



A
MODERN APPRENTICESHIP

IN
Providing Financial Services

FRAMEWORK DOCUMENT
FOR
SCOTLAND

Financial Services Skills Council (FSSC)

November 2009

Financial Services Skills
Council (FSSC)
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London
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Financial Services
Skills Council

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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/Councils (SSB/Cs). SSB/Cs consults 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 in Providing Financial Services are given in section 4.

2 Modern Apprenticeships in *Providing Financial Services*

The FSSC has decided to review both of its existing Modern Apprenticeship frameworks in Providing Financial Services (Banks and Building Societies) and Insurance due to the development of new National Occupational Standards (NOS) in these areas. These NOS will form more relevant and up to date competence qualifications for a new Modern Apprenticeship framework.

The FSSC has decided to include the new Insurance pathways, together with new pathways in Financial Advice, Banking and Investment Administration within one Modern Apprenticeship framework due to (a) the low completion rates of both existing apprenticeship frameworks and (b) that employers have suggested that employees would like to be certified with a 'financial services' certificate.

By allowing a wide range of choice of pathways within one apprenticeship framework, this should increase the number of learners onto this Modern Apprenticeship in Scotland. Insurance is also a type of 'financial service' so the title of this new framework will also be relevant to those who work in the Insurance sector.

3

Information sourced from Careers Scotland and Scottish Enterprise Future Skills Financial Services Report 2007. Further Labour Market Intelligence (LMI) from the FSSC Sector Skills Agreement (SSA) follows this information and is also included in Appendix 1.

Careers Scotland

The Financial Services sector is one of Scotland's key industries. It makes a major contribution to the life and economy of Scotland.

- About five per cent of all Scottish jobs are in the financial service industry.
- Seven financial services companies are in the list of top 20 companies in Scotland.
- Most jobs are located in Edinburgh and Glasgow, which together have 85 per cent of the jobs.
- The Headquarters of four "High Street" banks, the Royal Bank of Scotland, the Halifax Bank of Scotland (Now part of Lloyds Banking Group), Clydesdale and Lloyds TSB Scotland are in Scotland.
- Scotland has the fifth largest financial services centre in Europe.

Areas Included

In Scotland, the key sub-sectors are:

- Banks
- Life and Pensions
- General insurance
- Asset management and servicing (investment operations)
- Intermediation

The main purpose of the financial services sector is to convince people to hand over money into their care. In return, they promise to protect and save the money.

- Banking accounts for 62 per cent of all financial services jobs in Scotland.
- Life and pensions has 16 per cent of all financial services jobs.
- There are jobs at all levels. A third of all jobs are in sales and customer service.
- A further 30 per cent of jobs are in administration such as call centres.

What's it like working in the Financial Services industry?

- This industry will appeal most to those with an interest in financial and business affairs.
- Most jobs are full time – proportion of part-time workers is less than in other sectors.
- There are slightly more female than male employees (58%).
- Part-time working accounts for only 18% of the jobs in the industry.
- The average age of a worker is 36 – younger than the average of 40 for Scotland as a whole.
- Job prospects for school leavers in the financial services industry are good. Nearly a third of employers have recruited a school leaver in the last two to three years.
- The job prospects for graduates in financial services are also very good.
- Some jobs in banking and insurance involve working late or at the weekends.

Future Trends

- The number of jobs is expected to remain stable over the next 10 years.
- The percentage of females and part-time employees in this sector will remain the same.
- There will be 20,000 new jobs in banking and insurance in the next five years. This is to replace those leaving the workforce or retiring.
- Technology will continue to make change in the industry.

Source:-

<http://www.careers-scotland.org.uk/CareerInformation/Industries/Financial/IndustryIndexFinancialServices.asp>

4 Summary of Framework

Diagrams showing the individual pathways and their qualifications components of the Modern Apprenticeship in Providing Financial Services can be found in Appendix 5.

