



A  
**MODERN APPRENTICESHIP**  
IN  
**Travel Services**  
**FRAMEWORK DOCUMENT**  
**FOR**  
**SCOTLAND**

**People 1st**

**August 2006**

People 1<sup>st</sup>  
28 Castle Street  
Edinburgh  
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People 1st

# Modern Apprenticeship

In

# Travel Services

## Framework Document for Scotland

*Re-approved for use within Skillseekers in Scotland by the  
Modern Apprenticeship Implementation Group on  
17 August 2006*



*Derek Grieve  
(Chairman of the Modern Apprenticeship Implementation Group)*

**MODERN**  
➔ APPRENTICESHIPS

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# **1 Modern Apprenticeships in Scotland**

## **What are Modern Apprenticeships?**

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

## **Who develops them?**

Modern Apprenticeships are developed by Sector Skills Councils (SSCs). SSCs consult with employers and key partners in their sector to produce a training programme, which meets the needs of employers.

## **Who are they for?**

Modern Apprenticeships are available to employees aged 16 or over. Employees need to demonstrate to their employer that they have the potential to complete the programme.

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

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

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

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

## **2 Modern Apprenticeships in Travel Services**

### **Travel Services**

The travel services industry supports the wider travel and tourism sectors. It is made up of the following sub-industries:

- Travel agencies from the very small independent operators to the large multi-site operations. It includes travel agencies who specialise in business and/or leisure markets.
- Outbound tour operators *e.g. Thomson, Airtours and First Choice*
- Air ticket consolidators [wholesalers] *e.g. Travel 2/4*
- Bureaux de change as either purpose built bureaux or those found in hotels and travel agencies

Over the last five years, the number of travel and tourist services enterprises in Great Britain has remained relatively constant with around 12,300 individual travel and tourist services establishments. 84 per cent of travel and tourist services establishments employ between one and ten people, 14 percent employ between 11 and 49 people and 2 percent employ more than 50 people. There are a small number of large vertically integrated groups *e.g. tui, My Travel, First Choice and Thomas Cook*.

Approximately 115,000 people work in the travel and tourist services industries in the UK. The industries have a predominately female workforce and the majority of the workforce work on a full time basis. About a tenth of the workforce are self-employed while 9 percent are working temporarily.

40 percent of those working in the travel and tourism service industries are travel agency sales staff, 8 percent are travel agency managers and 7 percent are travel or tour guides. The remainder of the workforce work in non-core occupations, such as marketing, administration and customer care.

There are a range of qualifications and certificates available for travel professionals. These include; travel geography product knowledge; air fares and ticketing; insurance; customer service; management and selling skills. The Modern Apprenticeship encompasses all the skills required and a method for assessing a person's competence at their job. It recognises that an individual has the knowledge and skills required and provides an opportunity to develop skills further. For the business it provides a ready made tool for staff development and a way to maximise each individual's potential.

### 3 Summary of framework

#### Diagram showing the contents of the Modern Apprenticeship in Travel Services

#### **Mandatory outcomes**

##### **NVQ Level 2**

*The following NVQ must be achieved:*

- Travel and Tourism Services                      Q1004952/6

*This NVQ has three alternative routes – one of which should be undertaken.*

- Leisure and Business
- Tour Operations: Head Office
- Tour Operations: Resort Operations

*Exemption may be available for the NVQ level 2 – see box on right of page.*

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

*The following NVQ must be achieved:*

- Travel and Tourism Services                      Q1004953/8

*This NVQ has three alternative routes – one of which should be undertaken.*

- Leisure and Business
- Tour Operations: Head Office
- Tour Operations: Resort Operations

##### **Core Skills**

*All of the following core skills must be achieved:*

• Communication	Intermediate 1	D6C6 04*
• Working With Others	Intermediate 1	D6CK 04*
• Problem Solving	Intermediate 1	D6CE 04*
• Information Technology	Access 3	D6CN 04*
• Numeracy	Intermediate 1	D6CA 04*

All core skills must be separately assessed and certificated.

