



A  
MODERN APPRENTICESHIP  
IN  
AVIATION

FRAMEWORK DOCUMENT  
FOR  
SCOTLAND

GOSKILLS

April 2007  
(Updated August 2007)

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*Moving skills forward*

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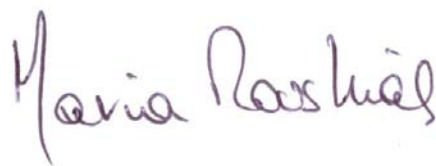
# **Modern Apprenticeship**

**In**

# **Aviation**

## **Framework Document for Scotland**

***Re-approved for use within Skillseekers in Scotland by  
the Modern Apprenticeship Group on  
20 April 2007***



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***(Chair of the Modern Apprenticeship Group)***



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# **1 Modern Apprenticeships in Scotland**

## **What are Modern Apprenticeships?**

Modern Apprenticeships are training initiatives aimed at developing highly skilled employees.

## **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.

## **What's in a Modern Apprenticeship?**

In Scotland, there are more than 70 different types of Modern Apprenticeship and they all contain the same 3 basic ingredients:

- S/NVQ level 3
- Core Skills
- Industry specific training

Details of the content of this specific Modern Apprenticeship are given in the next section.

## **2 Modern Apprenticeships in Aviation**

**This framework is for those who work in ground handling and airport operations. It is suitable for those working in the following areas: Baggage handling, airside ramp operations aircraft operations, handling air passengers and airport operations.**

The Aviation industry is one of the UK's high profile industries and offers a variety of career opportunities and development prospects. In 2005, the industry employed around 126,000 people UK wide of which 9,800 were employed in Scotland. There are three distinct sub-industries: airlines, ground handling and airports. These in turn are grouped in terms of operations in the air (airlines) and operations on the ground (airport and ground handling activities). The proposed MA framework covers aviation operations on the ground and is therefore relevant to those working in airport or ground handling contexts.

The range of job roles that fall into ground operations include: airside ramp operations, handling air passengers, airport operations, planning aircraft payloads, airport terminal operations. 35% of the workforce is under the age of 34 and ethnic minorities account for 12% of Aviation employees in Scotland. The UK's Aviation industry is amongst the UK's major industries. It is worth over £16 billion, handles over 180 million passengers annually and employs approximately 126,000 people. The industry continues to grow exponentially. BAA Scotland reports that between 1996 and 2005 the number of passengers travelling through Edinburgh Airport increased by 154%, rising from 3.3 million to 8.5 million. In 2002, Edinburgh Airport supported 7,200 jobs across Scotland with 2,300 people directly employed at the airport. Direct airport employment at Edinburgh is forecasted to increase to 5,700 by 2013 and to 9,000 by 2030. Similarly, passenger numbers at Edinburgh airport is forecasted to increase from 8.5 million per annum in 2005 to approximately 13 million per annum in 2013.

Glasgow airport can also boast similar expected growth. As of 2002 it supported 15,700 jobs across Scotland, with more than 5,000 people directly employed at the airport. Direct airport employment for Glasgow airport is forecasted to increase to 8,200 by 2015 and to 12,100 by 2013. Passenger numbers at Glasgow airport will naturally follow a similar trend. Numbers are expected to grow from 8.8 million per annum in 2005 to approximately 15 million per annum in 2015.

The Aviation industry must have competent people throughout the entire structure to ensure the safety of aircraft passengers both when they are on the ground and in the air. The industry is heavily regulated and there is a strong emphasis on security and health and safety. Customer service and inter-personal skills are also important. It is predicted that the industry will continue to grow and that there will be increased demand for skilled employees.

In the Aviation industry in Scotland there are emerging skills gaps in basic IT skills, customer service and supervisory skills. Emerging future skills needs are also being identified as customer service, communication skills and professional IT. These skills gaps and shortages, coupled with the ongoing growth in the industry and the need for more recruits, continue to be a challenge for the Aviation industry. This situation is paralleled across the UK

The framework will be instrumental in tackling some of the above skills gaps and shortages faced by the industry and will provide a strong basis from which apprentices can start their Aviation careers. It will also provide a mechanism for recognising the skills of the workforce and aiding individuals in their progression either within or outside of the Aviation industry.

