



A  
**MODERN APPRENTICESHIP**  
IN  
**STORAGE & WAREHOUSING**

**FRAMEWORK DOCUMENT  
FOR  
SCOTLAND**

**Skills for Logistics**

**September 2005**

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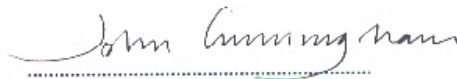
**Modern Apprenticeship**

**In**

**Storage and Warehousing**

**Framework Document for Scotland**

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



**John Cunningham**  
*(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 Storage and Warehousing**

The Scottish logistics sector directly employs 69,900 people and accounts for 3% of the national workforce. The major employment sub-sectors within the Scottish logistics sector are freight transport by road and national post activities which both employ over 20,000 people. Storage & warehousing, activities of other transport agencies and other supporting air industries are also significant employers within the sector.

By including employees working within logistics related employment as well as the narrowly defined SIC codes, it is possible to see that the true size of logistics employment within Scotland is 132,500 people and accounts for 6% of all employment. As SIC codes exclude employees who are not directly involved within the logistics industry, yet have logistics employment, this allows us to get a better understanding of the true size of the sector.

Logistics activities include the planning, routing and the movement of freight across all transport modes (road, rail, sea and air) as well as associated activities such as warehousing and storage. With the supply of goods becoming increasingly complicated in our globalised world, the industry is at the cutting-edge of technology.

The logistics sector is a vibrant and vital part of the business economy. Supply chains within and across all other sectors are reliant on the effectiveness of those who work within logistics. The Enterprise Networks identify priority sectors within geographical areas considered vital to their local economy. Supply chains are integral to whichever sectors are identified. Skills for Logistics breaks down supply chains into groupings: Food and Drink; Chemicals and Petroleum; Automotive; Construction Industry; Electronics and Electrical; Pharmaceutical; Clothing and Footwear; Paperwork and Printing; Furniture and Furnishings; and Utilities. Wherever a priority sector is identified, the logistics sector has a central role to play in that sector capacity to be effective and efficient.

The sector is undergoing change as businesses restructure and streamline stimulated by technological innovation. Developments in technology have embraced new forms of information management, goods handling, and storage and distribution. Competitive pressure has been increasing, brought about by customers' demands for high standards in service. This has resulted in customer handling and communication skills increasing in importance. The advantages gained by making the most efficient use of warehouse space through computerised stock control have also had major impact on working practices.

Today businesses have work environments which are high-tech, efficient, and which employ the latest technology and operating techniques. Information technology, warehouse design and layout, sophisticated materials handling equipment and modern distribution techniques such as Just-in-Time and Quick Response have all had a marked influence on the way companies operate in these very diverse sectors. No two businesses will operate exactly the same. It is all about service and efficiency – defined by delivering the right goods to the right place at the right time, in the right condition and at the right cost-and for this the right people are needed. There is more to it than just to completing functional tasks. Staff at all levels need the skills, knowledge, confidence and ability to add value to their business.

Storage and warehousing work is generally very practical and hands on. However the ability of an individual to understand the context within which they are operating, and the ability to apply that knowledge is key to success. Everyone needs a good understanding

of health and safety issues, flexibility, and to work well within a team. A good memory is a useful asset. Work may involve walking, stretching, bending and climbing ladders to reach goods. Some warehouse workers may drive a lift truck but only after appropriate training.

Logistics companies in Scotland currently employ 29,300 warehouse staff. The apprenticeship is suitable for school leavers and older entrants to warehousing work.

### **3** Summary of Framework

**Diagram showing the contents of the Modern Apprenticeship in Storage & Warehousing**

#### **Mandatory outcomes**

##### **SVNQ Level 2**

*The following SWVQ(s) must be achieved:*

- Distribution, warehousing & storage operations G6PG 22
- OR
- Storage and warehousing G7HH 22

##### **SVNQ Level 3**

*The following SWVQ(s) must be achieved:*

- Distribution, warehousing & storage operations G6PE 23 \*\*
- OR
- Storage and warehousing G7HJ 23 \*\*
- OR
- Business and administration G7Y523
- OR
- Management G47H 23

\*\* Candidates choosing these SVQs at level 3 do not require to achieve an SVQ at level 2.

##### **Core Skills**

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

All core skills must be separately certificated.