Mandatory outcomes

SINVQ Level 3

ONE of the following SINVQ(s) must be achieved:

- Providing Financial Services G9LG 23 SQA
- Retail Financial Services 500/1383/X EDI
- Retail Financial Services 500/1806/1 City & Guilds
- Retail Financial Services 500/6159/8 Edexcel
- Providing Financial Advice 500/1444/4 Edexcel

Core Skills

If following either:

- Providing Financial Services G92A23 SQA
- Retail Financial Services 500/1383/X EDI
- Retail Financial Services 500/1806/1 City & Guilds
- Retail Financial Services 500/6159/8 Edexcel

The following Core Skills are required to be separately certified:

- Information and Communication Technology
SCQF Level 4 (D01D10)*
- Numeracy
SCQF Level 4 (D6CA04)*

If following Providing Financial Advice 500/1444/4 Edexcel

The following Core Skills are required to be separately certified:

- Numeracy
SCQF Level 4 (D6CA04)*
- Working With Others
SCQF Level 4 (D6CK04)*

***SQA ref no. Equivalent Core Skills from other awarding bodies may be used.**

Enhancements

In this section, detail any enhancements, which are a mandatory part of the Framework

Below are a number of professional qualifications used by employers in the financial services industry, which form the knowledge element to the Modern Apprenticeship. Some of these qualifications are ‘appropriate examinations’ required by individuals carrying out FSA regulated activities and to meet the knowledge element to assessing the individual as competent as required by the FSA.

Another reason for the inclusion of these professional qualifications is due to the large multi-national employers within the financial services industry. Therefore, they would like to offer the same structured apprenticeship programme to all employees despite their location to ensure consistency for assessing them as competent for their individual roles. Therefore, the same apprenticeship pathways will apply to England, Wales, Scotland and Northern Ireland.

Therefore, by including professional qualifications, this will meet regulatory needs and that employees can follow the same apprenticeship scheme regardless of their location.

The candidate is required to complete one of the following professional qualifications depending on which pathways they choose (See Pathways in Appendix 4).

Units 7 and 8 of the Level 3 S/NVQ in Customer Service

CIOBS Certificate in Investment Planning

CIOBS Mortgage Advice Practice Certificate

CIOBS General Insurance Certificate

CIOBS European Foundation Certificate in Banking

CIOBS Certificate in Financial Services

CIOBS Certificate in Call Centre Operations

CIOBS Certificate in Sales & Service

CIOBS Certificates in Credit Union Practice

CII Certificate in Financial Planning

CII Diploma in Financial Planning

CII Advanced Diploma in Financial Planning

CII Certificate in Insurance

CII Certificate in Mortgage Advice

CII Certificate in Financial Planning & Long Term Care Insurance

CII Certificate in Financial Administration

SII Investment Administration Qualification (IAQ)

UKSIP Level 3 Investment Management Certificate (IMC)

Edexcel BTEC Award in Customer Service

OCR Certificate in Customer Service

EDI Certificate in Customer Service

City & Guilds Certificate in Customer Service

Ifs School of Finance Certificate in Mortgage Advice & Practice (CeMAP)

Ifs School of Finance Certificate for Financial Advisers (CeFA)

Ifs School of Finance Customer Service Professional (CSP)

Ifs School of Finance Certificate of Regulated General Insurance (CeRGI)

Optional Outcomes

The FSSC encourages candidates to undertake additional qualifications or training that is relevant to the employees' role or the financial services industry, although these will not form part of the mandatory framework. As part of the findings from our SSA, we would recommend training or qualifications to meet the followings skills gaps, which have been identified by financial services employers in Scotland:-

- Communication;
- Business language;
- Empathy and work ethics, amongst new entrants to the industry;
- Understanding of the industry;
- The importance of financial education;
- Management and leadership.

5 The Framework

The mandatory and optional content of the Modern Apprenticeship in Providing Financial Services is as follows:

Mandatory Outcomes

1 S/NVQ(s)

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

- Providing Financial Services G9LG 23 SQA
- Retail Financial Services 500/1383/X EDI
- Retail Financial Services 500/1806/1 City & Guilds
- Retail Financial Services 500/6159/8 Edexcel
- Providing Financial Advice 500/1444/4 Edexcel

Scottish Vocational Qualifications (SVQs) are work-based qualifications, which are based on national occupational standards (NOS) 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

If following either:

- Providing Financial Services G92A23 SQA
- Retail Financial Services 500/1383/X EDI
- Retail Financial Services 500/1806/1 City & Guilds
- Retail Financial Services 500/6159/8 Edexcel

The following Core Skills are required to be separately certified:

- Information and Communication Technology SCQF Level 4 (D01D10)
- Numeracy SCQF Level 4 (D6CA04)

If following Providing Financial Advice 500/1444/4 Edexcel

The following Core Skills are required to be separately certified:

- Numeracy SCQF Level 4 (D6CA04)
- Working With Others SCQF Level 4 (D6CK04)

Equivalent Core Skills from other awarding bodies may also be used.

