



A

MODERN APPRENTICESHIP

IN

HOSPITALITY at SCQF Level 5

FRAMEWORK DOCUMENT
FOR
SCOTLAND

People 1st

1 April 2018

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Hospitality House
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LONDON



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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 Hospitality

The hospitality industry is the fourth largest in the UK and accounts for 3.2 million direct jobs and 2.8 million indirect jobs. The restaurant sub-sector accounts for over half of the employment and has returns the highest levels of employment growth. Hospitality is ranked as a top six employer in every region of the UK and 2nd in Scotland.

- Labour productivity has grown at more than double the rate of the overall economy since 2008
- In 2016, the sector brought £73bn to the economy, or £161bn including the indirect impact
- Around 17% or 1 in 5 jobs are related to the sector
- 500,000 new jobs are anticipated in the next 5 years
- In terms of job creation, the wider hospitality industry accounted for about 15% of the overall UK employment growth since 2009, placing it third out of 14 industries in terms of the total number of jobs created
- In terms of employment growth rates, it has outperformed both the economy overall, and the faster growing services sector.

Within Scotland, the hospitality industry represents; 304,000 direct jobs about 10% of the whole UK hospitality workforce. This is 11% of the regional workforce and ranks second in quantity out of 17 broad industry groups. It is of huge importance to the economic and social structure of the country and is the main 'engine' for the Visitor Economy from the tip of Shetland to the Borders.

In Scotland, hospitality accounts for 4.8% of GVA and makes a major direct contribution to the Scottish economy, particularly through employment. There is a high contribution of SMEs to the industry, which make up over 99% of the number of businesses, and over 50% of the total turnover and GVA of the industry.

As the hospitality industry grows, it creates more direct employment and GVA, but also spends more along its supply chain. This generates a positive indirect economic impact, and the enlarged workforce will spend more on other items, generating a further positive induced impact.

For every £1 that the hospitality industry directly contributes to GDP, it creates a further 50p indirectly, and a further £1.19 when including the induced impact.

For every 10 jobs that the hospitality industry creates directly, a further 4.5 are created elsewhere.

The wider hospitality economy has grown GVA at the fastest rate of any sector since the economic downturn - almost double the rate of the manufacturing sector. It generated £73bn of GVA in 2016, which equates to over 4% of the entire UK GDP. GVA contribution is;

- three times greater than that of the manufacturing of motor vehicles and other transport combined (including aircraft, ships, rail etc)
- six times greater than that of the extraction of oil and natural gas industry
- seven times greater than that of the Scientific Research & Development sector.

Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Hospitality at Level SCQF5

Duration

The Modern Apprenticeship Framework for Hospitality at SCQF5 is estimated to take about 12 months depending upon the route and prior competency of the individual Apprentice

Mandatory outcomes

SVQ or alternative competency based qualification

- one of the following must be achieved:

- SVQ in Beverage Service at SCQF Level 5
- SVQ in Food and Beverage Service at SCQF Level 5
- SVQ in Food Production at SCQF Level 5
- SVQ in Hospitality Services at SCQF Level 5
- SVQ in Kitchen Services at SCQF Level 5
- SVQ in Professional Cookery at SCQF Level 5

Core Skills

- Communication (SCQF 4)
- Working With Others (SCQF 4)
- Problem Solving (SCQF 4)
- Information and Communication Technology (SCQF 3)
- Numeracy (SCQF 4)

Mandatory Enhancements

Each apprentice is required to achieve one or more industry specific enhancements. These should be achieved during or prior to the Induction period of the Apprenticeship to ensure that the Apprentice is fully informed of the regulations, that both they and their Employers are bound by these regulations, and the Apprentice is aware of their rights and duties in respect of Health and Safety, Food Hygiene and serving and handling Alcohol.

