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# MODERN APPRENTICESHIP

IN

## The Water Industry At SCQF Level 5

FRAMEWORK DOCUMENT  
FOR  
SCOTLAND

Energy and Utility Skills

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## Modern Apprenticeships in Scotland

### What are Modern Apprenticeships?

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

### Who develops them?

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

### Who are they for?

Modern Apprenticeships are available to employees aged 16 or over. Employees need to demonstrate to their employer that they have the potential to complete the programme. 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 the Water Industry

### **The Industry**

The water industry plays a vital role in protecting the public health of Scotland by providing safe, high quality water supplies to customers up to and including the internal stop valve on the customers' property. It also includes sewerage system networks which collect the sewerage that flows from our homes and industries to the wastewater treatment works. Untreated, this would have a detrimental effect on our health and our environment. Therefore, ensuring standards are maintained and wherever possible improved requires a workforce with a high level of technical knowledge who can deliver an excellent customer experience.

In Scotland public drinking water and sewerage services are provided by Scottish Water to about 5 million customers in over 2.3 million households, unlike England and Wales where this is provided by private companies. Scottish Water operates within a regulatory framework established by Scottish Parliament in which Scottish ministers, acting on behalf of the people of Scotland, set the objectives for the industry to be delivered at least cost to the customers. Key players in this regulatory framework are Scottish Waters economic regulator, the Water Industry Commission for Scotland, the Drinking Water Quality Regulator, The Scottish Environment Protection Agency, Consumer Focus Scotland (the customer representative body) and for investigation of complaints the Scottish Public Services Ombudsman.

As well as Scottish Water there are non-regulated subsidiary water utility companies (e.g. involved in construction, engineering, consultancy, laboratory services) and the supply chain (e.g. contractors, manufactures, suppliers) which means there needs to be flexibility within the workforce and the qualifications which they undertake. The sector has seen changes and restructuring in a number of the organisations involved with many operations now contracted out to specialist contractors who operate across multiple sectors.

The water industry in Scotland directly employs just over 4,000<sup>1</sup> people, in addition to this there are many thousands more employed indirectly in an extensive supply chain of partners, alliances and suppliers. This provides many opportunities for career development and progression within the water sector, for example starting on a Modern Apprenticeship as a Water Technician there are opportunities to progress through to a university degree or move into areas such as Water Testing.

Therefore, the revisions to the qualifications within this framework will increase the flexibility and opportunities for those directly employed in the water industry or in the supply chain to use the framework for their employees. The new qualification for Water Distribution Control, included in this framework at SCQF level 5 provides parity with those in similar roles in the other UK nations providing transferability across the workforce.

### **Contribution to economy**

The water industry contributes to the Scottish Governments strategic objectives. In particular, it contributes to a wealthier and fairer Scotland through the National Outcome of "our public services are high quality, continually improving, efficient and responsive to local needs".

Scottish Government has also developed the Water Resource's Bill (2013) in order to update the law on the management of Scotland's Water resources, to introduce new duties relating to their vision of Scotland as a Hydro Nation and set a legislative framework that will underpin other non-legislative

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<sup>1</sup> Scottish Water

activity. The impact of this along with the Hydro Nation programme of work will mean there is a new focus and drive across the water sector in Scotland, bringing in further opportunities and training requirements ensuring Scotland makes best use of this important and valuable asset.

**Modern Apprenticeship evidence of demand**

The water industry faces some key challenges including an ageing workforce, a need to embrace new technologies to meet low carbon targets and a need to increase the flexibility of skills for those working in the sector. The purpose of this revised Modern Apprenticeship is to support the industry and its supply chain to address these challenges by developing occupational competence in a wide range of job roles.

Alliances between Scottish Water and the Caledonia Water Alliance are already planning programme delivery to support the upgrades, maintenance and new infrastructure of assets in Scotland, which will increase Modern Apprenticeship opportunities in the sector. Therefore, the water industry feel strongly that the Modern Apprenticeship route should remain an option for those entering or already employed in the industry.

The water industry in Scotland has a long and successful experience of planning, developing and operating Modern Apprenticeships. They enable water companies to develop a sustainable workforce where technically competent individuals are key to ensure safe, high quality water continues to be supplied to customers.