*\*Core Skills references are for SQA core skills. Equivalent core skills from other awarding bodies may also be used.*

##### **Exemption from Level 2**

Under certain circumstances an Apprentice may be exempted from the Level 2 stage of the Modern Apprenticeship. Such Apprentices must meet the following criteria:

1. The candidate is 18 years of age or older.
2. The Candidate has a minimum of 18 months continuous experience in the industry.
3. The experience gained within the 18-month period is relevant to the qualification for which exemption is being sought.
4. The candidate has a full and verified CV

##### **How to apply for Exemption**

To seek SSC approval for exemption, a full CV must be presented at **time of registration** with the training plan. No retrospective exemptions are considered.

## 4 The framework

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

### **Mandatory Outcomes**

#### 1 NVQs

##### **NVQ level 2**

*The following NVQ must be achieved:*

- Travel and Tourism Services                      Q1004952/6

*This NVQ has three alternative routes – one of which should be undertaken.*

- Leisure and Business
- Tour Operations: Head Office
- Tour Operations: Resort Operations

*Exemption may be available for the NVQ level 2 – see page 3.*

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

*The following NVQ must be achieved:*

- Travel and Tourism Services                      Q1004953/8

*This NVQ has three alternative routes – one of which should be undertaken.*

- Leisure and Business
- Tour Operations: Head Office
- Tour Operations: Resort Operations

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 in 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

*All of the following core skills must be achieved:*

- |                          |                |          |
|--------------------------|----------------|----------|
| • Communication          | Intermediate 1 | D6C6 04* |
| • Working With Others    | Intermediate 1 | D6CK 04* |
| • Problem Solving        | Intermediate 1 | D6CE 04* |
| • Information Technology | Access 3       | D6CN 04* |
| • Numeracy               | Intermediate 1 | D6CA 04* |

All core skills must be separately assessed and certificated.

*\*Core Skills references are for SQA core skills. Equivalent core skills from other awarding bodies may also be used.*

People 1<sup>st</sup> require separate certification of Core Skills at, or exceeding the levels specified above, except where:

- The candidate has qualifications that have been mapped to Core Skills by a recognised authority or awarding body and meet or exceed the required level. The Centre will need to send copies of such certificates or profiles to the SSC for final certification.
- The candidate has obtained Key Skills in England, Wales or Northern Ireland that meet or exceed those at the required level as recognised by the Scottish Qualifications Authority. For further information consult [www.sqa.org.uk](http://www.sqa.org.uk)

The travel units have been signposted against core skills. This signposting can be found in the Travel and Tourism Services NVQ- Standards and Assessments portfolio, Level 2 and Level 3, from City and Guilds.

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

## **5** Registration and certification

This Scottish Modern Apprenticeship is managed by the People 1<sup>st</sup>. The SSC is the first point of contact in Scotland for any enquiries in relation to the framework. Contact details:

The Modern Apprenticeship Administrator  
People 1<sup>st</sup>  
28 Castle Street  
Edinburgh  
EH2 3HT  
Telephone: 0131 624 4040  
Fax: 0131 6244041  
Email: [lorraine.birrell@people1st.co.uk](mailto:lorraine.birrell@people1st.co.uk)  
Web: [www.people1st.co.uk](http://www.people1st.co.uk)

The SSC will register all Scottish Modern Apprentices undertaking this framework. **All Modern Apprentices must be registered with the SSC within 8 weeks of starting their apprenticeship.** Registration can be made by completing the Training Plan and Training Agreement in Appendix 3 and sending these to the above address. Further copies of these forms are available on request.

The SSC will issue a Modern Apprenticeship Certificate of Completion to those Modern Apprentices who have completed the mandatory outcomes of the framework. Before a certificate is issued, employers must submit evidence to the SSC that the mandatory outcomes have been achieved. This will normally be in the form of photocopies of certificates from awarding bodies.

Requests for registration and certification should be made to the SSC at the address above.

### **SSC Service level**

The SSC 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 SSC also undertakes to issue Certificates of Completion within 4 weeks of receipt of the appropriate evidence that a candidate has completed the outcomes as stated in the Training Plan.