This Aviation Modern Apprenticeship framework offers several occupational areas/job opportunities. These are

- Aircraft Operations
- Airside Ramp Operations
- Airport Terminal Operations
- Airside Operations
- Handling Air Passengers
- Planning Aircraft Payloads

The following sources were used to collate the statistical information on the industry.

- Labour Force Survey, 2005
- Future Skills Scotland – Passenger Transport Profile Survey
- GoSkills Sector Skills Agreement (SSA) Research
- BAA Master Plan 2006
- Civil Aviation Authority Terminal Passengers Report 2005.

### **3** Summary of framework

## Diagram showing the contents of the Modern Apprenticeship in Aviation

### Mandatory Outcomes

#### **NVQ Level 3\***

*ONE of the following NVQs must be achieved:*

Co-ordinating Aviation Operations on the Ground, level 3  
Co-ordinating Aviation Operations on the Ground, level 3

Ref: 100/5695/6: (City & Guilds)  
Ref: 100/5756/0: (EAL)

*\*Equivalent SVQs are not currently available.*

### **Core Skills**

	<b>Level</b>	<b>Compulsory Separate Certification</b>
• Communication	Intermediate 1	No
• Working With Others	Intermediate 1	Yes*
• Problem Solving	Intermediate 1	Yes*
• Information Technology	Intermediate 1	Yes*
• Numeracy	Intermediate 1	Yes*

*\*These core skills must be separately assessed and certificated.*

## 4 The framework

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

### **Mandatory Outcomes**

#### 1 S/NVQ(s)

Each apprentice is required to achieve the following S/NVQ:

##### **NVQ Level 3\***

*ONE of the following NVQs must be achieved:*

- Co-ordinating Aviation Operations on the Ground, level 3 Ref: 100/5695/6: (City & Guilds)
- Co-ordinating Aviation Operations on the Ground, level 3 Ref: 100/5756/0: (EAL)

*\*Equivalent SVQs are not currently available.*

Scottish/National Vocational Qualifications (S/NVQs) are work-based qualifications, which are based on National Occupational Standards of competence drawn up by representatives from each industry sector. S/NVQs are made up of units – normally between six and ten – which break down a job into separate functions reflecting the different kinds of activities of a job. SVQs are available in five levels – although for Modern Apprenticeships, they occur at level 3 or above. When someone has achieved an S/NVQ, there is a guarantee that they have the skills and knowledge they need to do their job.

The current NVQ (Aviation Modern Apprenticeship) offers several occupational routes/pathways. These are as follows:

- Aircraft Operations
- Airside Ramp Operations
- Airport Terminal Operations
- Airside Operations
- Handling Air Passengers
- Planning Aircraft Payloads

#### 2 Core Skills

Each apprentice is required to achieve the following core skills:

<b>Core Skills</b>	<b>Level</b>	<b>Compulsory Separate Certification</b>
• Communication	Intermediate 1	No
• Working with others	Intermediate 1	Yes*
• Problem Solving	Intermediate 1	Yes*
• Information Technology	Intermediate 1	Yes*
• Numeracy	Intermediate 1	Yes*

*\*These core skills must be separately assessed and certificated.*

Core Skills are skills and abilities which everyone need 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.

## **5** **Registration and Certification**

This Scottish Modern Apprenticeship is managed by *GoSkills*. *GoSkills* is the first point of contact in Scotland for any enquiries in relation to the framework. Contact details:

### ***GoSkills***

Concorde House

Trinity Park

Solihull

B37 7UQ

Tel: 0121 635 5520 Email: [info@goskills.org](mailto:info@goskills.org)

*GoSkills* will register all Scottish Modern Apprentices undertaking this framework. **All Modern Apprentices must be registered within eight weeks of their Apprenticeship.** Registration can be made by completing the Training Plan and Training Agreement in Appendix 3 and also completing the Modern Apprenticeship registration form which can be downloaded from the *GoSkills* website. These documents should then be forwarded to the above address.

*GoSkills* 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, employers 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 *GoSkills* at the address above.

