



A  
**MODERN APPRENTICESHIP**  
IN  
**ADVICE AND GUIDANCE**  
  
**FRAMEWORK DOCUMENT**  
**FOR**  
**SCOTLAND**

**Employment National Training Organisation**

**February 2002**

*The Scottish Modern Apprenticeship in Advice and Guidance is managed by:  
Scottish Council of National Training Organisations  
28 Castle Street  
Edinburgh EH2 3HT  
Tel: 0131 226 7726  
Fax: 0131 2206431  
Email: [stuart.mckenna@sconto.org.uk](mailto:stuart.mckenna@sconto.org.uk)*

**Employment National Training Organisation**

**Modern Apprenticeship**

**for**

**Advice and Guidance**

**Framework Document for Scotland**

*Re-endorsed for use within Skillseekers in Scotland by the  
Modern Apprenticeship Implementation Group on 21 February 2002*

*John Cunningham  
(Chairman of the Modern Apprenticeship Implementation Group)*

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# 1 Introduction

## Modern Apprenticeships

Modern Apprenticeships were introduced in Scotland in 1995. A key part of the Government's drive for greater competitiveness, they are designed to provide employees aged 16 and over with the high quality vocational skills and knowledge required by employers in all industrial sectors. Modern Apprenticeships allow individuals to develop both their vocational and personal skills in a working environment, whilst ensuring that they reach a common standard of skills and knowledge that is recognisable to the industry as being a sound basis upon which a career can be developed.

The main features of a Modern Apprenticeship are:

- it is designed in consultation with the sector to meet the sector's needs
- it leads to the achievement of a Level 3 S/NVQ in a relevant area
- the apprentice also has to achieve the core skills necessary for the all round development of work competences
- a national framework document sets out what must be achieved; implementation is arranged at a local level and takes account of individual employer's needs
- progress is measured by the acquisition of skills, and not by 'time-serving'

## The Advice and Guidance Sector

### Employers

Due to the Generic nature of the National Occupational Standards in Advice and Guidance and the S/NVQ, employers could come from many different sectors. Traditionally employers were from mainly Career Guidance sector such as

- Careers Service Companies
- Adult Guidance Services
- Careers Development and Management Consultancies
- Colleges of Further Education
- Employment Service/Job Centres

With the revised standards and the change in attitude towards Advice and Guidance candidates could work in other sectors, such as

- Call Centres
- Building Societies and Banks
- Probation Service
- Libraries
- Visitor Centres
- Police Service.

## Modern Apprentices

A wide range of employment opportunities exists for Modern Apprentices undertaking the Advice and Guidance framework. The following list gives examples of job titles and general job areas:

- Careers Assistant
- Employment Assistant
- Employment Adviser
- Student Adviser
- Trainee Careers Adviser
- Placement Officers
- Training Officers operating within Training Providers
- Support worker, peer mentor.
- Customer Service Adviser in Banks/Building Societies
- Personal Adviser within Employment Service
- Libraries Assistant
- Customer Services Advisers within large retail stores
- Secretaries within schools/colleges
- Call Centre Advisers
- Marketing Assistant
- Enquiries and Guidance Advisers (Further Education))
- Teachers
- Staffing telephone helplines
- Schools Liaison Officer (FE and HE)
- Housing Benefits Assistant - local government
- Housing Assistant - local government
- Client Adviser within Housing Associations
- Working on a helpline (e.g. YMCA, British Legion)

Other occupational areas could include:

- Social Services
- Probation Service
- Visitor Centre Personnel
- Police Service - Civilian Personnel as well as Police Officers
- Voluntary and government funded advice services.
- Supporting outreach workers.
- Voluntary sector "service managers" such as respite services, office staff that deal with people (solicitors/doctors receptionists), Benefits Agency staff who visit clients in their own homes.
- Working with people with learning difficulties/disabilities.
- Information and Advice Officers within Careers Service
- Working in community based projects (helping get people in/back to work).