## **6 Recruitment and selection**

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

- Employees may enter a Modern Apprenticeship from the age of 16. There is no upper age limit.
- The Modern Apprenticeship is designed to attract high quality people to the industry. Achievement of academic qualifications is one way of assessing the suitability of applicants. However it should be stressed that no persons should be deterred from applying for a Modern Apprenticeship because of a lack of formal educational qualifications. As well as traditional qualifications such as Standard and Higher Grades employers should also be aware of newer vocational qualifications.
- The following factors may also influence the selection process:
  - the candidate's Scottish Qualification Certificate or Progress File
  - 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 SSC for advice and guidance on recruitment and selection. The Careers Scotland web site is at: [www.careers-scotland.org.uk/CareersScot/web/site/Home/home.asp](http://www.careers-scotland.org.uk/CareersScot/web/site/Home/home.asp)

In addition to the above requirements, People 1<sup>st</sup> will only accept candidates who meet the following criteria:

- Access to the Modern Apprenticeship Framework is only available to those who have been in their current post for a minimum of twelve weeks, or have working in the industry for a minimum of six months.
- There is no reason that Employers cannot recruit directly onto an MA programme, however, registration and assessment cannot commence unless the above stipulations have been met or exceeded.

If exemption is sought then evidence should be presented in the form of a current, verified CV to People 1<sup>st</sup> upon registration to ensure that the candidate meets the criteria.

## **7 Equal opportunities**

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

## **8 Health and safety**

It is a requirement of this Modern Apprenticeship framework that all aspects of health and safety at work be recognised 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 they, as employees, have clear rights and duties with regard to health and safety.

Any organisation wishing to contract with a LEC to employ a Modern Apprentice will be required to satisfy the LEC as to the adequacy of its Health and Safety policy and systems.

## **9 Contracts**

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

- 1 Normal contract of employment signed by the employer and the Modern Apprentice
- 2 LEC Training Plan. (This only applies to apprentices in receipt of Skillseekers funding.)
- 3 SSC Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 4 SSC Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. Training Plans may be modified to reflect changing circumstances, however it is essential that the SSC is notified of any changes.

## **10 Employment status of Modern Apprentices**

It is important that the sector offers genuine employment and career prospects to those people it wishes to attract through Modern Apprenticeships. Accordingly, **all apprentices must be employed for the duration of the apprenticeship.**

## **11 Terms and conditions of employment**

In order to compete with other sectors offering Modern Apprenticeships, attractive packages will need to be developed by employers in the sector. The terms and conditions of employment for individual modern apprentices will be agreed between the employer and the apprentice.

## **12 Training and development**

### **Delivery**

Training delivery can take many forms under the Modern Apprenticeship system. Some organisations may become approved S/NVQ Assessment Centres; others may join consortia or use peripatetic assessors. Some large employers will be able to complete all the training and development in-house, but most employers will find that some of the training and development will have to take place away from the normal work-site. In particular the underpinning knowledge requirements are often more suited to delivery by outside training providers which might include:

- private training organisations
- colleges / universities
- other employers

Such knowledge could be delivered through training courses or through open/distance learning packages.

The option of sharing training and assessment resources amongst a cluster of employers (or across the divisions of a larger employer) will be particularly appealing to those firms which do not have the resources to provide all of the training and development. Assessment can be provided by these bodies, but the assessors and the training centre must be approved by the awarding bodies for S/NVQ, and core.

To ensure continuity of standards all local delivery of Modern Apprenticeship training will be subject to Scottish Quality Management Systems (SQMS) – or other appropriate quality system adopted by LECs.

Details of all organisations currently approved to deliver the MA Framework in Scotland can be obtained from the MA Administration at the address below;

The Modern Apprenticeship Administrator  
People 1<sup>st</sup>  
28 Castle Street  
Edinburgh  
EH2 3HT  
Telephone: 0131 624 4040  
Fax: 0131 6244041  
Email: [lorraine.birrell@people1st.co.uk](mailto:lorraine.birrell@people1st.co.uk)  
Web: [www.people1st.co.uk](http://www.people1st.co.uk)

## The SSC training plan

The plan requires to identify:

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

The Training Plan should take into account any relevant previous training and development, education or work experience. Not all Modern Apprentices need have different plans, but many will vary. Moreover as reviews take place and circumstances change so the plan itself can be modified.

However any changes must:

- be subject to the quality provisions of the LEC
- comply with the stipulations of this framework
- meet the needs of the employer and apprentice.