## **4 The Framework**

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

### **Mandatory Outcomes**

#### **1 S/NVQ(s)**

Each apprentice is required to achieve one of the following S/NVQs at level 3:

Distribution, warehousing & storage operations	G6PE 23
OR	
Storage and warehousing	G7HJ 23
OR	
Business & administration	G7Y5 23
OR	
Management	G47H 23

In addition, candidates who choose Business & administration level 3 or Management level 3 must achieve one of the following SVQs at level 2:

Distribution, warehousing & storage operations	G6PG 22
OR	
Storage and warehousing	G7HH 22

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 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

ALL core skills required to be separately certificated.

Core Skills are skills and abilities which everyone needs in their work. This is true for every job in every workplace. Core Skills also feature in National Qualifications such as Standard Grades and Highers and from 2000, Scottish candidates have been issued with a core skills profile on their Scottish Qualifications Certificate. Candidates who have already been certificated as achieving core skills at the levels given above – either in the workplace or at school or college - do not need to repeat these core skills as part of the Modern Apprenticeship Framework.

## **5** Registration and certification

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

Skills for Logistics  
14 Warren Yard  
Warren Farm Office Village  
Milton Keynes  
MK12 5NW  
T: 01908 313360  
F: 01908 313306  
[info@skillsforlogistics.org](mailto:info@skillsforlogistics.org)  
[www.skillsforlogistics.org](http://www.skillsforlogistics.org)

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](http://www.careers-scotland.org.uk) Sector specific careers information is found on [www.careersinlogistics.org](http://www.careersinlogistics.org)

## **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.

A list of organisations which are currently approved to offer this MA framework is available from Skills for Logistics.

### **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**

Skills for Logistics carried out a survey of the views of employers, training organisations and other interested bodies by e-mail, telephone and face-to-face discussion.

A total of 39 responses were received. These were broken down as follows:

21 employers  
1 trade association  
15 private training providers  
1 college  
1 awarding body

The consultees were:

### Employers

Alexander Scotland Ltd, Stirling  
B P LPG UK, Rutherglen  
Brake Bros, Dundee  
Bullet Express, Bothwell  
Cartyne Transport, Glasgow  
Forth Ports Authority, Grangemouth  
Glen Transport, Tillicoultry  
John Sinclair Haulage, Alloa  
M & K McLeod, Lochgilphead \*  
Matt Purdie & Sons, Blackburn  
Menzies Distribution, Edinburgh  
M & H Carriers, Inverness \*  
Miller International Freight, Throsk  
MRS Distribution, Bathgate  
MTS Recovery, Stirling  
Remploy Interwork, Wishaw  
Scottish Coal, Castlebridge  
UK Driver Hire, Bingley, Yorkshire (operates in Scotland)  
UMAX, Evanton \*  
United Freight Distribution, Kirkcaldy  
Wiseman Dairies, East Kilbride

\* Indicates companies with HQ in Highlands and Islands

Training Providers

Bon Accord Training, Aberdeen  
BTS UK Ltd, Greenock  
GTG Training, Glasgow  
Instep Initiatives, Dundee  
JHP Training, Motherwell  
JHP Training, Stirling  
John Gilbert Training, Aberdeen  
Microcom Training, Glasgow  
Moray Firth Training Group, Inverness  
R Wiseman & Co, East Kilbride  
ReMIT, Livingston  
Ritchies Training, Glasgow  
Support Training, Edinburgh  
System Group, Carlisle (operates in Scotland)  
UK Driver Hire, Edinburgh

Although only one of these training providers is based in the Highlands and Islands, several deliver training to companies in the HIE area.

College

Perth College

Awarding Body

Awards UK

Trade Association

Scottish Association of Master Bakers

A copy of the detailed consultation results is available from Skills for Logistics.

## **14 Career progression**

The Modern Apprenticeship in Storage & Warehousing is specifically targeted at individuals who deal with the handling and storing of goods within a commercial, industrial or removers warehouse or freight facility.

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

- Warehouse specialist
- Warehouse supervisor

In the longer term, completion of the Modern Apprenticeship could lead to a specialist, management, or supervisory role in the following:

- Wholesale Distribution
- Warehousing and Storage
- Inventory control
- Materials Planning
- Route Planning
- Contract management
- Quality control
- Health & Safety
- Business Development
- Financial Operations
- Freight Forwarding
- Training and Development
- Import/export
- Information Technology
- Internal consultancy
- Planning of new facilities.