## 2 Summary of framework

### Mandatory outcomes

#### SNVQ Level 3

*The following SNVQ must be achieved:*

- Advice and Guidance

#### Core Skills

- Communication (Intermediate 2)
- Working With Others (Intermediate 2)
- Problem Solving (Intermediate 2)
- Information Technology (Intermediate 1)
  - Numeracy (Intermediate 1)

*The core skills do **NOT** require to be separately certificated*

#### Enhancements

A minimum of 2 certificated outcomes from the following list must be achieved:

- SNVQ units at level 2 or above from SNVQs relevant to the apprentice's job role
  - Language qualification
  - Core Skills at a higher level than given above
  - ECDL (European Computer Driving License)
    - First Aid certificate
  - Tailored employer programme\*
- Secondment to other department or organisation\*

*\*Organisations must gain approval from ENTO or SCOTTO for these options.*

### Optional Outcomes

#### Additional qualifications or training

Employers may include any other awards, qualifications or training programmes which are relevant to the needs of the apprentice and the business.

## Summary of the components of the Modern Apprenticeship

The Modern Apprenticeship Framework consists of 3 mandatory parts, each of which must be completed before a Modern Apprenticeship can be achieved:

- SNVQ Level 3, Advice and Guidance
- Core Skills (*these do not require to be separately certificated*)
- 2 Enhancements

Depending on occupational need and statutory requirements, the Modern Apprenticeship may also encompass an 'optional' element consisting of a selection of relevant training or qualifications and the separate certification of Core Skills where appropriate.

The exact structure, or order, of the apprenticeship will be decided between the employer, the apprentice, the LEC representative, and, if relevant, the training provider. The agreed structure will be set out in the contract documentation which will be agreed at the start of the apprenticeship. See Section 8.

### 3 The framework

The mandatory and optional content of the Modern Apprenticeship in Advice and Guidance is as follows:

#### Mandatory Outcomes

##### 1 Advice and Guidance S/NVQ Level 3

During the course of the apprenticeship each apprentice is required to complete the following S/NVQ :

- Advice and Guidance, level 3 (SQA reference: G5WB 23)

In order to achieve this S/NVQ, candidates must be assessed as competent against all the mandatory units and all relevant optional units. For all unit titles (and reference numbers) contact the SQA (see Appendix 3).

##### 2 Core Skills

Core Skills are those skills which all of us need, to a varying extent, in whatever sector or job we find ourselves. They represent the fundamental ability to manipulate language, words and numbers, to work constructively with other people and - vital in the modern world - to understand and use information technology. It is important to note that Core Skills are not simply the Maths and English which are taught at school. Rather, they are an assessment of the ability to **perform** the competences in a **work context**.

The achievement of Core Skills has been recognised as essential for any person wishing to progress within the sector. The minimum level at which core skills must be achieved are as follows:

Core Skill	Minimum level	SQA reference *
Communication	Intermediate 2	D6C7 04
Working with Others	Intermediate 2	D6CL 04
Problem Solving	Intermediate 2	D6CF 04
Information Technology	Intermediate 1	D6CP 04
Numeracy	Intermediate 1	D6CA 04

*\*Reference numbers are for SQA core skills. Equivalent core skills from other awarding bodies may also be used.*

A mapping of the Core Skills and the mandatory units of the S/NVQ Advice and Guidance, level 3, have been undertaken and it has been established that the Core Skills are embedded at the levels shown above. Consequently, in this framework, **Core Skills do not require to be separately certificated**.

## Optional Outcomes

### Additional training and development options

The sheer diversity of the sector means that many employers may require additional competences from their employees. It is also recognised that many apprentices would benefit from a more rounded preparation for a career in the sector than is provided by the SNVQ level 3 alone.

In order to keep the framework as flexible as possible the Employment NTO does not wish to specify exactly what additional training and development or assessment must be taken. Instead, employers and candidates are free to add whatever units, qualifications or training are relevant and necessary in each individual context.

### Further information, registration and certification

The Scottish Modern Apprenticeship in Advice and Guidance is managed by SCONTO (Scottish Council of National Training Organisations) on behalf of the Employment NTO. SCONTO is the first point of contact in Scotland for any enquiries in relation to the framework. Contact details:

Stuart McKenna  
SCONTO  
28 Castle Street  
EDINBURGH  
EH1 3HT

Tel: 0131 226 7726  
Fax: 0131 220 6431  
Email: [stuart.mckenna@sconto.org.uk](mailto:stuart.mckenna@sconto.org.uk)

SCONTO (on behalf of the Employment NTO) will register all Scottish Modern Apprentices undertaking this framework. Employers must register an apprentice **within 4 weeks of starting their apprenticeship**. Registration can be made by completing the Training Plan and Training Agreement in Appendix 5 and sending these to the above address. Further copies of these forms are available on request.