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.

Enhancements

In this section, detail any enhancements, which are a mandatory part of the Framework

Candidates are required to complete one of the following professional qualifications depending on which pathway they choose (See Appendix 4).

Units 7 and 8 of the Level 3 S/NVQ in Customer Service
CIOBS Certificate in Investment Planning
CIOBS Mortgage Advice Practice Certificate
CIOBS General Insurance Certificate
CIOBS European Foundation Certificate in Banking
CIOBS Certificate in Financial Services
CIOBS Certificate in Call Centre Operations
CIOBS Certificate in Sales & Service
CIOBS Certificates in Credit Union Practice

CII Certificate in Financial Planning
CII Diploma in Financial Planning
CII Advanced Diploma in Financial Planning
CII Certificate in Insurance
CII Certificate in Mortgage Advice
CII Certificate in Financial Planning & Long Term Care Insurance
CII Certificate in Financial Administration

SII Investment Administration Qualification (IAQ)

UKSIP Level 3 Investment Management Certificate (IMC)

Edexcel BTEC Award in Customer Service
OCR Certificate in Customer Service
EDI Certificate in Customer Service
City & Guilds Certificate in Customer Service

Ifs School of Finance Certificate in Mortgage Advice & Practice (CeMAP)
Ifs School of Finance Certificate for Financial Advisers (CeFA)
Ifs School of Finance Customer Service Professional (CSP)

Optional Outcomes

The FSSC encourages candidates to undertake additional qualifications or training that is relevant to the employees' role or the financial services industry, although these will not form part of the mandatory framework. As part of the findings from our SSA, we would recommend training or qualifications to meet the followings skills gaps, which have been identified in Scotland:-

- Communication;
- Business language;
- Empathy and work ethics, amongst new entrants to the industry;
- Understanding of the industry;
- The importance of financial education;
- Management and leadership.

6 Registration and certification

The Financial Services Skills Council (FSSC) manages this Scottish Modern Apprenticeship in Providing Financial Services. The FSSC is the first point of contact in Scotland for any enquiries in relation to this Framework. Contact details:

Steven Poss
Education Manager
Financial Services Skills Council (FSSC)
51 Gresham Street
London
EC2V 7HQ
Tel: 0845 618 2363 Email: steven.poss@fssc.org.uk

The FSSC will register all Scottish Modern Apprentices undertaking this Framework. **All Modern Apprentices must be registered with the FSSC within 8 weeks of starting their apprenticeship.** Registration must be made by registering candidates using the MA Online Internet service.

The FSSC will issue a Modern Apprenticeship Certificate in Providing Financial Services on Completion to those Modern Apprentices who have completed the mandatory outcomes of this Framework. Before a certificate is issued, employers must submit evidence to the FSSC 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 FSSC at the address above.

FSSC Service level

The FSSC undertakes to confirm the registration of candidates in writing within 8 weeks of receipt of the relevant application from MA Online. Each candidate will be issued with a unique registration number.

The FSSC 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.

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

Most financial services employers in Scotland require new employees to have a minimum of Standard (academic) grades 1-3 or Intermediate (vocational) 1/2 grades in Maths and English.

8 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.

9 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 those 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.

10 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 FSSC Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 3 FSSC 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 FSSC be notified of any changes.

11 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.**

12 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.

13 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. These bodies can provide assessment, but the awarding bodies for the S/NVQ and core skills must approve the assessors and the training centre where appropriate.

Approved centres

A list of organisations currently approved to deliver the Scottish Modern Apprenticeship in Providing Financial Services is available from the FSSC.

The FSSC 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.

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 (SSB/Cs) i.e. Financial Services Skills Council (FSSC)
- 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/Councils

The FSSC is responsible for developing Modern Apprenticeship Frameworks for the financial services sector and is required to work with employers in its sector to ensure that all Frameworks meet the needs of employers in its sector.

For details on all SSB/Cs 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/C (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 MAG

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

MAG 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 provides advice and guidance to individuals on the range of Modern Apprenticeships and training providers available. Individuals are signposted to opportunity providers who offer training in the vocational area of interest.