An Enhancement is further learning/achievement over and above the main SVQ Qualification and should be achieved during the first 12 weeks of the Apprenticeship:

- **Basic Health & Safety at Work Certificate** (all routes)
This should be achieved within the first 12 weeks of the Apprenticeship or no longer than 2 years prior to the start of the apprenticeship.
- **Basic Food Hygiene Certificate** (candidates choosing either Front of House Reception, Housekeeping or specific non-food routes within the Hospitality Services pathway are not required to achieve this enhancement)
This should be achieved within the first 12 weeks of the Apprenticeship or no longer than 3 years prior to the start of the apprenticeship.
- **Scottish Certificate for Licensed Premises Staff**
All staff who sell or serve alcohol are required to have a minimum of two hours of training on alcohol licensing legislation. This should be achieved within the first 12 weeks with the current employer.

The Framework

Duration

It is expected that apprentices following this framework will take about 12 months to complete, including approximately 3-4 days off-the-job training for completion of any mandatory enhancements. The competency based component (the SVQ) does not require any off-the-job training and this is down to the discretion of the employer and relevant to the amount of practice in terms of skills and knowledge that an individual learner may require.

Mandatory Outcomes

SVQ(s)/ CBQs

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

Pathway Title	VQ Number	Lapsing Date	Awarding Body
SVQ in Beverage Service at SCQF Level 5	GM2D 22	30/06/2022	SQA
	GM5R 45	30/06/2022	Pearson
SVQ in Food and Beverage Service at SCQF Level 5	GM2E 22	30/06/2022	SQA
	GM5T 45	30/06/2022	Pearson
	GN89 45	30/06/2022	City & Guilds
SVQ in Food Production at SCQF Level 5	GM2F 22	30/06/2022	SQA
	GM5J 45	30/06/2022	Pearson
SVQ in Hospitality Services at SCQF Level 5	GM2N 22	30/06/2022	SQA
	GM5K 45	30/06/2022	Pearson
SVQ in Kitchen Services at SCQF Level 5	GM2G 22	30/06/2022	SQA
	GM5L 45	30/06/2022	Pearson
SVQ in Professional Cookery at SCQF Level 5	GM2K 22	30/06/2022	SQA
	GM5M 45	30/06/2022	Pearson
	GN8C 45	30/06/2022	City & Guilds

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 4)
Working with others	(SCQF 4)
Problem Solving	(SCQF 4)
Information and Communication Technology	(SCQF 3)
Numeracy	(SCQF 4)

ALL 5 CORE SKILLS REQUIRE TO 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.

Mandatory Enhancements

Each apprentice is required to achieve one or more industry specific enhancements. These should be achieved during or prior to the Induction period of the Apprenticeship to ensure that the Apprentice is fully informed of the regulations, that both they and their Employers are bound by these regulations, and the Apprentice is aware of their rights and duties in respect of Health and Safety, Food Hygiene and Serving and handling Alcohol.

An Enhancement is further learning/achievement over and above the main SVQ Qualification. Evidence of completion of a unit within the main qualification cannot be submitted as evidence of achievement on an enhancement.

- **Basic Health & Safety at Work Certificate** (all routes)
This should be achieved within the first 12 weeks of the Apprenticeship or no longer than 2 years prior to the start of the apprenticeship.
- **Basic Food Hygiene Certificate** (candidates choosing either Front of House Reception, Housekeeping or specific non-food routes within the Hospitality Services pathway are not required to achieve this enhancement)
This should be achieved within the first 12 weeks of the Apprenticeship or no longer than 3 years prior to the start of the apprenticeship.
- **Scottish Certificate for Licensed Premises Staff**
All staff who sell or serve alcohol are required to have a minimum of two hours of training on alcohol licensing legislation. This should be achieved within the first 12 weeks with the current employer.

Registration and certification

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

Lorraine Birrell
Mobile: 07920 087594
Email: lorraine.birrell@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 the 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.

In the arena of craft skills, the suite of catering units offer opportunities within a wide range of industry experience from kitchen production to fine dining. These craft units are often supported in a formal learning and teaching environment [such as a College] rather than purely work based and the figures show that this trend is likely to continue.

