 6

**FRAMEWORK DOCUMENT
FOR
SCOTLAND**

The Tech Partnership

June 2016

Contents

Appendices

Modern Apprenticeships in Scotland

What are Modern Apprenticeships?

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

Who develops them?

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

Who are they for?

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

What's in a Modern Apprenticeship?

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

- A relevant SVQ (or alternative competency based qualifications)
- Core Skills
- Industry specific training

Details of the content of this specific Modern Apprenticeship are given in the next section.

Modern Apprenticeships in Digital Applications

The key driver for the Modern Apprenticeship in Digital Applications is the lack of capacity and specialist digital/ICT skills identified in response to the Government 2012 Audit Scotland Review. The audit identified skills gaps which are essential to build technical and digital capability.

The Skills Development Scotland Skills Investment Plan (2014) for ICT and Digital Technologies sector identified increased demand for technology skills across a range of sectors. Technology skills enable growth and job creation. "To assist businesses in adapting to changes in technology there is a need for core competencies and technology awareness to be improved across all sectors."

Overall the number of people employed in ICT and digital technology roles is forecast to increase by 15% to 84,000 by 2020. The increasing adoption of digital technologies by businesses in other sectors creates significant job opportunities and drives increased demand for skills in relation to the *use* of ICT.

Theme 2 in the Skills Investment Plan underlines the importance of broadening the talent pipeline for ICT and digital technology skills and exploring employer demand for additional and higher level MA frameworks. The SDS Action Plan includes the establishment of new advanced level MA frameworks for ICT/digital technologies in response to industry need.

The ITP professional MA framework is well established, but does not meet the needs of the non-technical ICT specialist. The proposed MA is aimed at those:
   a) working in offices in large organisations across all industry sectors acting as the 'expert' in Application Software, devising solutions and providing help and support to colleagues to relieve the pressure on the technical IT helpdesk
   b) working in IT helpdesks with specific responsibility for end user Application Support
   c) in smaller businesses without an on-site IT function, taking responsibility for setting up systems, users and day-to-day troubleshooting
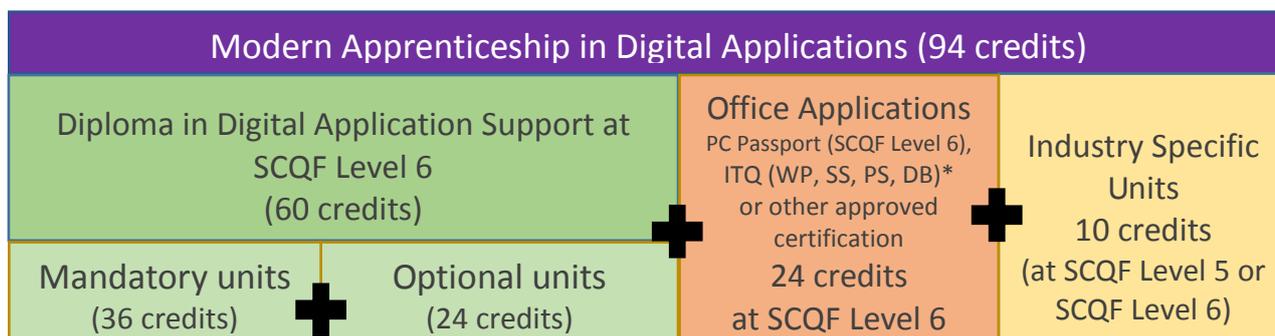   d) responsible for working with third party IT service providers

At the heart of the MA is a new Competence Based Qualification, the Diploma in Digital Application Support at SCQF Level 6. This is based on the new NOS for IT Users, approved in 2014. Embedded within this are SVQ (ITQ) units at Level 3 (SCQF Level 6), together with selected units from the IT professional CBQ and new NOS-based units. The CBQ is a substantial qualification of 60 credits, on a par with the CBQ for IT and Telecoms Professionals.