This revised Modern Apprenticeship framework will address the skills needs and gaps in the water industry for Scottish employers, whilst providing an alternative to full or part-time study. It will also provide opportunities for businesses to grow their own providing progression opportunities and rewarding careers.

## Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in the Water Industry

### Duration

Industry has agreed that the Water MA at SCQF 5 framework duration is on average 24 months for all of the routes. Some learners could take slightly less than 24 months and others may take more depending on their prior knowledge and learning speed.

### Mandatory outcomes

#### SVQ or alternative competency based qualification

One of the following must be chosen from:

- SVQ in Network Construction Operations (Water) Repair and Maintenance at SCQF level 5 (GL8L22) 48 credits
- SVQ in Network Construction Operations (Water) Main layer at SCQF level 5 (GL8K22) min 42 max 46 credits
- SVQ in Network Construction Operations (Water) Service layer at SCQF level 5 (GL8M22) min 36 max 40 credits
- Diploma in Sewerage and Drainage Operations at SCQF Level 5 Water Jetting Operative (GK4145) 46 credits
- Diploma in Sewerage and Drainage Operations at SCQF Level 5 Sewerage Investigative CCTV Operative (GK3Y45) 37 credits
- Diploma in Sewerage and Drainage Operations at SCQF Level 5 Sewerage Repair & Maintenance Operative (GK4045) 45 credits
- Diploma in Water Distribution Control at SCQF Level 5 (GL2G45) min 48 max 54 credits

#### Core Skills

- |                          |              |                 |
|--------------------------|--------------|-----------------|
| • Communication          | SCQF Level 4 | 6 Credit points |
| • Working With Others    | SCQF Level 4 | 6 Credit points |
| • Problem Solving        | SCQF Level 4 | 6 Credit points |
| • Information Technology | SCQF Level 4 | 6 Credit points |
| • Numeracy               | SCQF Level 4 | 6 Credit points |

All cores skills should be separately certificated.

#### Enhancements

None

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## Optional Outcomes

### Additional SVQ Units/Qualifications/Training

The following optional outcomes are particularly relevant in the water industry and will enhance the employability of Modern Apprentices:

- National Progression Award - An Introduction to Water Operations at SCQF level 5 (GE4645)
- National Progression Award - Water Operations at SCQF level 6 (GE5F46)
- First Aid at Work at SCQF level 6 (GG23 46)
- Emergency First Aid at Work at SCQF level 5 (GG245)
- Level 2 Award in working in low risk confined spaces (GK6062)
- Level 2 Award in working in medium risk confined spaces (GK6262)
- Level 2 Award in working in high risk confined spaces (GK6062)
- SCQF level 5 Award in manual handling principles and practice (R45004)
- Full Driving License

## The Framework

### Duration

It is expected that apprentices following this framework will take on average 24 months to complete depending on experience. This includes about 8-10 weeks off the job-training.

### Mandatory Outcomes

#### SVQ(s)/ CBQs

Each apprentice is required to achieve the following Qualification:

- SVQ in Network Construction Operations (Water) Repair and Maintenance at SCQF level 5 (GL8L22) 48credits
- SVQ in Network Construction Operations (Water) Main layer at SCQF level 5 (GL8K22) min 42 max 46 credits
- SVQ in Network Construction Operations (Water) Service layer at SCQF level 5 (GL8M22) min 36 max 40 credits
- Diploma in Sewerage and Drainage Operations at SCQF Level 5 Water Jetting Operative (GK4145) 46 credits
- Diploma in Sewerage and Drainage Operations at SCQF Level 5 Sewerage Investigative CCTV Operative (GK3Y45) 37 credits
- Diploma in Sewerage and Drainage Operations at SCQF Level 5 Sewerage Repair & Maintenance Operative (GK4045) 38 credits
- Diploma in Water Distribution Control at SCQF Level 5 (GL2G45) min 48 max 54 credits

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 4	6 credit points - F42604
Working with others	SCQF level 4	6 credit points - F42N04
Problem Solving	SCQF level 4	6 credit points - F42J04
Information Technology	SCQF level 4	6 credit points - F42E04
Numeracy	SCQF level 4	6 credit points - F42A04

All core skills must be separately certificated

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

## Enhancements

None

## Optional Outcomes

The following optional outcomes are particularly relevant in the water industry and will enhance the employability of Modern Apprentices:

