



A

MODERN APPRENTICESHIP

for

**Information & Communication Technologies
Professional**

**FRAMEWORK DOCUMENT
FOR
SCOTLAND**

e- Skills UK

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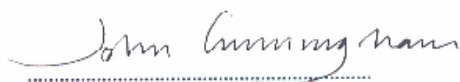
Modern Apprenticeship

in

**Information & Communication
Technologies Professional**

Framework Document for Scotland

*Re-approved for use within Skillseekers in Scotland by the
Modern Apprenticeship Implementation Group on
15 September 2005*



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(Chairman of the Modern Apprenticeship Implementation Group)



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1 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 Bodies (SSBs). SSBs 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 Modern Apprenticeship Frameworks 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 Information & Communication Technologies

Information Technology (IT) and Communication Technology (Telecoms) is a fast moving and dynamic industry sector and one of the fastest changing in the UK with new technologies constantly being explored and developed. Due to the convergence of voice telephony and data networks, and the capability of the broadband platform to carry high volumes of multimedia traffic, the boundaries between Telecoms and IT are blurring.

In tomorrow's business environment, an essential competence for all four million of the UK's business managers and leaders will be the ability to realise the potential of Information and Communication Technologies to create new business opportunities and transform productivity. Yet there is no plan for the widespread development of these skills in either the current workforce or the business leaders of the future.

Information and Communication Technology Professionals with the right skills are always in demand. The industry continues to need bright people who want to take the initiative, whether it is in reinventing business processes or developing new and complicated software.

Apart from the really technical roles, working in the IT and Telecom industry is all about people. Employers are particularly interested in people with problem solving skills who are strong communicators and have the ability to work in teams.

The opportunities for career advancement, self development and financial reward are excellent.

- 3% of Scotland's workforce is an IT and Telecoms professional
(70,000 people out of 2.4 million)
- 9% of the UK's workforce is employed in Scotland
(2.3 million out of 27.2 million)
- 7% of the UK's IT and Telecoms professional workforce is employed in Scotland
(70,000 people out of 1.1 million)

3 Summary of Framework

Diagram showing the contents of the Modern Apprenticeship for Information & Communication Technologies Professional

Mandatory outcomes

S/NVQ Level 3

One of the following S/NVQs must be achieved:

S/NVQ Title	Reference Number	Awarding Body
IT Professional	G7P5 23	SQA
IT Professional	100/4756/6	C&G
IT Professional	100/4984/8	Edexcel
IT Professional	100/4579/X	OCR
(Communication Technology)		
CT Professional	100/4756/6	C&G
CT Professional	100/4983/6	Edexcel

A key feature of the revised IT Professional S/NVQ and Communication Technology Professional NVQ is the flexibility to customise training to reflect the range and depth of competence that different people may need in their work place. The new S/NVQs allows the inclusion of a sector specific unit which has been demonstrated to be relevant to the candidate's job role. The need for both 'specialist' (narrow) and 'generalist' (broad) awards has also been identified. These are not mutually exclusive and the qualification structure incorporates both types of award.

Core Skills

All of the following Core Skills must be achieved

Core Skill	Minimum level required	Reference
Communication	Intermediate 1	D6C604**
Working with Others	Intermediate 1	D6CK04**
Problem Solving	Intermediate 1	D6CE04**
Information Technology	Intermediate 1	D6CP04**
Numeracy	Intermediate 1	D6CA04**

Optional Extras

Employers are encouraged to add further qualifications and training to the framework to meet the business needs of the organisation and developmental needs of the apprentice. Modern Apprentices will also add breadth to their competence through the development of additional skills. Modern Apprenticeship Providers / Employers are encouraged to review other relevant S/NVQs and/or vocational technical qualification to identify development opportunities. Suggested optional components are:

4 The Framework

The mandatory and optional content of the Modern Apprenticeship in Information and Communication Technologies Professional is as follows:

Mandatory Outcomes

1 S/NVQ(s)

Each apprentice is required to achieve one of the following S/NVQ(s):