Competence and skills in Office Applications (Word Processing, Spreadsheets, Presentations and Database) must be evidenced for all candidates by the additional requirements in the framework for separate certification. For example, as evidenced by completion of the current version of the SQA PC Passport qualification or other appropriate units or qualifications approved by the Tech Partnership.

The MA in Digital Applications is a broad-based apprenticeship allowing some scope for specialisation in structured data processing or multimedia applications. The qualified Modern Apprentice will be able to troubleshoot and solve problems using a range of different application software packages as appropriate to the business context in which they are working. The Digital Applications Modern Apprentice also needs good knowledge and practical skills in the industry context in which they are operating. For this reason, over 10% of the qualification comprises sector specific units from the relevant industry sector.

Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Digital Applications

Modern Apprenticeship in Digital Applications (94 credits)		
Diploma in Digital Application Support at SCQF Level 6 (60 credits)	Office Applications PC Passport (SCQF Level 6), ITQ (WP, SS, PS, DB)* or other approved certification 24 credits at SCQF Level 6	Industry Specific Units 10 credits (at SCQF Level 5 or SCQF Level 6)
Mandatory units (36 credits) ➕ Optional units (24 credits)		

See enhancements on following page for full description

Duration

This MA should take from 1 year to 18 months to complete.

Mandatory outcomes

Competency Based Qualification

- *The following must be achieved:*
- Diploma in Digital Application Support at SCQF Level 6 (60 Credit points) GL2K 46

Core Skills

- Communication   minimum SCQF Level 5
- Working With Others   minimum SCQF Level 5
- Problem Solving   minimum SCQF Level 5
- Information and Communication Technology   minimum SCQF Level 6
- Numeracy   minimum SCQF Level 5

Separate certification is required for Core Skills in Communications and Numeracy.
ICT, Working with Others and Problem Solving are embedded in the mandatory units for the Diploma in Digital Application Support at the required level.

Enhancements

1. **Office Applications.** The current version of the SQA PC Passport at SCQF Level 6 (qualification G8HA 46) or other equivalent certification in IT user office applications (e.g. ITQ units in Word Processing, Spreadsheets, Database and Presentations at SCQF Level 6) as approved by The Tech Partnership. This enhancement can be assessed on- or off-the-job.
2. **Industry Specific.** 10 credit points at SCQF Level 5 or SCQF Level 6 drawn from work-related units from the industry relevant to the employer and as appropriate to the candidate's job role, to add the business or industry context to the digital applications used.

Optional Outcomes

Additional SVQ Units/Qualifications/Training

Additional units appropriate to the candidate may be selected from the list of optional units for the CBQ.

The Framework

Duration

It is expected that apprentices following this framework will take 12-18 months to complete. This includes no more than 4 months for off-the-job training.

Mandatory Outcomes

SVQ(s)/ CBQs

Each apprentice is required to achieve the following Qualification:
Diploma in Digital Application Support at SCQF Level 6(Qualification no: GL2K 46)
(60 SCQF credit points)

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:

	SQA	C&G	Edexcel	EDI
Communication (SCQF level 5)	F427 04	F451 04	F82M 04	F44C 04
Numeracy (SCQF level 5)	F42B 04	F455 04	F831 04	F44G 04

The Core Skills in Communication and Numeracy need to be separately certificated.

Core Skills in ICT (SCQF Level 6). Problem Solving (SCQF Level 5) and Working With Others (SCQF Level 5) are embedded within the mandatory units of the Diploma in Digital Application Support at the required level.
These do not need to be separately certified.

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

The current version of the SQA PC Passport at SCQF Level 6 (qualification G8HA 46) or other equivalent certification in IT User Applications of Word Processing, Spreadsheets, Database and Presentation as approved by the Tech Partnership at SCQF Level 6. These units may be work-based units drawn from the ITQ framework (SVQ for IT Users) or exam-based vendor units such as Microsoft Office Specialist that have been mapped to the ITQ framework or PC Passport.