- National Progression Award - An Introduction to Water Operations at SCQF level 5 (GE4645)
- National Progression Award - Water Operations at SCQF level 6 (GE5F46)
- First Aid at Work at SCQF level 6 (GG23 46)
- Emergency First Aid at Work at SCQF level 5 (GG245)
- Level 2 Award in working in low risk confined spaces (GK6062)
- Level 2 Award in working in medium risk confined spaces (GK6262)
- Level 2 Award in working in high risk confined spaces (GK6062)
- SCQF level 5 Award in manual handling principles and practice (R45004)
- Full Driving License

## Registration and certification

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

Energy and Utility Skills  
 Friars Gate  
 1011 Stratford Road  
 Shirley  
 Solihull  
 B90 4BN

Tel: 0845 077 9922  
 Email: [apprenticeships@euskills.co.uk](mailto:apprenticeships@euskills.co.uk)  
[www.euskills.co.uk](http://www.euskills.co.uk)

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

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.

### **Specific sectoral requirements for entry onto the Modern Apprenticeship programme.**

The Modern Apprenticeship in Water is open to individuals of any age and does not impose any restrictions to entry. Responsibility for selection and recruitment of Modern Apprentices lies with the employer who will have a clear idea of their requirements.

Employers must be confident that the prospective Modern Apprentice has the learning potential/capacity, motivation and aptitude to achieve all of the mandatory outcomes of the framework. However, employers are asked to be flexible when recruiting people onto the Modern Apprenticeship.

Individuals with the following characteristics and attributes are likely to be suitable for this Modern Apprenticeship:

- Safety conscious and have a responsible attitude to work
- Enjoy working outdoors
- Have good practical skills for handling tools and instruments
- Motivation, flexibility and adaptable
- Excellent interpersonal skills and customer focus
- The ability to work as part of a team and independently
- Apprentices must have good self-discipline and timekeeping
- Apprentices need to be enthusiastic with a positive attitude and a keen interest in the water industry
- Good IT skills

- Any person working on a restricted operations sites such as service reservoirs, pumping stations, treatment works, wells, spring and boreholes and working on the network of water mains and service pipes must be in possession of a National Water Hygiene card, so in most cases Apprentices will be required to undertake the National Water Hygiene training course and assessment during their Apprenticeship. Apprentices must be prepared to undergo health screening to ensure that they are not carriers of any waterborne diseases before a National Water Hygiene Card can be issued.

## 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 list below shows the providers who have either shown an interest in delivering the Modern Apprenticeship or are currently registered with SQA Awarding to, and deliver the SVQs and CBQs in the water industry.

There may be new centres which have come on board recently and centres who do not want to share their details. Therefore, contact SQA Awarding for an up to date list of training providers.

- McCrae Training
- ADB Safety and Training Services
- Develop Training Limited
- NADC (Scotland)

## Delivery of Training for the Modern Apprenticeship in the Water Industry

### Work-based training

#### Delivery and assessment method

Training delivery and assessment in the workplace must conform to the Energy and Utility Skills Assessment Strategy which is available from Energy and Utility Skills.

Assessments should be carried out in the workplace with the use of portfolios to provide evidence.

Regular reviews should take place with the apprentice as well as their employer/mentor/supervisor (whichever is appropriate) to discuss progress.

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

- Any of the following should be held by those undertaking delivery

- A1/V1
- L&D9DI
- PTLIS
- CLLS

Those involved in delivery of SVQs are advised to check with the SQA guidance on assessor and verifier competence requirements and the note issued September 2013. Assessors and verifiers who currently hold D or A and V Units are still considered to be qualified assessors and internal verifiers/external verifiers and are not required to undertake the new Units. However, they must be working to the current NOS and undertaking appropriate continuous professional development. **Any new assessors and verifiers, who do not currently hold any of these qualifications, should undertake the qualifications based on the current Learning and Development (L & D) NOS.**

The relationship between the current L & D Units and previous Assessor and Verifier qualifications can be found on the attached link.

[http://www.sqa.org.uk/files\\_ccc/Assessor\\_and\\_Verifier\\_Competence\\_FINAL.pdf](http://www.sqa.org.uk/files_ccc/Assessor_and_Verifier_Competence_FINAL.pdf)

Assessors should also check EU Skills Assessment Strategy.