SCONTO (on behalf of the Employment NTO) will issue a Certificate of Completion to those Modern Apprentices who have completed the mandatory outcomes of the framework. Before a certificate is issued, employers must submit evidence to SCONTO 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 Stuart McKenna at the address above.

## 4 Structure of the apprenticeship

The Employment NTO does not wish to specify any particular structure or order to the Modern Apprenticeship. In a great many cases the time at which work in the sector is completed is dictated by the workload, and this, obviously, cannot be influenced by the Modern Apprenticeship. Another influencing factor will be the choice of any options to be undertaken. An apprentice requiring practical skills may wish to acquire these before embarking on the S/NVQ level 3, whilst an apprentice requiring generic skills, such as customer service, may wish to acquire these in parallel to the S/NVQ level 3.

## 5 Recruitment and selection

The recruitment and selection of modern apprentices is primarily the responsibility of the employer. However, the following guidance is given:

- Individuals may enter a Modern Apprenticeship from the age of 16.
- In order that the Modern Apprenticeship is available to as many people as possible the established policy of non-discrimination in the recruitment and selection of apprentices should be adhered to in all cases, see Section 6.
- 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 in recruitment literature 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 and Higher Grades employers should also be aware of newer vocational qualifications such as GSVQs.
- The following factors may also influence the selection process:
  - the candidate's Scottish Qualification Certificate
  - 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.

## 6 Equal opportunities

In conformity with the Sex Discrimination Act 1975, the Race Relations Act 1976, and the Disability Discrimination Act 1995 all aspects of the design of the Advice and Guidance Modern Apprenticeship have been constructed with 'equal opportunities' as a prime consideration. In order to comply with the provisions of this Framework all participants in this Modern Apprenticeships must conform to Local Enterprise Companies (LECs) contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

Companies considering recruiting a Modern Apprentice may seek advice about equal opportunities from LECs. The following points indicate action which may be taken to ensure that an equal opportunities policy is implemented throughout the apprenticeship :

- Prior to advertising a vacancy a job description giving all the details about the position should be prepared. The selection criteria should not include any unjustified requirements which may discriminate against people from certain groups (for example men, women, married people, people from certain ethnic groups, persons with disabilities)
- The Modern Apprenticeship vacancy should be widely publicised across the whole of the relevant community. The practice of recruiting through 'word of mouth', or through relatives and current employees should be avoided.
- Applications from social and ethnic groups which are under represented amongst applicants and apprentices should be actively encouraged. This should be a consideration in the wording and the marketing of the job vacancy advertisement.
- All the people involved in the recruitment process and in managing the Modern Apprenticeship should receive appropriate guidance and training in equal opportunities and non-discriminatory practices
- All applicants should be made aware of how they will be selected, and should be given the opportunity to practice tests or interviews
- Evidence of the candidate's suitability for the post should be sought from as many sources as possible. Information about, for example, the candidate's spare time activities could be as useful as their formal qualifications
- Detailed records should be kept of each stage of the selection process
- Feedback should be provided to unsuccessful candidates as to why they were not selected
- The recruitment process should be reviewed and monitored, and information about the gender, racial group, marital status and disabilities of all applicants should be evaluated to discover how effective the process has been in reaching different parts of the community
- Any complaints from applicants about unfair and discriminatory treatment should be treated seriously and investigated promptly and objectively
- Any reviews or monitoring of progress or achievement which take place throughout the apprenticeship should not be based on unjustified requirements which may discriminate on the grounds of age, gender, marital status, racial group or disability

The Employment NTO monitors the effectiveness of the equal opportunities strategy in relation to the take-up and completion of Modern Apprenticeships. This information will help the Employment NTO to identify groups which are under-represented in the apprenticeship programme, and will allow these groups to be targeted in any future promotion of the apprenticeship undertaken by the Employment NTO.

