



A

MODERN APPRENTICESHIP

IN

RETAIL at SCQF Level 5

FRAMEWORK DOCUMENT
FOR
SCOTLAND

People 1st International

(valid from April 2019)

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The logo for People 1st International, featuring the word "people" in a lowercase, blue, sans-serif font, followed by "1st" in a white, sans-serif font inside a blue circle.

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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 Retail at SCQF Level 5

The Review of the Retail Modern Apprenticeships for Scotland was necessitated as a result of the extensive review and revision of the retail NOS suite and subsequent review and re-development of the retail SVQ qualifications to bring them up to date, fully incorporate the new multi-channel retail units and help industry to develop the workforce skills and knowledge required now and in the future. Changes in the working practices of traditional retail have accelerated over the last few years with many establishments requiring a range of customer offers in terms of how, where and why shopping activities are undertaken. The skills of both customers and employees are challenged by this fast moving and high-tech environment and it is imperative that business meets the customers' expectations and enables the workforce to deliver the very best it can. The retail sector is strategically important to the UK economy with regard to its contribution to output and employment, the distribution of a wide variety of goods to consumers, and its impact on the built environment. The sector is likely to remain a substantial source of employment demand in the UK even though automation will increasingly be a substitute for labour.

The sector faces a number of significant performance challenges over the coming years, including:

- keeping pace with technological change and ensuring that returns to investments in technology are optimised;
- being responsive to consumer demand with regard to multi-channel operations as well as offering enhanced customer service and offering value for money;
- entering and capturing shares of foreign markets and benefiting from international supply chains;
- the implications for labour supply resulting from an ageing population;
- fulfilling the low-carbon agenda by ensuring waste and energy use are minimised.

These challenges, and others, have implications for employment and skills in the retail sector. The response to these will depend somewhat on the market segment in which employers operate (e.g. discounters, high-end/luxury goods). Overall, realising the vision of the UK as a global retail leader depends largely upon the sector driving up its skill levels across the workforce and implementing high performance working practices.

Support for the review of the Retail Modern Apprenticeships came from larger retailers such as Tesco, The Co-operative Group and Greggs, as well as the People 1st International Retail Skills & Quality Board. However, we were also keen to ensure that any review was also relevant to smaller businesses and those that may have a purely Scottish focus. In order to ensure this range we encouraged the network of Modern Apprenticeship Centres and other stakeholders to feed back the information on behalf of their clients. There are approximately 2000 Modern Apprentices registered each year and this number has remained stable even though the economic and political situation has been volatile.

No major issues were noted from the review, however, issues with adequate funding to deliver the Retail MA frameworks continue to be highlighted. The level of core skills also continues to be a challenge for the sector, with requests for Communication to be mapped to the mandatory units in each framework. However, the mapping exercise for both levels highlighted core skills at the level below the requirements, so therefore continue to be separately certificated. The mapping exercise also highlighted the need to certificate Problem Solving in the Retail MA Framework at SCQF Level 5.

Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Retail SCQF Level 5

Duration

It is expected that candidates will achieve and demonstrate competence within 12 months.

Mandatory outcomes

SVQ or alternative competency based qualification

- One of the following must be achieved:

Code	Title	Awarding Body
GP1E 22	Retail Skills at SCQF Level 5	SQA
GP4A 45	Retail Skills at SCQF Level 5	Pearson Education Ltd

Core Skills

- Communication (minimum SCQF Level 4) *
- Working With Others (minimum SCQF Level 4)
- Problem Solving (minimum SCQF Level 4)*
- Information and Communication Technology (minimum SCQF Level 4) *
- Numeracy (minimum SCQF Level 4) *

*** Separate certification is required for Communication, Problem Solving, ICT and Numeracy (Working with Others has been mapped to the Mandatory Unit of the SVQ and this Core Skill is embedded)**

Optional Outcomes

None

The Framework

Duration

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

Mandatory Outcomes

SVQ(s)/ CBQs

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

Code	Title	Awarding Body
GP1E 22	Retail Skills at SCQF Level 5	SQA
GP4A 45	Retail Skills at SCQF Level 5	Pearson Education Ltd

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)*
Working with Others	(SCQF Level 4)
Problem Solving	(SCQF Level 4)*
Information and Communication Technology	(SCQF Level 4)*
Numeracy	(SCQF Level 4)*
<p>* Separate certification is required for Communication, Problem Solving, ICT and Numeracy Working with Others has been mapped to the Mandatory Unit of the SVQ and this Core Skill is embedded</p>	

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

Registration and Certification

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

People 1st International
Hospitality House, 11-59 High Road, London, N2 8AB
Tele: 020 3074 1212
Email: frameworks@people1st.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 online registration system (MA Online, www.maonline.org.uk).

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

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.