It is good practice to be able to show staff involved in delivery maintain:

- their industry knowledge through CPD activities
- participate in in-house or awarding body training and workshops / standardisation sessions

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

EU Skills recommends that a plan be developed at the outset of the Modern Apprenticeship to determine how this aspect will be met.

Learners will achieve the SVQs which contain underpinning knowledge and this will be developed and assessed through methods such as:

- on-going training with their assessor and/or employer.
- question and answer sessions
- written and oral tasks involving research
- study and in house development
- task based work activity
- on line learning
- off line tutorial

## Off-the-job training

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

Most of the delivery takes place on the job and where it does take place off the job then it should be relevant to the technical apprenticeship and the role of the individual. It is suggested that this may be around 8 – 10 weeks over the 24 months of the framework.

EU Skills suggest the off-the job training could include: induction; knowledge, core skills, progress reviews, mentoring.

### Delivery and assessment method

The time taken to complete will vary and be dependent on the award chosen and the experience of the learner. Delivery will also be something agreed between the apprentice, employer and provider to suit the needs of the business but may include:

- Attending day /block release
- Distance learning
- Using on line tutorials
- Completion of work based projects
- Completion of portfolios for evidence

### Exemptions

Not Applicable

## 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

The SVQs for the water sector were revised during 2015 and re-accredited in early 2016 bringing them up to date, including the withdrawal of those which were no longer needed, and the credit and levelling of the CBQ for water distribution control so it could be included in the revised frameworks.

During March – April 2015 feedback was sought from centres offering the current SVQs in order to identify any issues they had in delivering the qualifications as well as gaining feedback from the employers they work with. SQA Awarding Body were also asked for any feedback from their external verifier as well as reviewing the uptake of the SVQs. A meeting was also held with Scottish Water, who have acted as the steer for this work. SQA Awarding and Regulation have also been involved in meetings during this period of revising the SVQs and the resulting Apprenticeship frameworks.

The SVQs for leakage detection at SCQF level 5, Managing and Controlling Process Operations and Water Byelaws Enforcement both at SCQF level 6 have had little or no take up since 2010 and therefore through the consultation it was agreed that these should be withdrawn and would be taken out of the relevant Apprenticeship Frameworks.

The SVQs for sewerage operations were accredited in 2014 so they were not revised but have been included in the review of the Apprenticeship Frameworks to ensure they should continue to be offered as part of the water apprenticeship framework.

Further discussions and teleconferences/meetings took place during May to October 2015 to finalise the SVQ structures and agree the SVQs to be withdrawn. Scottish Water felt that even though there are low numbers on some of the SVQs and Apprenticeship Frameworks they should be re-accredited because of the need for employees to be trained and have the relevant water cards and be registered on the EUSR to operate.

These structures for the SVQs were pulled together into a questionnaire. An online survey monkey questionnaire was made available during October and November 2015 and a further survey was circulated for the proposed revised Apprenticeship Frameworks during September 2016. These questionnaires were circulated and promoted to organisations who work with Scottish Water through their contact list. SQA Awarding also circulated the survey to their training providers offering these qualifications.

The questionnaire was promoted by EU Skills through their September 2016 update which goes to over 100 business based in Scotland as well as circulating the survey to their list of 30 providers and specific water contacts in Scotland including Scottish Waters Economic Regulator, the Water Industry Commission for Scotland, the Drinking Water Quality Regulator, The Scottish Environment Protection Agency, Zero Waste Scotland and Consumers Futures (Part of Citizens Advice Scotland), Prospect Scotland, United Utilities Group, Aqualay Ltd, Local County Councils as well as the main providers: McCrae Training, ADB Safety and Training Services, Develop Training Limited, Water Skills and others who are registered to deliver the SVQs. Although not all responded they had the opportunity to do so.

These surveys enabled EU Skills to raise awareness that the SVQs and Apprenticeship Frameworks were under review and provide an opportunity to gain feedback from a range of businesses on a number of questions regarding the structures of the SVQs and the Modern Apprenticeships.

The results of which are summarised below:

The on-line consultation responses were from a range of organisations, public and private sector and were mainly larger organisation however one did have less than 5 employees. Although not a large number of responses were received this was expected as Scottish Water are the main user of these qualifications.