## 7 Health and safety

It is a requirement of the Advice and Guidance Modern Apprenticeship that all aspects of health and safety at work be recognised and all statutory requirements be adhered to. The Health and Safety at Work Act, 1974, the regulations on the Control of Substances Hazardous to Health (COSHH), and all relevant EU Health and Safety Directives form a central part of this requirement.

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 they, as employees, have clear rights and duties with regard to health and safety.

Any organisation wishing to contract with a LEC to employ a Modern Apprentice will be required to satisfy the LEC as to the adequacy of its Health and Safety policy and systems. Similarly, the LEC must be also be satisfied with the Health and Safety policy and systems of any organisation approved to offer training and development related to the Modern Apprenticeship Framework. This is achieved in the context of Scottish Quality Management Systems (SQMS) requirements.

## 8 Contracts

The following four contracts are essential to the successful outcome of the Modern Apprenticeship scheme :

- 1 Normal contract of employment signed by the employer and the Modern Apprentice
- 2 LEC Training Plan. (This only applies to apprentices in receipt of Skillseekers funding.)
- 3 Employment NTO Training Agreement - signed by the Employer, Modern Apprenticeship Centre (where this is not the employer) and the Modern Apprentice. This agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 4 Employment NTO Training Plan. This plan outlines the selected outcomes and the expected duration of the apprenticeship. Training Plans may be modified to reflect changing circumstances.

In the case of the employer being unable to complete the apprenticeship then they, together with the Employment NTO, must adopt the primary role in attempting to find another employer who would help the apprentice complete his or her training and development. The Employment NTO will act as a clearing house for any such vacancies, and should therefore be kept informed of such situations.

## 9 Employment status of Modern Apprentices

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

## 10 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.

## 11 Training and development

### Delivery

Under the Modern Apprenticeship system training delivery can take many different forms. Much of the training and development can take place 'on the job'. In certain circumstances there may be a requirement to have qualified training personnel. Some organisations may become approved S/NVQ Assessment Centres; others may join consortia or use peripatetic assessors. Some large employers will be able to complete all the training and development in-house, but most employers will find that some of the training and development will have to take place away from the normal work-site. 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 S/NVQ.

To ensure continuity of standards all local delivery of Modern Apprenticeship training will be subject to Scottish Quality Management Systems (SQMS).

It should be noted that the availability of local training provision may affect the choice of traditional training and development options chosen by the apprentice and the employer. LECs may be able to advise employers about which options are available in their local area.

## The Employment NTO training plan

The plan requires to identify:

- 1 The selected framework outcomes, specifying whether or not separate certification of the Core Skills is being sought.
- 2 Any credit to be applied for by Accreditation of Prior Learning by the Modern Apprentice.
- 3 A timetable for achievement of the selected framework outcomes, linked to regular progress reviews.
- 4 A training programme demonstrably addressing the selected framework outcomes.
- 5 An assessment programme.

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 the LEC
- comply with the stipulations of this framework
- meet the needs of the employer and apprentice.

## 12 Career progression

On completion of the programme, Modern Apprentices should expect to be in supervisory or line management positions. Because of the diversity of the sector – and the large number of occupations in which the framework is relevant – it is difficult to give specific routes for further career progression. However. Most candidates should be expected to progress onto SNVQ level 4 in Advice and Guidance, Management or other relevant area.

## 13 Quality assurance

### Organisational responsibilities

In establishing the Modern Apprenticeship system the Government intends that they should be highly regarded awards. A number of quality control systems have been established to monitor standards of training and development, assessors and assessment, and to ensure continuity between employers and training providers. These systems are centred on the three types of organisations most closely involved the:

- NTOs (National Training Organisations)
- LECs (Local Enterprise Companies)
- awarding bodies.

### The Employment National Training Organisation

Following endorsement of this framework by the Modern Apprenticeship Implementation Group (MAIG), the Employment NTO will have responsibility for the promotion and implementation of this framework in Scotland. The Employment NTO works closely with SCONTO in this regard and it has been agreed that SCONTO will act as the first point of contact for those wishing further information about the framework. SCONTO contact details are given on page 8.

SCONTO (on behalf of the Employment NTO) is responsible for the following:

- approval of Scottish Modern Apprenticeship Centres (MACs) for the delivery of the apprenticeship (see Appendix 5)
- registration and monitoring of individual modern apprentices
- certification of the successfully completed apprenticeship
- the review of the framework in light of future experience.

