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# MODERN APPRENTICESHIP

IN

## DIGITAL APPLICATIONS At SCQF Level 6

FRAMEWORK DOCUMENT  
FOR  
SCOTLAND

The Tech Partnership

June 2016 (amended February 2022)

The Tech Partnership  
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London  
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## Contents

Modern Apprenticeships in Scotland	3
Modern Apprenticeships in Digital Applications	4
Summary of Framework	5
The Framework	6
Registration and certification	7
Recruitment and selection	8
Equal opportunities	8
Health and safety	9
Contracts	9
Employment status of Modern Apprentices	9
Terms and conditions of employment	9
Training and development	10
Consultation	12
Career progression	12

## Appendices

Appendix 1	Stakeholder Responsibilities	13
Appendix 2	Modern Apprenticeship Centres (MACs)	16
Appendix 3	Training Agreement and Training Plan	17

## 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.





## 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](http://www.thetechpartnership.com)  
[apprenticeships@thetechpartnership.com](mailto:apprenticeships@thetechpartnership.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.



























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) <i>(List optional units)</i>				
O	(specify option units adding extra rows as required)			
O				
O				
O				
O				
O				
<b>Enhancements</b>				
<b>Sector Specific Units</b>				
	(specify Sector Specific units)			
CBQ mandatory applications units (24 credits)				
M	PC Passport (SCQF level 6)		6	18
	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

(add additional rows as required)

Core Skills <i>(Include details of the minimum level required)</i>		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**

<b>Additional units (if any)</b> <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)			
	(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](http://www.thetechpartnership.com)  
[apprenticeships@thetechpartnership.com](mailto:apprenticeships@thetechpartnership.com)