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

# 13 Career progression

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

The MA proves that an individual is competent in the workplace up to supervisory level. They may wish to progress from the role of supervisor to that of manager. The following routes for progression are available;

- Level 4 S/NVQ in Management
- HNCs and HNDs in Travel with Tourism, International Travel, Resort Management and Languages and Scottish Tourism.
- There is also a Higher Professional Diploma in travel and tourism available from TTC Training.

Alternatively a candidate may go into the financial side of the business and do generic finance courses.

In addition there is also a wide range of industry specific certificates such as;

- Certificate in Travel Destinations -1
- Certificate in Travel Destinations -2
- Certificate in Travel Destinations -3
- Certificate in Travel -2 routes -2
- Certificate in Travel - 2 routes-3
- Certificate in Business Travel -2
- Certificate in Air Fares and Ticketing 1
- Certificate in Air Fares and Ticketing 2
- Certificate in Air Fares and Ticketing 3

# 14 Organisational responsibilities

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

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

## **Sector Skills Councils**

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

Specifically, the SSC is responsible for the following:

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

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

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

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

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

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

## **The awarding bodies**

A significant proportion of the Modern Apprenticeship is based on the assessment of the apprentice against S/NVQs or S/NVQ units. These qualifications are accredited by the Scottish Qualifications Authority (SQA) and offered by Awarding Bodies.

It is the responsibility of the Awarding Bodies to ensure that centres are approved, that assessors and verifiers are suitably qualified, trained and monitored, and that all of the assessment criteria of the S/NVQs and S/NVQ units are fully met.

## Appendices

### Appendix 1

#### Employer consultation

People 1<sup>st</sup> undertook to consult on a number of key areas, to ensure fitness for purpose. These included:

- Whether industry specific courses should be introduced as optional outcomes within the framework
- Whether there should be a pre ma or induction period for candidates
- How to raise awareness and take-up
- How to ensure consistency and appropriateness of delivery

The consultation was led by a MA Project Group and included one to one meetings, partner groups and electronic consultation.

The MA Project Group was employer based with membership provided from the two key travel sector representative bodies in Scotland: ABTA and SPAA. Training providers and stakeholders were also invited to participate in the process. There are only 3 training providers currently delivering and one awarding body – City and Guilds. People 1<sup>st</sup> works closely with the Scottish Enterprise MA Contract Managers Group and changes in the MA are designed to fit with the SE MA Action Plan. HIE were also consulted and kept informed of progress.

The key consultation period was January 2006 until May 2006 however ground work for the MA review, research into the industry and engagement had taken place throughout 2005. This included two previous electronic consultations and an expert working group. There was also considerable work undertaken for the review of the National Occupational Standards and the qualifications frameworks in 2004. The new NOS recognise substantial changes in the industry and offer flexibility and fitness for purpose.

In addition research and engagement is an ongoing part of the Sector Skills Agreement process and the Tourism Action Plan in Scotland. The industry 'needs' were identified in stage 1 of the SSA; the Sector Needs Analysis and current provision in stage 2. The consultation reflected these findings with the priority needs highlighted being; management and leadership, IT, product knowledge to provide better dynamic packaging, teamworking and customer service skills.

A wide consultation also took place as part of the **review** of the Apprenticeships frameworks in England in 2005. Given the nature of the industry and the predominance of multi outlet businesses operating across the UK, some of the consultation undertaken as part of this is also relevant for Scotland. These participants included; TUI, Travelcare and My Travel. Labour Market Information that is relevant for Scotland has also been taken into account.

The MA project Group have agreed to meet again to discuss any issues that MAIG may wish them to consider as part of this submission.

The following employers comprised the one-to-one sessions, the Project Group or undertook detailed feedback electronically in the January 2006 to May 2006 period. As far as possible the consultation aimed to reflect the profile of enterprises in terms of size and location.

Electronic consultation was sent to all ABTA and SPAA members in Scotland representing approximately 75 establishments.

## **Framework**

The consultation showed that a straightforward framework providing a solid basis for further skills development particularly in product knowledge was what the industry desired.

There was no demand for additional outcomes or industry certificates as it was felt that the NVQ route reflected the vocational competence required adequately. The new NOS were very positively received and offer considerable flexibility. Industry specific certificates would still be required for regulatory purposes and also to ensure comprehensive underpinning knowledge but it was not regarded necessary to include them in the framework.