Skills for Logistics is currently developing a Professional Development Stairway which will become the focal point for careers development in the logistics sector. This Stairway will cover every job, at every level, for every organisation that moves, handles or stores goods whether on its own account or for others and irrespective of the mode of transport used, the industry sector or geographic location. It will allow meaningful comparisons of similar positions in logistics even if they are held in very different industry sub-sectors. Recruits into the industry will be able to plot a career course through it. Warehouse staff will be motivated by a recognised and co-ordinated set of qualifications. The single Stairway will represent the levels through which a brand new recruit into the industry would need to pass in order to become a Logistics Director. Thus the Stairway shows how a motivated person may enter the industry as a warehouse operative and progress to such posts as warehouse supervisor, warehouse manager and ultimately into senior management in a logistics company. For more details on the Professional Development Stairway see <http://www.skillsforlogistics.org/stairway.shtml>

In addition detailed information on careers and job opportunities in the logistic sector can be found on the Careers in Logistics website [www.careersinlogistics.org](http://www.careersinlogistics.org)

## 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](http://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](http://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:

<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 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:

<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>

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**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\INVQ Level 2</b>		<b>Tick SVQs being undertaken</b>
G6PG 22	Distribution, warehousing & storage operations	
OR		
G7HH 22	Storage and warehousing	
Only candidates who choose Administration level 3 or Management level 3 require to achieve one of the SVQs at level 2:		
<b>S\INVQ level 3</b>		
G6V9 23	Distribution, warehousing & storage operations	
OR		
G7HJ 23	Storage and warehousing	
OR		
G7Y5 23	Business and administration	
OR		
G47H 23	Management	

<b>Core Skills</b>		
1	Communication Intermediate 1	
2	Working with others Intermediate 1	
3	Numeracy Intermediate 1	
4	Information technology Intermediate 1	
5	Problem Solving Intermediate 1	

***Optional outcomes***

<b>Additional outcomes (if any)</b>		
<i>These are optional and should reflect the individual training needs of the Apprentice</i>		

**Summary of Modern Apprentices accredited prior learning**

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

Manager – Programmes & Quality Services  
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14 Warren Yard  
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## Appendix 4

### Details of Scottish Vocational Qualifications

#### Distribution, warehousing and storage operations level 2 (G6PG22)

##### Mandatory units

D8CC 04	Contribute to Maintaining a Safe and Healthy Workplace
D8CD 04	Contribute to Keeping the Workplace Secure
D8CE 04	Work Effectively in Own Organisation

##### Optional units (5 units required)

##### Group 1 – Stock Storage and Order Processing

D8CF 04	Receive Goods and Materials into Storage
D8CG 04	Put Goods and Materials into Storage
D8CH 04	Maintain the Quality of Goods in Storage
D8CJ 04	Dispatch Goods and Materials
D8CK 04	Assemble Bulk Orders for Distribution
D8CM 04	Pick Stock and Make Up Orders
D8D8 04	Process Orders for Goods
D8DC 04	Process Returned Goods and Materials
D8DD 04	Process Donated Goods for Resale or Recycling

##### Group 2 – Promoting Products to Customers

D8DE 04	Help Customers to Choose Product
D8DF 04	Provide Information and Advice to Customers

##### Group 3 – Customer Services

D3XB 04	Give Customers a Positive Impression of Yourself and Your Organisation
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##### Group 4 – Organisational Effectiveness

D8DG 04	Maintain the Safety of High Risk Goods and Materials
B4WR 04	Maintain Hygiene Standards in Handling and Storing Food Products
D8DH 04	Operate Specialised Plant and Machinery to Performance Requirements
D2RF 04	Lift, Transfer and Position Loads

#### Storage and Warehousing level 2 (G7HH22)

##### Mandatory units

B4ML 04	Contribute to Effective Working Relationships
DJ11 04	Contribute to the Maintenance of Health, Safety and Security in the Workplace

##### Optional units (3 units required)

DJ1G 04	Receiving Loads and Dispatching Goods
DJ1E 04	Placing Goods in Storage

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DJ0X 04	Assemble Orders for Dispatch
DJ19 04	Maintain the Safety and Quality of Goods
DJ17 04	Maintain Hygiene Standards in Handling and Storing Goods

Additional units (not required for qualification)

D9EL 04	Operate Specialised Plant and Machinery to Performance Requirements (Lifting and Transferring)
D2RF 04	Lift, Transfer and Position Loads

### Distribution, Warehousing and Storage Operations level 3 (G6PE23)

Mandatory units

B5A0 04	Contribute to a Safe and Healthy Working Environment
D8C4 04	Develop and Maintain Productive Working Relationships

Optional units (6 of the units required, with a maximum of 2 units coming from Group 2)