SCONTO will maintain a database of MACs for the delivery of the framework within Scotland which will be available for employers and others. In addition SCONTO will work with Awarding Bodies to ensure that quality assurance is maintained within the centres.

### The Local Enterprise Company (LEC)

Funding for the training and assessment of Modern Apprenticeships in Scotland is through Skillseekers which is administered in each area by the appropriate Local Enterprise Company (LEC).

Although Skillseekers is a national funding programme available throughout Scotland, each LEC has powers of discretion which enable it to prioritise funding within its own area. As a result, the basis on which funding for the Scottish Modern Apprenticeships will be made available can and does vary from LEC to LEC.

It is important that the appropriate LEC be contacted as early as possible when contemplating a Modern Apprenticeship and that the basis of funding be agreed before any contracts of employment or training agreements are entered into by any one of the parties involved.

### The awarding bodies

Much of the Advice and Guidance Modern Apprenticeship is based on the assessment of the apprentice against S/NVQs or S/NVQ units. These qualifications are accredited by the Scottish Qualifications Authority (SQA) and 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 S/NVQs and S/NVQ units are fully met.

In Scotland, the S/NVQ Level 3 applicable to this framework is awarded by the Scottish Qualifications Authority. Contact details for SQA are given on page 18.

## 14 Implementation and take up

Making both potential apprentices and employers aware of the opportunities presented by the development of a Modern Apprenticeship Framework for Advice and Guidance is a key responsibility of the Employment NTO. The Modern Apprenticeship offers new opportunities which need to be highlighted. These include:

- funding opportunities which will assist companies to fund training, and which may therefore encourage organisations with limited resources to recruit.
- qualifications where, traditionally, none have hitherto been available below the professional levels
- the potential to enable recruitment from the local area.
- the ability of the apprentices to attain high level skills and practical knowledge to a nationally recognised standard, whilst allowing employers to tailor the programme to their organisational needs.

The Modern Apprenticeship must be presented in a positive image with a clear distinction drawn between it and other post 16 training opportunities. It will be marketed as a high-quality training path to a career in the industry. Research has shown that potential apprentices become aware of opportunities through:

- the Careers Office
- schools and colleges
- parents
- to a lesser extent through newspapers.

These sources can be targeted with information about the apprenticeship using a mixture of presentations, literature and press releases. Information sheets outlining the Modern Apprenticeship, the career opportunities it presents and the selection criteria will be produced and circulated.

The Modern Apprenticeship offers companies an excellent opportunity to recruit and develop high quality young people. The Employment NTO, using its good links with the sector, will ensure that organisations with the potential to recruit Modern Apprentices are made aware of such opportunities. Such organisations will be targeted using literature and presentations. All promotional material will stress the business advantages of taking on a Modern Apprentice.

All LECs will be sent information about the Modern Apprenticeship in Advice and Guidance so that they can market the framework to local employers. Marketing activity will include:

- promotion in Employment NTO and SCOTTO publications
- a national launch for employers, LECs and training providers
- a series of press releases to advertise the launch and the early progress of the apprenticeship.

## Appendices

### Appendix 1

#### List of Steering Group members

Carol Adams	Employment National Training Organisation
Martin Barr	HLB Kidsons
Anne Boyd	Scottish Qualifications Authority
Isabel Campbell	East Ayrshire Council
Lynn Campbell	Glasgow Old Peoples Welfare Association
Maureen Clarkson	Career Development – Edinburgh and Lothian
Sandra Cheyne	Glasgow Careers Service
Hilary Clews	Glasgow Careers Service
Margot Crosbie	Scottish Borders Careers
Audrey Cuthbertson	Motherwell and Wishaw CAB
Betty Ferguson	Careers Central Ltd
Jim Ferguson	Horizon
Yvonne Gallacher	Money Advice Scotland
Alison Gilchrist	Access North Ayrshire
Alan Hughes	Scottish Enterprise Lanarkshire
Anne Inglis	South Lanarkshire Council
Isobel Kelly	North Ayrshire Council
Anne Lumsden	Career Development – Edinburgh and Lothian
David McCulloch	West Dunbartonshire Council
Karen McGhee	Motherwell and Wishaw CAB
Grant McDougall	Fife Careers Ltd
Stuart McKenna	Scottish Council of National Training Organisations
Calum MacKinnon	North Lanarkshire Council
Leah McKend	Drumchapel Law and Money Advice Centre
Christine McPherson	Association of Careers Companies in Scotland
Anne McWilliam	Lanarkshire Association for Mental Health
Shona Maxwell	Grant Thornton
Jean Moonie	Easterhouse Careers Office
Mark Newlands	Scottish Enterprise
Tim O'Brien	Employment National Training Organisation
Stephen Old	Management Introductions
Shora Robertson	Scottish Council of National Training Organisations
John Scott	Scottish Enterprise Glasgow
Margaret Shields	East Dunbartonshire CAB
Pat Sproul	-
Lynn Williams	Barrhead Careers Office
Robert Young	Johnstone Careers Office