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

A full list of all organisations approved to deliver the MA framework in Scotland can be made available upon request. Please contact;

Lorraine Birrell, People 1st
 Mobile: 07920 087594
 Email: Lorraine.birrell@people1st.co.uk

Delivery of Training for the Modern Apprenticeship in Hospitality

Work-based training

Delivery and assessment method

The MA is delivered through competence-based assessment in the workplace. This must be done in accordance with People 1st's Hospitality Assessment Strategy. This assessment strategy applies to all hospitality sector Scottish Vocational Qualifications (SVQs). It came into force on the 1st July 2017 and applies to any new SVQ units and qualifications for the hospitality sector.

There are four components to the hospitality sector assessment strategy which set out requirements and guidance relating to:

*external quality control
 assessment principles
 occupational expertise of assessors and verifiers
 continuous professional development*

The purpose of this assessment strategy is for People 1st and awarding bodies to work in partnership to:

- *maximise the quality assurance arrangements for the hospitality sector's SVQ units and qualifications and maintain standardisation across assessment practice*
- *assure employers and candidates that the sector's competence SVQ units and qualifications are consistently assessed to the national occupational standard*
- *promote continuous professional development amongst assessors and verifiers.*

The assessment strategy should be used alongside the generic principles that awarding bodies must meet for the delivery of SVQs, as required by the relevant sections of the current SQA Accreditation's Regulatory Requirements.

People 1st advocate the integration of national occupational standards within employers' organisations in order to achieve a national level of competence across the sector's labour market. As such, assessment of the sector's competence based units and qualifications will, ideally, take place within the workplace and assessment should, where possible, be conducted by the candidates' supervisors and/or line managers. People 1st recognise, however, that it is not always feasible for candidates to be assessed in the workplace and as such it permits the use of assessment within Realistic Working Environments (RWE). Additionally, where sector employers do not have the infrastructure to manage assessment independently, it values the role of peripatetic assessors to support the assessment process.

Within these parameters, People 1st expects that:

- *the majority of assessment of the sector's SVQ units and qualifications will be based on performance evidence, i.e. direct observation, outputs of work and witness testimony within the workplace or a RWE approved by an awarding body*
- *opportunities to ascertain candidate's accreditation of prior learning is maximised by early contact between the assessor and candidate and during initial assessment / induction period.*

Please note: External tests do not form part of People 1st's assessment strategy.

Skills required by training providers delivering the training

The requirements relating to the occupational expertise of assessors and verifiers is set out in Annex C of the Assessment Strategy. Guidance on additional qualifications and / or training relevant to assessors and verifiers can be found in Annex D.

To maintain high standards of quality and standardisation within assessment, and achieve best practice People 1st require all external verifiers, internal verifiers and assessors to maintain a record of their continuous professional development – see guidance at Annex E of the Assessment Strategy.

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

The apprenticeship is a programme fully supported by the employer who is responsible for ensuring the underpinning knowledge for undertaking the job role. This may be through induction training, departmental training, coaching by colleagues, self-study or courses. The delivery is flexible so no specific delivery is stipulated only the achievement of the learning outcomes.

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 undertook the following key consultations related to the Hospitality SVQ suite; the National Occupational Standards Review in 2015; the SVQ Review in 2016; the Apprenticeship Levy Consultation in August 2016; the SDS MA Demand Report for 2018/2019 undertaken in July 2017.

The main Hospitality MA Consultation went out from August to October 2017. The electronic consultation went out to the 84 MACs and the database of Scottish employers and stakeholders. The revised portfolio was also presented to all the key partners in Scottish hospitality and tourism sector through the Scottish Tourism Skills Group.

Detailed responses were received electronically from a mixture of businesses involved in the apprenticeship. The estimated breakdown in terms of size was; 41% small, 24% medium and 35% large businesses. The geographic spread was from Orkney and Torridon in the North down to the Scottish Borders.