The Framework is therefore made up of three components;

- Level 2 Travel Services NVQ unless exemption is granted by People 1<sup>st</sup>
- Level 3 Travel Services NVQ
- 5 Core Skills

## **NVQ Content**

There are a three level 2 routes; Leisure and Business, Tour operations –head office, and Tour operations – resort operations. These prioritise the important areas of sales and customer service, together with the skills of good organisation and business planning. The level 2 NVQ must be undertaken unless the candidate is eligible for exemption.

The Level 3 is mandatory and has three routes at level 3: Leisure and Business, Tour operations –head office, and Tour operations – resort operations.

## **Core Skills Content**

The core skills were discussed with employers and training providers and regarded as too high in some instances therefore the level has been adjusted to reflect this. Employers regard this as much more realistic of the requirements of the job.

Coincidentally it does now bring the core skills requirements into line with the Key skills requirements in England so this alteration would make the frameworks more cohesive for national employers.

According to the consultation communication and problem solving will now be set at Intermediate 1 which will more accurately reflect the competency requirements for a travel agent at NVQ level 2. Numeracy and Working with Others remains at Intermediate 1 and IT at Access 3. The IT level reflects the use of computer programmes in an industry that is highly regulated.

<p><b>Matt Bates</b>                  Representing on behalf of ABTA in Scotland and SPAA on People 1<sup>st</sup> Employer Forum                  Partner : The Bates Consultancy                  Editor + Publisher : SPAA Today!                  Secretariat : The Leading Cruise Agents of the UK :                  MA Project Group</p>	<p><b>Andy Smyth</b>                  Funded Schemes Manager, Thomson [tui]</p>
<p><b>Irene Darracott</b>                  Leisure Manager UK, Portman Travel                  SPAA Convener of Training Committee                  MA Project Group</p>	<p><b>Mila Middleton</b>                  Managing Director, IBT Travel Group</p>
<p><b>Eileen Cabuk</b>                  Regional Manager –Scotland- TTC Training                  MA Project Group</p>	<p><b>Lorna MacKenzie</b>                  Director, Blane Travel</p>
<p><b>Willie Stewart</b>                  Partner, Stewart Travel                  Chair ABTA in Scotland 2005/7                  MA Project Group</p>	<p><b>Karen Chalmers</b>                  Scottish General Manager, Caledonian House,                  Thomson [tui]</p>
<p><b>Joanne Roche</b>                  Managing Partner, Training for Travel</p>	<p><b>Ian Widdowson</b>                  Beaver Travel</p>
<p><b>Joyce Milne</b>                  Alba Travel</p>	<p><b>Ken MacNab</b>                  Director, The Travel Company</p>
<p><b>Sandy MacPherson</b>  <b>President of SPAA 2005/7</b></p>	<p><b>Steven Wolfson</b>                  Travel Services 3000</p>
<p><b>Joanne Dooley</b>                  Regional Operations Manager, Going Places</p>	<p><b>David Watt</b>                  Sales manager, David Urqhart Travel</p>
<p><b>Ros Collins</b>                  D &amp; G Travel</p>	<p><b>Tricia Stirling</b>                  Barrhead Travel International</p>
<p><b>Tanya Cooper</b>                  Regional Manager, Thomas Cook</p>	<p><b>Iain Black,</b>                  Partner, IBT Travel Group</p>
<p><b>Moira Scott,</b>                  Managing Director, Connoisseur Travel Services Ltd                  MA Project Group</p>	<p><b>Alaisdair Tannahill</b>                  Secretary , SPAA Scotland                  MA Project Group</p>
<p><b>Emma Outridge,</b>                  Stewart Travel                  SPAA Youth Convenor                  MA Project Group</p>	<p><b>Julian Stark,</b>                  Managing Director, Kenneth Macleod Travel</p>
<p><b>Tommy Millar,</b>                  Director, G.S. Travel Ltd</p>	<p><b>Gary Hance,</b>                  Director, Advanced Travel Partners</p>
<p><b>Andrew Newton,</b>                  Business Travel Director, Ian Dickson Travel</p>	<p><b>Brian Potter,</b>                  General Manager, Clyde Travel Ltd</p>
<p><b>Roddie McPhee,</b>                  Director, ATM Travel Ltd</p>	<p><b>John McInulty,</b>                  Operations Manager, ATP International</p>

Electronic consultation was sent to all ABTA and SPAA members in Scotland representing approximately 75 establishments.