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

List all of the organisations approved to deliver the MA framework in Scotland:

Aberdeen Foyer
Argyll Training Ltd
Babcock Training Ltd
Calder Associates (Scotland) Ltd
Calman Trust
CEIS Ayrshire
City and Guilds Kineo
Comhairle Nan Eilean Siar
DM Training Consultants Ltd
EQL solutions
Falkirk Council ETU
Fife College
Forth Valley College
Galloway Training Limited
GP Strategies Training Ltd
GTG Training Ltd
Impact Results Ltd
Intec Business Colleges
Intraining Morrisons
JMG Training and Development Ltd
Jobs & Business Glasgow
John Lewis
Lifeskills
Lifetime Training
Limelight Careers Ltd
MGT TRAINING LTD
Microcom Training Ltd
Muir Slicer Associates Ltd
Next Retail Ltd
On Track Training (Highland) Limited
Orkney College
PeoplePlus
Pera Training Ltd
Pitchblue LLP
Rathbone
Rhino Training
Robson Associates Limited
SSVQ LTD
Superdrug Stores
Unique Solutions
Vision Training (Scotland) LTD
West Lothian College
XL Training
YouTrain Ltd

Delivery of Training for the Modern Apprenticeship in Retail at SCQF Level 5

Work-based training

Delivery and assessment method

Provider undertakes Initial assessment of the apprentices, apprenticeship agreement developed, training occurs in the workplace and is supported by the provider working with line managers to support the learner. Skills gaps are identified and appropriate workplace training is actioned. Assessment is undertaken by the provider in the work environment, evidence is cross referenced with apprentice and employer records to support the assessment practice

Skills required by training providers delivering the training

Provider staff need strong knowledge of the retail sector, with normally a back ground in retail being a pre-requisite. All assessors would need to have the appropriate assessor qualifications to undertake the assessment process

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

Employers working with training providers identify opportunities for the apprentice to training in areas where there are skill gaps, this may require a component of formal training not in the workplace if the opportunity to develop the required skill does not occur in the workplace

Off-the-job training

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

Not applicable

Delivery and assessment method

Not applicable

Exemptions

There are no exemptions though deliver though the training plan will reflect the current skill level of the apprentice when undertaking the apprenticeship.

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

People 1st International Retail MA Review 2018/19

The Retail MA review was conducted as a light touch review in 2018/19 following on from an extensive review of the entire Retail NOS suite in 2016/17 and the subsequent review and revision of the Retail SVQ qualifications in 2017/18.

We used the database of providers and employers for Scotland as the basis of our engagement throughout, covering approx. 150 contacts. The Expert Working Group involved in the credit and levelling of the Retail SVQ units and the development of the SVQ frameworks were included in the consultation, as were the People 1st International Retail Skills & Quality Board. The review was conducted online and via email contact, as well as at face to face at Board meetings.

Providers are actively delivering the revised Retail SVQs at SCQF 5 and SCQF 6 and have raised no major concerns with the revised frameworks. Whilst there has been some resistance from a portion of the MA network to the increased number of units required in the SVQ qualifications due to the level of funding these frameworks attract, this increase was deemed necessary to maintain the integrity of the frameworks and raise their value. The majority of respondents noted that the frameworks are much more flexible due to the increased choice of relevant units, and easier to use than the previous frameworks

Career progression

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

Job Titles at Level 2	Brief description of responsibilities
Sales Assistants (can also be known as Sales Associates, Sales Advisors, Sales Consultants, Retail Assistant, Retail Advisor, General Assistant, Partners and Sales Colleagues)	Selling is at the core of every retail business. Sales people deal with customers day in day out, helping them with their needs and handling their sales.
Beauty Consultant	Product experts also sell but deal with specific products providing expert advice and guidance to customers.
Customer Service Assistant	Handling customer enquiries and complaints at a specific desk in store
Stockroom Assistant	Handling stock and deliveries. Receiving, storing and picking stock for the sales floor
Visual Merchandiser	Visual merchandisers make the displays in store and in store windows.
Fresh Food Counter Assistant (Bakery, Fish, Butchery, Fresh Produce)	These roles require the assistant to prepare merchandise for customers by cutting and weighing or by maintaining the freshness and appearance of the merchandise on display.
Job Titles at Level 3	Brief description of responsibilities
Senior Sales Assistants – Sales Professional pathway	Selling is a key role but they will also be involved in coaching sales assistants, merchandising, preparing products and serving customers.
Craft Experts (e.g Bakery) - Management or Sales Professional pathway	They will be responsible for running the counter including coaching assistants, merchandising, preparing products and serving customers.
Style Advisors (Personal Shoppers, Retail Consultant, Stylist) – Management or Sales Professional pathway	These staff work on a one-to-one basis with individual customers
Visual Merchandiser Supervisor – Visual Merchandising pathway	Visual merchandisers interpret the design briefs and make and/or set out the displays in-store and store windows
Supervisor or Team Leader – Management pathway	This involves the management of smaller teams of individuals in medium to large stores
Department Manager (also known as Floor Manager) – Management pathway	This involves the management of smaller areas of the shopfloor or stockroom in medium to large stores
Store Manager of a small outlet – Management pathway	This involves the management of a small team of individuals and the day-to-day operations of the store

Candidates could also undertake the MA in Retail in SCQF Level 6

For those wish to progress further, they may undertake one or more of the following routes:

- Higher Level SVQs for example, in Management
- HNCs/HNDs in Retail Management
- BA Honours Degrees in Retail

In-house development programmes leading to job roles in more senior management positions such as deputy or store manager, branch manager, etc and beyond to area or regional manager, operational manager, etc

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://fiss.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 available²
- 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:

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 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
	(specify unit)			

Summary of Modern Apprentice’s accredited prior learning:

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

People 1st International
Hospitality House
11 -59 High Road
London
N2 8AB

Email: frameworks@people1st.co.uk
Tele: 0203 074 1212
www.people1st.co.uk