10 SCQF credit points are required from work-related Industry Specific units.
These units may be selected at the discretion of the Employer/Modern Apprenticeship provider to add breadth to the Modern Apprentice's competence through the development of additional knowledge and skills in the relevant industry sector. These units may be at SCQF Level 5 or SCQF Level 6.

Optional Outcomes

Employers are encouraged to add further qualifications and training to the framework to meet the business needs of the organisation and developmental needs of the apprentice.

Modern Apprenticeship Providers / Employers are encouraged to review other relevant SVQs and/or vocational technical qualification to identify development opportunities.

Recommended enhancements include:
- Additional ITQ units at SCQF level 6 drawn from the list of optional units in the CBQ qualification framework
- Other related SVQ units from a work-related SVQ at SCQF level 6

Registration and certification

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

The Tech Partnership
1 Castle Lane
London
SW1E 6DR
0207 964 8920
www.thetechpartnership.com
apprenticeships@thetechnpartnership.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.

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 institution, 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.

Entry requirements

There are no specific qualifications required for entry on to the apprenticeship framework, however, many employers require good (A-C) Higher passes in English and Maths in order to directly enter a level 3 Modern Apprenticeship. Prospective apprentices who have achieved a Standard Grade A-C in Maths and English will be exempt from completing the corresponding Core Skills in Numeracy or Communications, if these were gained within 5 years of beginning the MA.

It is not necessary to achieve the CBQ at Level 2 prior to entering this framework although it may be helpful.

The majority of roles for the Modern Apprentice in Digital Applications require:
* Individuals to be proactive, fast learners;
* Individuals who are able to work independently or as part of a team;
* The ability to focus on assisting customers and colleagues find solutions to problems
* Good attention to detail and the ability to deliver what is required, when it is required
* Individuals to be open to change and focus on the requirements of the business at all times

Roles in administration or data management would suit individuals who:
* Are meticulous and methodical, and can work under pressure to set deadlines;
* Are well organised and efficient;
* Can manage multiple or complex tasks.

Roles in web publishing or creative industries would suit those who:
* Have an interest in design and creativity with a flair for creating audio, video and other multimedia products;
* Have good communication and team-working skills

Roles in IT helpdesk or technical support would suit those with:
* An interest in both hardware and software;
* Good problem solving ability
* An ability to follow up issues and communicate well with customers and colleagues

Equal opportunities

Modern Apprenticeships should ensure that there is equality of opportunity for all and any barriers (real or perceived) are addressed to support anyone seeking to enter employment to undertake the Modern Apprenticeship.

All MAs supported by Skills Development Scotland must conform to any contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

Health and Safety

All aspects of health and safety at work must be recognised within the delivery of this Modern Apprenticeship Framework and all statutory requirements be adhered to. It is a key aspect of the induction period of the Modern Apprenticeship that apprentices are fully informed both of the regulations and that they and their employers are bound by these regulations. Modern Apprentices should be made aware of their rights and duties with regard to health and safety.

All Modern Apprentices supported by Skills Development Scotland will be required to satisfy the adequacy of SDS's Health and Safety policy and systems.

Contracts

The following three contracts are essential to the successful outcome of the Modern Apprenticeship programme:

1. Contract of employment signed by the employer and the Modern Apprentice.

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

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

Employment status of Modern Apprentices

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

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

Terms and conditions of employment

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

Training and development

Delivery

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

- private training organisations
- colleges / universities
- other employers

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

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

List of Training Providers

The current providers of IT & Telecoms Apprenticeships are:

- Baltic Training Services Ltd
- Falkirk Council
- QA Ltd*
- Raytheon Professional Services
- Sixth Sense Training Ltd
- University of Strathclyde
- YouTrain Ltd*
- B.T. Group*
- MI Technologies Ltd t/a IBM UK Ltd
- Fletcher Consultancy Ltd
- West College Scotland Paisley Campus
- Train Shetland

Delivery of Training for the Modern Apprenticeship in Digital Applications

The CBQ mandatory units and Industry-specific units are all to be assessed in the workplace.