Group 1 – Stock Management

B220 04	Organise the Receipt and Storage of Goods
D8C5 04	Audit Stock Levels and Stock Inventories
D8C6 04	Maintain Systems and Facilities for Distributing Stock
D8C7 04	Monitor and Modify Systems and Facilities for Distributing Stock

Group 2 – Customer Service

D3XK 04	Organise, Deliver and Maintain Reliable Customer Service
D3XL 04	Improve the Customer Relationship
D3XM 04	Work with Others to Improve Customer Service
D3XN 04	Monitor and Solve Customer Service Problems
D3XP 04	Promote Continuous Improvement

Group 3 – Organisational Effectiveness

D8C8 04	Contribute to the Continuous Improvement of Operations
B5A7 04	Plan, Monitor and Adjust Staffing Levels and Schedules
B6TK 04	Contribute to the Selection of Personnel for Activities
B6TL 04	Contribute to the Development of Teams and Individuals
D8C9 04	Develop and Maintain Productive Working Relationships with Those for Whom You have Responsibility
D8CA 04	Monitor and Evaluate the Quality of Service Provided by External Suppliers

### Storage and Warehousing level 3 (G7HJ23)

Mandatory units

B5A0 04	Contribute to a Safe and Healthy Working Environment
B83D 04	Contribute to the Provision of Customer Services
B73D 04	Manage Yourself
B4V5 04	Create Effective Working Relationships
DJ1C 04	Manage the Receipt, Storage and Dispatch of Goods
DJ0Y 04	Audit Stock Levels and Stock Records

Optional units (1 unit required)

DJ18 04	Maintain the Quality of External Services
DK1R 04	Lead the Work of Teams and Individuals to Achieve their Objectives

Additional units (Not required for qualification)

B6TK 04	Contribute to the Selection of Personnel for Activities
B6TL 04	Contribute to the Development of Teams and Individuals
B6LN 04	Respond to Poor Performance in your Team

Business and Administration level 3 (G7Y523)

Mandatory units

DP7E 04	Carry Out Your Responsibilities at Work 3
DP7C 04	Work Within your Business Environment 3

Optional units (4 units required, with a minimum of 3 units from Group B)

Group A

DD56 04	Ensure Your Own Actions Reduce Risks to Health Safety
DP81 04	Manage Diary Systems
DP6F 04	Organise Business Travel and Accommodation
DJ5N 04	Use IT Systems 2
DJ5W 04	Use IT to Exchange Information 2
DJ62 04	Database Software 2
DJ65 04	Presentation Software 2
DJ66 04	Specialist or Bespoke Software 2

Group B

DP74 04	Supervise an Office Facility
DP6N 04	Procure Products and Services
DP7X 04	Manage and Evaluate Customer Relations
DP84 04	Managing the Payroll Function
D34F 04	Complete Year End Procedures
DP86 04	Monitor Information Systems
DP71 04	Run Projects
DP70 04	Research, Analyse and Report Information
DP6J 04	Plan, Organise and Support Meetings
DP7T 04	Make a Presentation
DP89 04	Organise and Co-ordinate Events
DJ6J 04	Word Processing Software 3
DJ6K 04	Spreadsheet Software 3
DJ63 04	Website Software 2
DJ64 04	Artwork and Imaging Software 2
DP7L 04	Design and Produce Documents
DP6G 04	Plan and Implement Innovation and Change

DP7M 04	Develop Productive Working Relationships with Colleagues and Stakeholders
DP6T 04	Provide Leadership for Your Team
DP6K 04	Prepare Text from Notes
DP6M 04	Prepare Text from Shorthand
DP6L 04	Prepare Text from Recorded Audio Instruction

Management level 3 (G47H23)

Mandatory units

B77D 04	Maintain Activities to Meet Requirements
D1HW 04	Support the Efficient Use of Resources
B73D 04	Manage Yourself
B4V5 04	Create Effective Working Relationships
B77N 04	Manage Information for Action

Optional units (2 units required)

B6TK 04	Contribute to the Selection of Personnel for Activities
B6TL 04	Contribute to the Development of Teams and Individuals
B6LM 04	Lead the Work of Teams and Individuals to Achieve Their Objectives
B6LN 04	Respond to Poor Performance in Your Team
B6LP 04	Identify improvements to energy efficiency
B6LR 04	Provide Advice and Support for Improving Energy Efficiency
B6KK 04	Provide Advice and Support for the Development and Implementation of Quality Systems
B6KX 04	Carry Out Quality Audits
B845 04	Contribute to Improving Environmental Performance During Working Activities
B846 04	Audit Environmental Performance
B847 04	Identify, Implement and Monitor Action to Improve Environmental Performance