They included diverse business operations such as;

Treasure Island Nursery Ltd	Glasgow Marriott	Kintyre Care Home
Tennents' Training Academy	Forest Holidays Ltd	Leith's at the EICC
Manorview Hotels	G1 Group	Kippie Lodge
Montpeliers [Edinburgh] Ltd	The Heathers Restaurant	HC-ONE
Callander Youth Project Trust	Aberdeen Marriott Hotel	Meldrum House
Saplinbrae Hotel	Whitbread Plc	East Ayrshire Council
The Torridon	Jurys Inn	Scottish Borders Council
The Lovat Loch Ness	Apex Hotels Ltd	NHS Orkney

The MACs include both private training providers and Further and Higher Education Institutions and the majority of these responded via the electronic consultation and through feedback to their Awarding Organisation. The key messages from this were that the SVQs are fit for purpose and the mandatory enhancements are appropriate. The response to workplace core skills levels was mixed but most providers were finding them challenging to evidence but generally applicable to work and job environments.

Career progression

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

Please see People 1st Careers Map at <http://www.careerpathwaymaps.co.uk/sample>. This shows comprehensive routes through the industry for all job roles at every level – horizontally as well as vertically.

There is a full set of Modern Apprenticeships available from SCQF 5 to 6 or 7 and then on to Hospitality Management MA at SCQF 8.

The SCQF offers further vocational and academic qualification progression recommendations based on the credit rating attained. This would enable an individual for example to progress to a HNC or HND on achievement of the equivalent MA.

In addition, continual professional development programmes are available in a wide range of career enhancing areas. These can be found on the SDS guidance and advice portal www.myworldofwork.co.uk

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/ CBOs and SVQ/CBQ units are fully met.

Role of the Training Provider

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

Training Providers are responsible for:

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

Role of the Modern Apprenticeship Group (MAG)

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

MAG is responsible for:

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

Role of the Employer

Employers' responsibilities include:

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

- Taking responsibility for the Health & Safety of Modern Apprentices.

Role of the Modern Apprentice

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

Modern Apprentices' responsibilities include:

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

APPENDIX 2

Modern Apprenticeship Centres (MACs)

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

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

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

Either

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

or

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

In addition

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

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

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

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

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

APPENDIX 3



MODERN APPRENTICESHIP SAMPLE TRAINING AGREEMENT

This Training Agreement is entered into by:

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

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

- 1 employ the modern apprentice subject to the employer’s usual terms and conditions of employment;
- 2 provide the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice’s personal training plan;
- 3 pay the modern apprentice an agreed salary which reflects the obligations of the employer and the opportunities for the apprentice;
- 4 in the event of the employer becoming unable to retain the modern apprentice after completion of the apprenticeship, to use reasonable endeavours to secure employment elsewhere;
- 5 in the event of the apprenticeship being terminated prematurely by either the employer or modern apprentice for any reason other than dismissal for unsatisfactory performance or misconduct, to use reasonable endeavours to secure employment and continuation of this apprenticeship elsewhere;
- 6 operate a formal Health and Safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the modern apprentice; and
- 7 operate an Equal Opportunities policy which meets all legal requirements.

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

- 1 work for the employer in accordance with the agreed terms and conditions of employment;
- 2 undertake training, attend courses if required, keep records, and take assessments to be determined by the employer and/or Modern Apprenticeship Centre, and carry out such work as may be required in order to achieve the selected Framework outcomes specified in the apprentice’s personal training plan;
- 3 be diligent, punctual, behave in a responsible manner and in accordance with the requirements of Health and Safety legislation relating to the apprentice’s responsibilities as an individual; and
- 4 promote at all times the employer’s best interests.

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

- 1 agree the content of the modern apprentice’s personal training plan as confirming that the selected Framework outcomes and training plans meet the criteria of this modern apprenticeship
- 2 contract with the employer to provide the training and assessment necessary to enable the modern apprentice to achieve the selected Framework outcomes specified in the apprentice’s personal training plan; and
- 3 use its best endeavours to ensure that the employer provides the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice’s personal training plan.

This agreement to be signed by all parties:

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



MODERN 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 (please identify level) <i>(List mandatory and optional units)</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
SVQ/ CBQ level (please identify level) <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 (if any) <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:

Lorraine Birrell
People 1st
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Email: Lorraine.birrell@people1st.co.uk