S/NVQ Title	Reference Number	Awarding Body
IT Professional	G7P5 23	SQA
IT Professional	100/4756/6	C&G
IT Professional	100/4984/8	Edexcel
IT Professional	100/4579/X	OCR
Communication Technology		
CT Professional	100/4756/6	C&G
CT Professional	100/4983/6	Edexcel

Scottish Vocational Qualifications (SVQs) are work-based qualifications, which are based on national occupational standards of competence drawn up by representatives from each industry sector. SVQs 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 at five levels – although most are at level 2 and level 3. When someone has achieved an SVQ, there is a guarantee that they have the skills and knowledge they need to do their job. All Scottish Modern Apprenticeships must contain an SVQ (or NVQ) at level 3 or above.

2 Core Skills

Each apprentice is required to achieve the minimum level of the following core skills:

- Communication Intermediate 1 D6C6 04
- Working with others Intermediate 1 D6CK 04
- Problem Solving Intermediate 1 D6CE 04
- Information Technology Intermediate 1 D6CP 04
- Numeracy Intermediate 1 D6CA 04

Separate certification is required for all 5 Core Skills.

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 although they can be urged to achieve at a higher level.

Optional Outcomes

e-skills UK **strongly** encourages employers to add further qualifications and training to the framework to meet the business needs of the organisation and developmental needs of the apprentice. Modern Apprentices will also add breadth to their competence through the development of additional skills. Modern Apprenticeship Providers / Employers are encouraged to review other relevant S/NVQs and/or vocational technical qualification to identify development opportunities.

A key feature of the e-skills UK's IT and Communication Technology S/NVQs is their flexibility to customise training to reflect the range and depth of competence that different people may need in their work place. The S/NVQs allow 'mix and match' choice plus the additional **inclusion** of a sector specific unit which has been demonstrated to be relevant to the candidate's job role and thereby ensuring an individual learning programme that is fit for purpose for the apprentice and employer.

Awarding Bodies are in the process of mapping their "IT Practitioner and Communication Technology/Telecoms vocational related qualifications against the IT and Communication Technology National Occupational Standards. This will allow the qualification to count towards the completion of the S/NVQ.

Suggested optional components are:

- Additional units in the chosen S/NVQ Level 3
- Other related S/NVQ units from a work related S/NVQ Level 3
- Vocational qualification such as:
 - Certificate for IT Practitioners (Software Development) L3 offered by OCR, City and Guilds, OCR, Edexcel (BTEC Nationals)
 - Certificate for IT Practitioners (System Support) L3 offered by OCR, City and Guilds, OCR, Edexcel (BTEC Nationals)
 - Diploma in Communication Systems L3 (City and Guilds)
 - BTEC Nationals in Telecommunications (Edexcel)
 - A relevant vendor qualification

5 Registration and certification

This Scottish Modern Apprenticeship is managed by e-skills UK. The SSB is the first point of contact in Scotland for any enquiries in relation to the Framework. Contact details:

e-skills UK
1 Castle Lane
London SW1 6DR

Telephone: 020 7963 8920
Fax: 020 7592 9138
Email: info@e-skills.com

The SSB will register all Scottish Modern Apprentices undertaking this Framework. **All Modern Apprentices must be registered with the SSB within 8 weeks of starting their apprenticeship.** Registration can be made by completing the Sample Training Plan and Sample Training Agreement in Appendix 3 and sending these to the above address. In the case of MAs which receive funding from LECs

it is acceptable for the LEC Training Plan to be used on the condition that it includes all relevant information as set out in the MA Training Plan.

The SSB 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 SSB 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 SSB at the address above.

SSB Service level

The SSB undertakes to confirm the registration of candidates in writing within 8 weeks of receipt of the relevant Training Plan and Training Agreement. Each candidate will be issued with a unique registration number.

The SSB 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 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 Careers Scotland and the SSB for advice and guidance on recruitment and selection. The Careers Scotland web site is at: www.careers-scotland.org.uk

- Whilst there are no minimum academic qualifications required for young people entering a Modern Apprenticeship, they will have to demonstrate to employers that they have a reasonable expectation of achieving the stated outcomes.

7 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 and undertaking the Modern Apprenticeship.