### **SSC Service level**

*GoSkills* 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.

*GoSkills* 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.

## 6 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 and Higher Grades employers should also be aware of newer vocational qualifications or vocational activity such as work experience or volunteering.
- The following factors may also influence the selection process:
  - performance during a formal interview process
  - references
  - relevant work experience
  - trial observation period.
- In order to promote and maintain the high status of the Modern Apprenticeship within the industry, *GoSkills* has produced guidance for the general public (available on the *GoSkills* website) outlining the desirable attributes and personal qualities to be successful in the industry. The guidance also provides information about what one can expect to gain from a Modern Apprenticeship (ie: the training, the demands of the job, the components etc.) *GoSkills* has also produced similar guidance materials for the public in a range of external publications such as the UK National Apprenticeship Directory 2007.
- Employers may wish to contact Careers Scotland and the SSC for advice and guidance on recruitment and selection. The Careers Scotland web site is at: [www.careers-scotland.org.uk/CareersScot/web/site/Home/home.asp](http://www.careers-scotland.org.uk/CareersScot/web/site/Home/home.asp)

## 7 Equal Opportunities

It is mandatory that all participants in this Modern Apprenticeship must conform to Local Enterprise Companies (LECs) contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

## 8 Health and Safety

It is a requirement of this Modern Apprenticeship framework that all aspects of health and safety at work are recognised and all statutory requirements is 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 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.

## 9 Contracts

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

- 1 Normal contract of employment signed by the employer and the Modern Apprentice
- 2 *GoSkills* Training Agreement - this agreement outlines the basis of the Modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 3 *GoSkills* Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. Training Plans may be modified to reflect changing circumstances; however it is essential that the SSC is notified of any changes.

## 10 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 for the duration of the apprenticeship.**

## 11 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.

# 12 Training and development

## **Delivery**

Training delivery can take many forms under the Modern Apprenticeship system. 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 and core skills where appropriate.

## **Training Providers**

A list of approved centres to deliver this framework is available from *GoSkills*

## **GoSkills Training Plan**

The plan requires:

- 1) The selected/mandatory outcomes of the framework
- 2) Any prior accredited learning by the Modern Apprentice that may result in exemptions from some of the framework (ie: proxy qualifications)

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.

A sample Training Plan is given in the appendix of this document.

# **13 Consultation Process**

## **Consultation**

This review has involved a series of activities that have contributed to the consultation and the gathering of intelligence on the sector. Activities have included:

- Liaising with the *GoSkills* research team to ascertain relevant Labour Market Intelligence on the sector in Scotland
- Creating and organising an employer based Task & Finish Group to consult on the framework
- Liaising with other contributors in Scotland (ie: *GoSkills* Business Adviser for Scotland and representatives from the Ground Handler, Aviance) regarding the consultation.

## **The emerging issues from the consultation process**

All members received prior briefings about the consultation and were given the opportunity to have any queries answered prior to the meeting. Consultation took the form of a round-table consultation session (meeting) where employers received a presentation about the framework and its respective components. They were also given a full explanation on aspects such as proxy qualifications and occupational pathways within the S/NVQ. They were then asked a series of questions on issues covering

- Optional units in the S/NVQ
- Employers' intentions to use the framework in future
- Minimum outcomes relating to Core Skills
- Progression
- Entry requirements, barriers to increasing take-up and completion rates
- The number (if any) of learners that employers envisage putting through the framework/programme

In an effort to address the above issues, *GoSkills* has:

- Developed promotional material on Modern Apprenticeships to raise awareness of the programme (and its benefits) to employers, UK wide.
- Developed an awards scheme and held an Inaugural Awards Ceremony (*Go For Excellence*) to celebrate and champion the achievements of (modern) apprentices across the UK.
- Maintained a presence at UK wide careers events such as Jobscene to promote Modern Apprenticeships and the sector.
- Developed a priority programme of work in our Business Plan which focuses on promotion and ongoing improvements to frameworks
- Developed new careers materials including a new careers website for the sector
- Responded to consultations from the Scottish Executive relating to Skillseekers and Modern Apprenticeships. In our response, we stressed the importance of introducing an entry level (level 2) Modern Apprenticeship which would augment take-up of Modern Apprenticeships in the Aviation sector. We also championed the idea of wage subsidies as a means by which to incentivise employers to utilise Modern Apprenticeships