## Appendix 2

### Modern Apprenticeship Centres (MACs)

Modern Apprentices may only be registered through organisations approved by the SSC to deliver this framework. Such approved organisations are called Modern Apprenticeship Centres (MACs)

The MAC may be the employer of the apprentice or a separate organisation such as a training provider, College of FE, or similar.

In order to be approved, organisations must make a formal application to the SSC, seeking approval and establishing that the centre satisfies the following criteria:

#### Either

1 Be approved by an appropriate Awarding Body as a centre for the assessment of the relevant S/NVQ(s) at level 3 (and Scottish Core Skills if these are being separately certificated)

or

2 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

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

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

Organisations wishing to become MACs who have yet to obtain the necessary Awarding Body approval for assessment should first contact the Awarding Body direct.

Organisations wishing to be accredited with SQMS (or other appropriate quality system) should contact their LEC.

In addition to the assessment of the modern apprentice against the relevant standards set by the selected framework outcomes, the MAC has responsibility for:

- Entering into a formal training agreement with the employer and modern apprentice
- Registration with an appropriate Awarding Body of the modern apprentice as a candidate for the relevant S/NVQ(s) and other selected units.
- Registration with the SSC of the apprenticeship.
- Application on behalf of the modern apprentice for final certificate of modern apprenticeship accomplishment.
- Informing the SSC of any material alterations to the modern apprentice's training plan or desired changes to the selected framework outcomes.

## **Appendix 3**

### **Code of Best Practice**

The code of best practice has been developed with training providers and colleges in Scotland who offer Modern Apprenticeships in the travel, leisure, hospitality and tourism information services sector. This code is mandatory for all centres who elect to offer Apprenticeship frameworks administered by People 1st. Centres who knowingly breach the code may have their approved centre status revoked by the Sector Skills Council.

All People 1<sup>st</sup> approved Modern Apprentice centres must;

- Demonstrate a tangible commitment to continual professional development; this will include attendance at People 1<sup>st</sup>'s Best Practice Forum
- offer unbiased advice and information regarding the various Vocational Qualifications, short course options and MA routes open to the candidate based on their current position and future ambitions
- offer the opportunity for each candidate to pursue whichever routes best suits their current and future ambitions.
- honour all current arrangements for delivery as may already exist between Candidate, Employer and another Provider and should not entice or otherwise encourage a candidate to leave their current provider or employer, save where:
  - a. The provider is failing to meet Awarding Body standards of delivery and the candidate is being detrimentally effected as a result
  - b. The candidate is failing to meet their training goals and as such their progress is being detrimentally effected
  - c. The employer and/or candidate is unhappy about their choice of training partner and has elected to change due to the above criteria

If a candidate leaves an employer but wishes to continue with their Qualification then the Provider should do all they can to facilitate this to ensure continuity of assessment and to ensure that the candidate has his or her workbook.

If for what ever reason the candidate or employer wishes to change training provider or college to continue their qualification then the existing provider should ensure that all necessary paperwork is completed quickly and efficiently in order to facilitate this.

Any candidate who has left the programme early without completing the full framework must be provided with a certificate of achievement for all and any S/NVQ units attained and for any short courses completed and assessed (where appropriate)

Upon leaving, whenever possible, the provider must ensure that the Apprentice understands their options for rejoining the programme at a future date and must inform the SSC that the candidate has left the programme.

**NVQ Route titles, units and codes**

City and Guilds is the only awarding body currently awarding a level 2 NVQ in Scotland. Centres must contact City and Guilds for detailed information about this award. The website address is [www.cityandguilds.com](http://www.cityandguilds.com)

The framework titles, C & G unit codes and unit titles are below. The number in brackets relates to the NOS number.