All MAs supported by the Enterprise Networks 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

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 the Enterprise Networks will be required to satisfy the LEC as to the adequacy of its Health and Safety policy and systems.

9 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 SSB Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 3 SSB Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by a LEC, the LEC Training Plan will be sufficient on condition that it contains all relevant information as set out in the MA Training Plan at Appendix 2. Training Plans may be modified to reflect changing circumstances, however it is essential that the SSB 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 and should form the contract of employment.

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 the S/NVQ and core skills where appropriate.

MA providers for IT and Telecom MA delivery:

Learning IT
Fife College
Lauder College
MI Technologies Ltd / IBM UK Ltd
Microcom
James Watt College
SX3 Training Solutions
XLTek Electronic Solutions
Vertex Data Science Ltd
GTG Training
Rewards TRC
Pentland ACL
Ayr College
Accenture HR Services
T-Mobile
Orange
BT

The SSB 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 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.

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 (if the MA is being financially supported by SE or HIE)
- 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 LECs it is sufficient to submit the LEC Training Plan on condition that it covers the same information required in the MA Training Plan.

13 Consultation Process

The rapid convergence of IT and Telecommunications and the increasing diversity of job roles influenced the need to develop flexible National Occupational Standards (NOS) which can be used either from an IT or Telecom's perspective. The qualification structure for the IT and Communication Technology (Telecoms) S/NVQs supports this blurring and provides a flexible approach for an individual to 'mix and match' units and put together a qualification that meets the needs of their job whether from an IT or Telecom platform. An additional key feature of the revised IT Professional S/NVQ and CT Professional NVQ is the flexibility to customise training to reflect the range and depth of competence that different people may need in their work place. The new S/NVQs allow the inclusion of a sector specific unit which has been demonstrated to be relevant to the candidate's job role. The need for both 'specialist' (narrow) and 'generalist' (broad) awards has also been identified. These are not mutually exclusive and the qualification structure incorporates both types of award.

Although take up of the current IT and Telecoms MA frameworks in Scotland has been rather low (approximately 127 (IT technical areas) completion certificates issued in 2004), e-skills UK is confident that with the new adaptable S/NVQs, streamlined assessment strategy and opportunities to progress to Higher Education, employer participation and take-up will increase.

A wide and varied consultation with employers and stakeholders has taken place during the development of the revised NOS, the ICT qualification structure, the assessment strategy and the development of the Information and Communication Technology Professional MA framework. The consultation has taken the form of a number of employer and training provider workshops, postal consultation and email consultation. Recent employer consultation had a particular focus on bringing into one the IT and Telecommunication MA framework which was keenly agreed. An early postal consultation had been carried out to identify the delivery / completion issues of the current framework and the feedback influenced the development of the revised ICT NOS and subsequent S/NVQs and a final email consultation has taken place for the MA framework confirmation.

Quote: “the Information and Communication Technologies MA framework is a great fit for our technical support staff working within our customer service environment.” Kenny Weir, T-Mobile.

Quote: “I am delighted to endorse the MA framework” Polly Purvis, Scotlandis

Quote: “the MA programme recognises the multi-skilling and variety of training methods required to meet our business needs” HR Manager, Triage

Quote: “we support the framework but are disappointed that some of the core skills such as working with others has not been mapped against the mandatory unit” Stella Gardner, Lauder College

Organisation	Contact
Employer	
BT	Mark Biffen
BT	Ann Potter
Orange	Dean Hingley
O2	Peter Stacey
RAF	S/LDR Alan Jones
RAF	S/LDR Elaine Cusack
Royal Signals	Alan Knott TQ Services
Marconi	Julie Alderdice
T-Mobile	Kenny Weir
Newell & Budge Ltd	John Taylor
Alisdair Martin Associates	Alisdair Martin
IBM UK Ltd	
Hewlett Packard	Sharon Hastie
ASM	Isobel Maughan
Training Provider	
Reid Kerr College	Morag Shields
James Watt College	Morag Kelly
Microcom Training	Laura Kincaid
Microcom Training	Frances Watson
Glasgow University	Gerard McBride
Lauder College	Stella Gardner
Lauder College	Nancy Sutherland-Brown
MI Technologies	Elaine Long
Glasgow City Council	Caroline Rickard
Glasgow City Council	Marian Hopkins
Glasgow City Council	Mairi Hindmarch
Dumfries and Galloway College	Simon Hodby
Accenture HR	Jeanette Higgins
AGCC	George Brand
AGCC	Rosemary Pinsent
Intelligent Finance	Valerie Mann
Bell Innovations	Karen McKay
Scottish Enterprise	Mina Henley
Scotlandis	Polly Purvis
Argyll College	Jane Nichols
Tesco (ex learning IT)	Howard Birch
Learning IT	Claire Fraser
Learning IT	Duncan Macleod
Dundee College	Ann Moir