## **14 Career Progression**

### **Career Progression routes for Modern Apprentices in Aviation**

For those who wish to continue their development of skills and qualifications beyond level 3, the Modern Apprenticeship allows access to:

- In-house development programmes (as indicated by employers in the consultation) leading to supervisory and managerial job roles
- ILM Management Course leading to managerial-like responsibility within the company

However it is worth noting that the achievement of Aviation Modern Apprenticeship alone does not guarantee entry to aforementioned opportunities. Employers will also have the opportunity to utilise the Aviation NOS (developed and reviewed by *GoSkills* in consultation with employers) to develop the skills of their staff via in-house development programmes.

The likely careers for those completing the Modern Apprenticeship in Aviation are

- Customer Service Agents
- Check-in staff
- Airside Ramp Operations staff
- Supervisory and managerial positions for all the above roles

## Appendices

### Appendix 1

#### Stakeholder Responsibilities

Three types of organisation have responsibility for ensuring that the Modern Apprenticeship programme is implemented to the highest possible standard:

- Sector Skills Councils (SSCs)
- Local Enterprise Companies (LECs)
- Awarding bodies.

##### **Sector Skills Councils**

Sector Skills Councils have responsibility for the development, promotion and implementation of this framework in Scotland. The SSC will act as the first point of contact for those wishing further information about the framework.

Specifically, the SSC is responsible for the following:

- approval of Scottish Modern Apprenticeship Centres (MACs) for the delivery of the apprenticeship (see Appendix 3)
- registration and monitoring of individual modern apprentices
- certification of the successfully completed apprenticeship
- the review of the framework in light of future experience to ensure the framework continues to meet the needs of apprentices and employers.

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

##### **The Local Enterprise Company (LEC)**

Funding to assist with 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).

The funding levels in the Scottish Enterprise area have been harmonised to create consistency across the network of LECs. In the Highlands and Islands Enterprise area, LECs still have discretion to set their own funding levels according to local needs.

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

### **The awarding bodies**

A significant proportion of the 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.

## 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, College of FE, or similar.

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 S/NVQ(s) at level 3 (and Scottish Core Skills if these are being separately certificated)

or

2 are 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

For organisations in receipt of LEC funding, the organisation must be accredited with the Scottish Quality Management System standard (SQMS) or other quality system accepted by the LEC.

The SSC will maintain a database of MACs for the delivery of the framework within Scotland, which will be available for 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 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 a candidate for the relevant S/NVQ(s) and other selected units.
- Registration with the SSC of the apprenticeship.
- Application on behalf of the modern apprentice for final certificate of modern apprenticeship accomplishment.
- Informing the SSC of any material alterations to the modern apprentice's training plan or desired changes to the selected framework outcomes.

**Appendix 3**



**MODERN APPRENTICESHIP SAMPLE TRAINING AGREEMENT**

This Training Agreement is entered into by:

<b>Name of Employer:</b>	
<b>Name of Modern Apprentice:</b>	
<b>Name of Modern Apprenticeship Centre:</b>	

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

- 1 employs 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 uses 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**

**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 (if applicable)**

Name:
Address:
Telephone:
Contact:

**Framework selected outcomes**

**Mandatory outcomes**

<b>S\NVQ Level 2 (if applicable)</b> <i>(List mandatory and optional units)</i>		<b>Tick units being undertaken</b>
<b>S\NVQ level 3</b> <i>(List mandatory and optional units)</i>		
<b>Enhancements (if applicable)</b>		

<b>Core Skills</b> <i>(Include details of the minimum level required)</i>		
1	Communication	
2	Working with others	
3	Numeracy	
4	Information technology	
5	Problem Solving	

**Optional outcomes**

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

**Summary of Modern Apprentices accredited prior learning**

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

**GoSkills**  
Concorde House  
Trinity Park  
Solihull  
B37 7UQ  
Tel: 0121 635 5520    Email: [info@goskills.org](mailto:info@goskills.org)