The CBQ Optional unit list contains both work-based and knowledge-based units.

The Office Applications enhancement may be work-based or knowledge-based.

This combination offers the flexibility to deliver some of the training in formal courses, for example in a College or via online learning. The precise balance between work-based or knowledge-based components of the overall MA depends on the units selected.

Work-based training
Delivery and assessment method

Training delivery can take many forms under the Modern Apprenticeship system. Some organisations may become approved CBQ Assessment Centres; others may join consortia 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 work-site.

Delivery of underpinning knowledge

The underpinning knowledge requirements, for example for candidates following the PC Passport route to the Diploma, are often more suited to delivery by outside training providers which might include:
- private training providers
- schools/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.

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

Extensive consultation was carried out both prior to, and during, the development of this framework to ensure that the needs of employers and candidates were met. This consultation involved a wide range of employers, training providers, awarding bodies and other stakeholders including SQA Accreditation and SDS.

During the consultation process the need for a Modern Apprenticeship was identified by a number of major employers and providers.

Development of the qualification structure and units was carried out by an expert working group under the lead of The Tech Partnership with the results widely disseminated for comment and feedback. All feedback received was collated and analysed by the working group and incorporated where relevant and appropriate.

Career progression

While it is not mandatory for an apprentice to achieve a Level 2 (SCQF 5) Modern Apprenticeship prior to embarking upon a Level 3 (SCQF 6) programme, it may be beneficial to begin at Level 2 as some of the fundamentals of an IT business and core technical skills need to be learned at a basic level before more advanced IT user skills and techniques can be effectively applied in the workplace.

In some instances however, prior qualifications, training or experience may have equipped an apprentice for direct entry to Level 3 (SCQF 6).

On completion of the MA, candidates may progress into careers in the industry sector in which they are based or choose to specialise further and pursue a career as an IT professional.

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

- Office support
- IT application helpdesk and support
- Website development or publishing
- Database development
- Digital marketing

in a wide range of industries.

On completion, candidates will have a range of complex IT skills that will be very useful in the workplace and daily life and, if required, will provide the basis for further progression to National or Higher National Qualifications in a related subject area.

Potential routes for those completing this MA include:

- Higher Apprenticeship (SCQF 8) for IT and Telecoms Professionals, with specialism in Web design and development, Digital marketing, Data analytics or Application helpdesk and user support
- Full time education at College or University (HND or degree courses)

Appendices

APPENDIX 1

Stakeholder Responsibilities

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

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

Role of the Sector Skills Councils

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

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

Role of Skills Development Scotland (SDS)

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

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

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

Responsibilities include:

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

Role of the Awarding Bodies

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

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

Role of the Training Provider

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

Training Providers are responsible for:

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

Role of the Modern Apprenticeship Group (MAG)

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

MAG is responsible for:

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

Role of the Employer

Employers' responsibilities include:

- Paying all Modern Apprentices in accordance with company policy and in line with current legislation
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and define roles and responsibilities for this with relevant parties
- Highlighting opportunities for the Modern Apprentice to demonstrate competence
- Meeting with Trainers, Assessors, Verifiers and the Modern Apprentices to review progress
- Witnessing candidate performance and verifying evidence

- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Ensuring the experience, facilities and training necessary to achieve the outcomes of the training plan.
- Supporting and encouraging Modern Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern Apprentices.

Role of the Modern Apprentice

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

Modern Apprentices' responsibilities include:

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

APPENDIX 2

Modern Apprenticeship Centres (MACs)

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

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

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

Either

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

   or

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

In addition

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

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

Organisations wishing to be accredited with SQMS (or other appropriate quality system) should contact Skills Development Scotland.

In addition to the assessment of the Modern Apprentice against the relevant standards set by the selected Framework outcomes, the MAC has responsibility for:

- Entering into a formal training agreement with the employer and Modern Apprentice
- Registering Modern Apprentices as candidates for the relevant SVQ/ CBQ (s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSC
- Applying for the final `Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSC of any material alterations to Modern Apprentices' training plans or desired changes to the selected Framework outcomes.