## List of organisations consulted

Over 200 postal questionnaires were sent to key stakeholders in Scotland. Included in this, were the following organisational groups:

- 32 Scottish local authorities (Employee Development Officers, Heads of Personnel and Heads of Strategic Services.)
- Scottish Enterprise LECs
- Highlands & Islands LECs
- All Scottish Careers Companies
- All Scottish Colleges
- Miscellaneous list of employers and training providers involved with, or interested in, the delivery of SNVQs in Advice and Guidance.

Forty-two responses were received, with only two organisations disagreeing with the final format of the framework. Accordingly, the framework has the overwhelming support of the sector.

## Appendix 2

### Contacts for further qualification information

Further information about the SINVQs referred to in the framework can be obtained from:

The Scottish Qualifications Authority  
Hanover House  
24 Douglas Street  
Glasgow  
G2 7NQ

Tel : 0141-242 2214

Scottish Core Skills are awarded by a number of Awarding Bodies in Scotland, including City & Guilds and SQA. For a list of current Awarding Bodies, contact SQA Accreditation Unit on 0141 242 2480.

### Further information about Modern Apprenticeships

General information about the Modern Apprenticeship programme in Scotland is available at:  
[www.modernapprenticeships.com](http://www.modernapprenticeships.com)

Details of the contents of all Modern Apprenticeship frameworks available in Scotland is available at:  
[www.mascot.uk.com](http://www.mascot.uk.com)

## Appendix 3

### SVQ Advice and Guidance, Level 3

(SQA Reference code: G5WB 23)

Candidates must achieve all 4 mandatory units listed below.

#### Mandatory Units

Unit number	Unit Title
D7BE 04	Enable clients to gain access to the service
D7BM 04	Identify the requirements of clients
D7BS 04	Provide information to clients
D7BJ 04	Evaluate and develop own contribution to the service

Candidate must achieve 4 of the following optional units in addition to the 4 mandatory units above.

#### Optional Units

Unit number	Unit title
D7CC 04	Interact with clients using telecommunications
D7B9 04	Assist clients to decide on a course of action
D7C2 04	Assist clients to plan the implementation of a course of action
D7C3 04	Assist clients to review their achievement of a course of action
D7CV 04	Support clients during their activities
D7BY 04	Advocate on behalf of clients
D7CF 04	Negotiate on behalf of clients
D7CB 04	Implement referral procedures for clients
D7CM 04	Provide information materials for use in the service
D7CE 04	Maintain information materials for use in the service
B6PP 04	Identify individual learning needs
B1L6 04	Design training and development sessions
B1L7 04	Facilitate learning in groups through presentations and activities
D1R1 04	Facilitate individual learning through coaching

#### Core Skills

Core Skill	Minimum level	SQA reference *
Communication	Intermediate 2	D6C7 04
Working with Others	Intermediate 2	D6CL 04
Problem Solving	Intermediate 2	D6CF 04
Information Technology	Intermediate 1	D6CP 04
Numeracy	Intermediate 1	D6CA 04

\*Only one awarding body number is given for each core skill unit. Equivalent core skills from other awarding bodies may also be used.

## Appendix 4

### Modern Apprenticeship Centres (MACs)

For each registered Advice and Guidance Modern Apprenticeship in Scotland there must be a designated Modern Apprenticeship Centre (MAC), approved by and registered with SCONTO (the Scottish Council of National Training Organisations). The MAC may be the employer of the apprentice or a separate organisation such as a training provider, College of FE, or similar.