Dundee College	Donald McClean
Innovations, Hamilton	Kate McKay
Motherwell College	Robert Balfour
White Lodge	Michael Smart
The Technical Assistance Centre	Gerry Cavanagh
Stakeholders	
SQA	Shirley Sampson
SQA	Vanessa Rinaldi
SQA	Bobby Elliott
SQA	Jack Robertson
SQA	Mandy Forte
Glasgow Caledonian University	Vince Mills
Glasgow Caledonian University	Emily Thompson
City and Guilds	Robert Bruce
Ex Triage Services	Alex
Scottish Enterprise	Dougie Somner
Scottish Enterprise	Billy Bentley
Scottish Enterprise	Lawrence Boyle
Scottish Enterprise	Margaret Mitchell
Scottish Enterprise	Charles Callaghan
Scottish Enterprise	Dawn Bartwicki
Careers Scotland	Anne Casserly
Jobcentre Pus	David Park

14 Career progression

Following the completion of the Modern Apprenticeship, candidates working in the Information and Communication Technologies industry will be able to achieve positions in many different areas within the IT and Telecoms sector and also in cross-sector areas that rely on IT and Communication technologies such as, Aero Systems, Automotive, Creative Industries, Retail, Finance and many others.

Job roles in IT include: Business Analyst; Data Analyst; Help Desk support; Customer Service support; IT Trainer; Software Developer; Technical Author; System support Technician / Engineer; Web Designer; Interactive Games Developer; IT architecture and security;

Job roles in CT include: Aerial Rigging; Equipment Wirer and Assembler; Field Operations; Installer of Radio Equipment in cars; International Networks; Mobile Switching Engineer; Network Management ; Network Planning; Radio Base Station Engineer; Radio Frequency Engineer; Radio Repair Technician; Radio Systems Design Engineer; Satellite Communications; Systems Production Supervisor; Customer Service engineer.

Modern Apprenticeships represent a significant opportunity for the whole of the Information and Communications Technologies industry to demonstrate its commitment to training and staff development. The apprenticeship framework provides employers with flexible apprenticeship training programmes designed specifically to produce competent people, in a cost effective manner, and opportunities to progress to Higher Education as well as management roles.

Information Technology / Communication Technology

- To higher IT or CT Professional S/NVQ or other relevant S/NVQ Levels 4 and 5
- Higher Education such as HNC/D with progression to an Honours Degree (Electronic Business; Business Information Management; Telecoms Engineering)
- Development of competencies in other relevant areas such as management, finance, business skills or other company/employer requirements

Individuals changing careers or returning to work after a spell away from work can also benefit through following the Information and Communication Technology Professional Modern Apprenticeship Framework. The framework will help an individual to quickly become familiar with IT and /or Telecom 'best practice' as well as an organisation's business procedures and objectives.

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:

- Sector Skills Bodies (SSBs)
- Enterprise Networks and Local Enterprise Companies (LECs)
- Awarding bodies
- Training Providers
- Modern Apprentice Implementation Group (MAIG)
- Careers Scotland
- Employers
- Modern Apprentices

Role of the Sector Skills Bodies

SSBs 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 SSB visit www.ssascot.org.uk

Role of the Enterprise Networks and Local Enterprise Companies (LECs)

Financial support to assist with the training of Modern Apprenticeships in Scotland is administered in each area by the appropriate Local Enterprise Company (LEC). Organisations should contact their LEC to discuss financial support.