Careers Scotland is responsible for:

- Supporting the Modern Apprentice with ongoing Career Planning advice
- Signposting candidates to suitable vacancies
- Promoting the Modern Apprenticeship route on Careers Scotland website
- Facilitating recruitment events that bring together job seekers and opportunity providers

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 FSSC 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 FSSC, 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 FSSC.

The FSSC 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 FSSC
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the FSSC of any material alterations to Modern Apprentices' training plans or desired changes to the selected Framework outcomes.

In addition to the above criteria, FSSC Modern Apprenticeship Centres (MACs) will need to demonstrate that they have worked with a financial services employer for at least one year providing financial services/non-financial services training to the organisation.

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:



FSSC 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

SNVQ Level 2 <i>(if applicable)</i> <i>(List mandatory and optional units)</i>	Tick units being undertaken

SNVQ level 3 – Please complete as per pathway taken by the apprentice <i>(List mandatory and optional units)</i>		
Enhancements <i>(Please list the chosen professional qualification)</i>		
Core Skills <i>(Include details of the minimum level required)</i>		
1		
2		
3		
4		
5		

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:

Education Department
Financial Services Skills Council (FSSC)
51 Gresham Street
London
EC2V 7HQ

Telephone:- 0845 257 3772
Fax: 0845 257 3770

Appendix 4

FSSC Modern Apprenticeship in Providing Financial Services Pathways

The diagrams for these pathways follow on the next 2 pages.

	GENERAL INSURANCE ROUTE	INVESTMENT OPERATIONS ROUTE	BANKING ROUTE	LONG TERM INSURANCE ROUTE	PENSIONS ROUTE
Knowledge Component	One of: CII Level 3 Certificate in Insurance CIOBS General Insurance Certificate IFS Certificate in Regulated General Insurance Edexcel Level 3 BTEC Award in Customer Service Units 7 & 8 of the L3 S/NVQ in Customer Service	One of: SII Level 3 Investment Administration Qualification (IAQ) UKSIP Level 3 Investment Management Certificate (IMC) CIOBS Certificate in Financial Services Edexcel Level 3 BTEC Award in Customer Service Units 7 & 8 of the L3 S/NVQ in Customer Service	(Delivered only in a Retail banking environment) One of: CIOBS Certificates in Sales & Service/Financial Services/Call Centre Operations/European Foundation Certificate in Banking/Credit Union Practice IFS Customer Service Professional Edexcel Level 3 BTEC Award in Customer Service OCR Level 3 Certificate in Customer Service EDI Level 3 Certificate in Customer Service City & Guilds Level 3 Certificate in Customer Service Units 7 & 8 of the L3 S/NVQ in Customer Service	One of: CII Certificate in Insurance/Financial Administration CIOBS General Insurance Certificate IFS Certificate in Regulated General Insurance Edexcel Level 3 BTEC Award in Customer Service Units 7 & 8 of the L3 S/NVQ in Customer Service	CII Certificate in Financial Administration/ Certificate/Diploma/ Advanced Diploma in Financial Planning CIOBS Certificate in Investment Planning/ Mortgage Advice & Practice Certificate Edexcel Level 3 BTEC Award in Customer Service Units 7 & 8 of the L3 S/NVQ in Customer Service
Competence Component	One of: SQA Level 3 SVQ in Providing Financial Services OR EDI/City and Guilds/Edexcel Level 3 NVQ in Retail Financial Services				
	3 Compulsory Components: Develop yourself to improve and maintain workplace competence in a financial services environment Develop productive working relationships in a financial services environment Ensure your own compliance with financial services regulation				
	Plus 2 Units from <u>one</u> of the following Level 3 Technical Options Groups: Bank Account Options (4 units); Insurance Claims Options (4 units); Insurance Intermediation Options (5 units); Insurance Underwriting Options (5 units); Investment Administration Options (9 units); Lending and Credit Options (10 units); Long-Term Insurance Options (3 units); Pension Scheme Administration (19 units); Providing Advice for Retirement (6 units).				
Externally Assessed or Embedded	Core Skills Requirements: SCQF Level 4/Intermediate 1 in Information Technology and Numeracy				
Internal	Modern Apprenticeship Agreement and Training Plan				
	COMPLETION OF MODERN APPRENTICESHIP				
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