APPENDIX 3

MODERN APPRENTICESHIP SAMPLE TRAINING AGREEMENT

This Training Agreement is entered into by:

Name of Employer:	
Name of Modern Apprentice:	
Name of Modern Apprenticeship Centre:	

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

1   employ the modern apprentice subject to the employer's usual terms and conditions of employment;

2   provide the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice's personal training plan;

3   pay the modern apprentice an agreed salary which reflects the obligations of the employer and the opportunities for the apprentice;

4   in the event of the employer becoming unable to retain the modern apprentice after completion of the apprenticeship, to use reasonable endeavours to secure employment elsewhere;

5   in the event of the apprenticeship being terminated prematurely by either the employer or modern apprentice for any reason other than dismissal for unsatisfactory performance or misconduct, to use reasonable endeavours to secure employment and continuation of this apprenticeship elsewhere;

6   operate a formal Health and Safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the modern apprentice; and

7   operate an Equal Opportunities policy which meets all legal requirements.

The **Modern Apprentice's responsibilities** are to:

1   work for the employer in accordance with the agreed terms and conditions of employment;

2   undertake training, attend courses if required, keep records, and take assessments to be determined by the employer and/or Modern Apprenticeship Centre, and carry out such work as may be required in order to achieve the selected Framework outcomes specified in the apprentice's personal training plan;

3   be diligent, punctual, behave in a responsible manner and in accordance with the requirements of Health and Safety legislation relating to the apprentice's responsibilities as an individual; and

4   promote at all times the employer's best interests.

The **Modern Apprenticeship Centre's responsibilities** are to:

1   agree the content of the modern apprentice's personal training plan as confirming that the selected Framework outcomes and training plans meet the criteria of this modern apprenticeship

2   contract with the employer to provide the training and assessment necessary to enable the modern apprentice to achieve the selected Framework outcomes specified in the apprentice's personal training plan; and

3   use its best endeavours to ensure that the employer provides the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice's personal training plan.

This agreement to be signed by all parties:

Employer		*Date:*
Modern Apprentice		*Date:*
Modern Apprenticeship Centre		*Date:*

MODERN
APPRENTICESHIPS

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

CBQ Mandatory units (36 credits)		Tick units being undertaken	SCQF Level	SCQF Credit Points
M	Developing Personal and Team Effectiveness Using IT 3		6	4
M	Health and Safety in IT & Telecoms 1		4	1
M	Understanding the Potential of IT 3		6	8
M	Digital Information Management 3		6	6
M	Digital Communications 3		6	6
M	Digital Network Environments 3		6	6
M	Optimise IT System Performance 3		6	5
CBQ options (24 credits *(List optional units)*				
O	(specify option units adding extra rows as required)			
O				
O				
O				
O				
O				
Enhancements				
Sector Specific Units				
	(specify Sector Specific units)			
CBQ mandatory applications units (24 credits)				
M	PC Passport (SCQF level 6)		6	24
	OR the 4 units listed below:			
M	Word Processing Software 3		6	6
M	Presentation Software 3		6	6
M	Spreadsheet Software 3		6	6
M	Database Software 3		6	6

(add additional rows as required)

Core Skills *(Include details of the minimum level required)*		Tick units being undertaken	SCQF Level	SCQF Credit Points
1	Communication (minimum SCQF 5)			
2	Working with others (Embedded at SCQF 5)			
3	Numeracy (minimum SCQF 5)			
4	Information and communication technology (Embedded at SCQF 6)			
5	Problem Solving (Embedded at SCQF 5)			

Optional outcomes

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

Summary of Modern Apprentice's accredited prior learning:

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

Apprenticeship Manager
The Tech Partnership
1 Castle Lane
London
SW1E 6DR
0207 963 8920

www.thetechpartnership.com
apprenticeships@thetechpartnership.com