Further information is available from www.modernapprenticeships.com

Role of 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 the Qualifications and Curriculum Authority 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 S/NVQs and S/NVQ 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 understands the principles and processes of competence-based assessment
- Registering of MA candidates with the relevant SSB (and LEC 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 MAIG

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

MAIG is responsible for:

- Approval and re-approval of MA Frameworks
- De-approval of MA Frameworks
- Overseeing the generic marketing thrust of the MA programme in Scotland
- Encouraging best practice across MA Frameworks and sectors

Role of Careers Scotland

Careers Scotland is the natural point of contact for the recruitment and career-related needs of employers and training providers in Scotland. It provides advice and guidance on the range of Modern Apprenticeships and training providers available.

Careers Scotland is responsible for:

- Supporting Modern Apprentices with ongoing Career Planning advice.
- Providing a vacancy handling service to employers and training providers.
- Providing initial assessment of candidates and match to suitable vacancies.
- Promoting vacancies on the Careers Scotland website.

Role of the Employer

Employer's responsibilities include:

- Paying new Modern Apprentices in accordance with the company's 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 verify evidence
- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Providing 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 SSB 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 SSB, 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 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

Organisations that have contracts with the Enterprise Networks for the delivery of Modern Apprenticeships must have Scottish Quality Management System (SQMS) accreditation (or be prepared to work towards accreditation) or other quality system accepted by the Enterprise Networks. Organisations that are privately funding their Modern Apprenticeship programme are actively encouraged to seek SQMS accreditation, or other quality assurance system as agreed with the SSB.

The SSB 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 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
- Registering Modern Apprentices as candidates for the relevant S/NVQ(s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSB
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSB 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 <i>(or Parent/Guardian, if under 18)</i>		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:

The Local Enterprise Company (if applicable)

Name:
Address:
Telephone:
Contact:

Framework selected outcomes

Mandatory outcomes

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

Core Skills <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

Additional units (if any) <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:

e-skills UK
1 Castle Lane
London
SW1 6DR

Tel: 020 7963 8920

Fax:

Email: info@e-skills.com

Appendix 4

IT Professional and Communication Technology Professional Unit Titles and values

AOC Title Units at each level will be differentiated by adding the level indicator as a suffix. (E.g. Customer Care 1, Customer Care 2 etc.)	Unit Values				
	Level 1	Level 2	Level 3	Level 4	Level 5
Customer care	10	20	30	40	50
Data analysis and data structure design		15	25		
Develop personal and organisational effectiveness	5	15	25	35	
Health and safety in ICT and Contact Centres	5		30	40	50
Interpersonal and written communication	5	15	30	40	
Investigating and defining requirements		20	30	40	
Managing software development			30	40	50
Quality management of ICT products and services			30	40	50
Remote support for products or services	10	20	30	40	50
Security of ICT systems	5		30	40	50
Software development - component creation		20	30		
Software development - design		25	35	45	
Software installation and upgrade	10	20	30	40	
System management		15	30	40	55
System operation	10	20	30	40	
Technical advice and guidance	5	15	30	40	55
Technical fault diagnosis	10	20	30	40	
Technical fault remedy selection	5	15	25	35	
Testing ICT systems	10	20	30	40	
User profile administration		15	25	35	
Working with ICT hardware and equipment	10	20	30	40	

Restricted option units:					
Sector specific unit ¹	10	20	30	40	
Managing people and resources (Import)			30	40	50
Project management (Import)				20	25
Supporting learning and development (Import)			30	40	
Internets and intranets	5	15	25		
E-mail	5	15	25		
Word processing	10	20	30		
Spreadsheets	10	20	35		
Databases	10	20	35		
Websites	10	20	35		
IT artwork and images	10	20	35		
IT Presentations	10	20	30		

¹ This can be an accredited unit from any suite of S/NVQs which is relevant to the candidate's job role. The UV of this unit is determined by the qualification level in which it will be used up to a maximum of 40. Availability of these units is at the discretion of the Awarding Bodies. In this context 'sector' means an occupational sector as defined by the Skills for Business Network. For example, Administration, Management and Customer Service cannot be included.