In order to be approved, organisations must make a formal application to SCONTO, seeking registration 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 S/NVQ in Advice and Guidance (and Scottish 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

3 Be accredited with the Scottish Quality Management System standard (SQMS) and

4 be committed to the implementation of the Advice and Guidance Modern Apprenticeship and prepared to support SCONTO where appropriate in the provision and marketing of the Modern Apprenticeship.

SCONTO will maintain a database of MACs for the delivery of the framework within Scotland, which will be available for employers and others.

In addition SCONTO and the Employment NTO will work with the appropriate Awarding Bodies to ensure that quality assurance is maintained within the centres.

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 should contact their LEC.

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
- Registration with an appropriate Awarding Body of the modern apprentice as candidate for the relevant mandatory (level 3) S/NVQ in Advice and Guidance and other selected units as appropriate.
- Registration with SCONTO of the apprenticeship.
- Application on behalf of the modern apprentice for final certificate of modern apprenticeship accomplishment.
- Informing SCONTO of any material alterations to the modern apprentice's training plan or desired changes to the selected framework outcomes.

**Appendix 5**



**MODERN APPRENTICESHIP 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 tests 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> <i>(or Parent/Guardian, if under 18)</i>		<b>Date:</b>
<b>Modern Apprenticeship Centre</b>		<b>Date:</b>



**MODERN APPRENTICESHIP TRAINING PLAN  
ADVICE AND GUIDANCE**

**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:

**The Local Enterprise Company**

Name:
Address:
Telephone:
Contact:

**Advice and Guidance Framework selected outcomes**

**Mandatory outcomes**

<b>SINVQ Advice and Guidance, Level 3</b> <i>The following 4 units are mandatory</i>		<b>Tick units being undertaken</b>
1	Enable clients to gain access to the service	✓
2	Identify the requirements of clients	✓
3	Provide information to clients	✓
4	Evaluate and develop own contribution to the service	✓
<i>Candidates must achieve 4 of the following optional units in addition to the 4 mandatory units above.</i>		
5	Interact with clients using telecommunications	
6	Assist clients to decide on a course of action	
7	Assist clients to plan the implementation of a course of action	
8	Assist clients to review their achievement of a course of action	
9	Support clients during their activities	
10	Advocate on behalf of clients	
11	Negotiate on behalf of clients	
12	Implement referral procedures for clients	
13	Provide information materials for use in the service	
14	Maintain information materials for use in the service	
15	Identify individual learning needs	
16	Design training and development sessions	
17	Facilitate learning in groups through presentations and activities	
18	Facilitate individual learning through coaching	
<b>2 Enhancements (See page 5 for a list of acceptable qualifications)</b>		
<b>3</b>		
13	(Please specify)	✓
14	(Please specify)	✓

**Optional outcomes**

<b>Core Skills</b> <i>None of the Core Skills needs to be separately certificated. However, employers may wish to separately certificate some or all of these to suit individual needs.</i>		
1	Communication	
2	Working with others	
3	Numeracy	
4	Information technology	
5	Problem Solving	

<b>Additional units (if any)</b> <i>these are optional and should reflect the individual training needs of the Apprentice</i>		
	(specify unit)	
	(specify unit)	
	(specify unit)	
	(specify unit)	

**Summary of Modern Apprentices accredited prior learning**

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**Training and Assessment Programme**

TRAINING PROGRAMME			ASSESSMENT PROGRAMME	
Start date	Training topic and method	End date	Assessment summary	Target completion date

**Review programme**

Persons involved in review	Proposed dates for review of progress					
Employer representative						
MAC representative						
Modern Apprentice						

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

**Stuart McKenna**  
**Lifelong Learning Officer**  
**SCONTO**  
**28 Castle Street**  
**EDINBURGH EH2 3HT**

**Tel:** 0131 226 7726  
**Fax:** 0131 220 6431  
**Email:** [stuart@sconto.freeserve.co.uk](mailto:stuart@sconto.freeserve.co.uk)  
**Web:** [www.sconto.org.uk](http://www.sconto.org.uk)