The responses to the consultation were positive and provided useful feedback confirming support for the SVQ structures; they all said they would continue to offer the SVQs with 75% saying they will look at the Apprenticeship Frameworks. Comments were received on the inclusion of additional qualifications for the apprenticeship framework which it was felt would enhance the learners' experience.

Entry and progression routes were also suggested and have been incorporated into the framework documentation.

A final meeting was held on the 3 October 2016 with Scottish Water, EU Skills and two providers to review the findings of the questionnaire and finalise the content of the Apprenticeship Frameworks.

## Career progression

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

Modern Apprenticeships provide those entering the industry with a sound foundation for further learning and development of their careers. Career paths lead to higher levels of expertise and professionalism and can lead to degrees and management within the water sector.

Modern Apprentices will learn the skills and knowledge that they require to work in the sector. They will choose units within the qualifications that are relevant to their job roles allowing them to tailor the programme to meet their needs.

New entrant to the sector will undertake the MA at SCQF level 5 which will develop a knowledge and understanding of the water industry, including relevant practical skills. Learners can progress straight from school onto the MA at SCQF level 5 and achievement will allow them to work in the sector. Learners completing the MA at SCQF level 5 will be able to progress within their career through a number of routes from Apprenticeships to Further Education such as:

- Modern Apprenticeship in the Water Industry at SCQF level 6
- Modern Apprenticeship in another vocational areas e.g. supervision/management
- Specific industry training in specialist areas.

Typical jobs include:

Related jobs	Brief description
Sewerage Investigative CCTV Operative	Monitors the distribution, drainage and sewerage systems. It involves using CCTV equipment to locate and identify buried plant and equipment and to clear blockages in the systems. Communication with work colleagues and customers on the findings.
Sewerage Water Jetting	Restores drainage, sewerage and distribution systems to an appropriate

Operative	condition. It involves the use of plant and equipment such as water jetting equipment to clear blockages. Keeping customers informed about possible disruptions and work to be carried out.
Sewerage Repair and Maintenance Operative	Carry out inspection, repair and maintenance of distribution, drainage and sewerage systems. Excavating and reinstating work areas before and after any work. Keeping customers informed of disruptions and work to be carried out.
Sewerage Trenchless Technology Operative	Restoring drainage, distribution and sewerage systems to an appropriate condition using trenchless technology techniques (minimal disruption to the surface and businesses) Keeping customers informed of work and possible disruptions.
Water Distribution Operative	Address customers' water distribution related enquiries, carry out valve operations on the distribution network, determine the exact location of water loss, cleanse and disinfect water mains, carry out sampling operations, measure system performance, provide and maintain emergency water supplies
Leakage Operative	Finds the location of water loss using electronic equipment, uses leakage detection methods and techniques in response to water loss, collects data from data-logging equipment and utilise and confirm performance of measuring equipment on the water distribution network.
Water Mainlayer	Using maps and plans to locate digging location, preparing excavations by hand or mechanical equipment, laying and repairing mains pipes or systems and making connections to the water network.
Water Servicelayer	Using maps and plans to locate digging location, preparing excavations by hand or use of mechanical equipment, laying and repairing service pipes or systems and making connections to the water network.
Wastewater Operative	Undertakes activities on the sewerage network to support the maintenance of the systems, unblocking pumps, screens and valves, monitoring and recording of data. Communicating with colleagues and customers.

Apprentices may also wish to continue their professional development through industry specific training or relevant professional qualifications/awards leading to membership of the Institute of Water or Chartered Environmentalist. However, this will depend on the performance and motivation of the individual and the vacancies/opportunities available within their company. Further information is also available on the My World or Work website [www.myworldofwork.co.uk](http://www.myworldofwork.co.uk) or EU Skills website [www.euskills.co.uk/careers](http://www.euskills.co.uk/careers).

# 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:

<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**

<b>SVQ/ CBQ 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>SVQ/ CBQ level (please identify level)</b> <i>(List mandatory and optional units)</i>				
<b>Enhancements</b>				

<b>Core 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	Communication			
2	Working with others			
3	Numeracy			
4	Information and communication technology			
5	Problem Solving			

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

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

Energy and Utility Skills  
Friars Gate  
1011 Stratford Road  
Shirley  
Solihull  
B90 4BN

Tel: 0845 077 9922  
apprenticeships@euskills.co.uk