**TRAVEL AND TOURISM SERVICES LEVEL 2  
(A total of 7 units should be achieved for the full NVQ)**

**Mandatory Units:**

**Unit 201 [T6]** Give Customers a Positive Impression of Yourself and Your Organisation  
(ICS Unit 1, Level 2)

**Unit 202 [T7]** Ensure Your Own Actions Reduce Risks to Health and Safety (ENTO Unit A)

**Unit 203 [T10]** Develop and Maintain Your Effectiveness at Work (HABIA Unit G8, Level 2)

Leisure and Business	Tour Operations: Head Office	Tour Operations: Resort Operations
<p><b>PLUS: either</b></p> <p><b>Unit 204 [T19]</b> Help Customers to Choose and Book Travel Services</p> <p><b>OR</b></p> <p><b>Unit 205 [T11]</b> Arrange Non-Multi Sector Air Travel</p> <p><b>NOTE: The unit above not completed can be taken as one of your 3 optional units, if desired.</b></p> <p><b>PLUS: 3 units from:</b></p> <p><b>Unit 206 [T3]</b> Process Travel and Tourism Services Payments</p> <p><b>Unit 207 [T4]</b> Assist Customers Prior to and After Travelling</p> <p><b>Unit 208 [T5]</b> Assist with Travel and Tourism Promotion</p> <p style="text-align: right;">Cont'd .....</p>	<p><b>PLUS:</b></p> <p><b>Unit 213 [T20]</b> Contribute to Developing and Maintaining Positive Caller Relationships (e-skills UK, Unit 0601, Level 2)</p> <p><b>PLUS: 3 units from:</b></p> <p><b>Unit 214 [T2]</b> Process Travel Services Bookings</p> <p><b>Unit 207 [T4]</b> Assist Customers Prior to and After Travelling</p> <p><b>Unit 215 [T9]</b> Assist with Travel and Tourism Problems and Emergencies</p> <p><b>Unit 205 [T11]</b> Arrange Non-Multi Sector Air Travel</p> <p style="text-align: right;">Cont'd.....</p>	<p><b>PLUS: 4 units from:</b></p> <p><b>Unit 206 [T3]</b> Process Travel and Tourism Services Payments</p> <p><b>Unit 215 [T9]</b> Assist with Travel and Tourism Problems and Emergencies</p> <p><b>Unit 209 [T13]</b> Sell Tourism Products and Services</p> <p><b>Unit 210 [T14]</b> Identify and Provide Tourism Related Information and Advice</p> <p><b>Unit 216 [T28]</b> Plan and Conduct Welcoming Events</p> <p><b>Unit 217 [T29]</b> Lead People on a Guided Tour</p> <p style="text-align: right;">Cont'd....</p>

Leisure and Business	Tour Operations: Head Office	Tour Operations: Resort Operations
<p><b>Unit 210 [T14]</b> Identify and Provide Tourism Related Information and Advice</p> <p><b>Unit 213 [T20]</b> Contribute to Developing and Maintaining Positive Caller Relationships (e-skills UK, Unit 0601, Level 2)</p>	<p><b>Unit 210[T14]</b> Identify and Provide Tourism Related Information and Advice</p> <p><b>Unit 211 [T15]</b> Collect and Maintain Tourism Information and Data</p>	<p><b>Unit 218 [T30]</b> Present a Commentary for a Guided Tour</p> <p><b>Unit 219 [T31]</b> Carry Out Airport Transfers</p> <p><b>Unit 222 [T36]</b> Prepare and Maintain Holiday Accommodation</p> <p><b>Unit 221 [T48]</b> Resolve Customer Service Problems (ICS Unit 4, Level 2)</p>

**TRAVEL AND TOURISM SERVICES LEVEL 3**  
**(A total of 7 units should be achieved for the full NVQ)**

**Mandatory Units:**

**Unit 202 [T7]** Ensure Your Own Actions Reduce Risks to Health and Safety (ENTO Unit A)

**Unit 301 [T21]** Organise Your Work and Personal Development

**Unit 302 [T23]** Improve the Customer Relationship (ICS Unit 2, Level 3)

Leisure and Business	Tour Operations: Head Office	Tour Operations: Resort Operations
<p><b>PLUS: 1 unit from:</b></p> <p><b>Unit 303 [T1]</b> Sell Travel Services</p> <p><b>Unit 304 [T12]</b> Sell Tailor Made Travel Services</p> <p><b>Unit 305 [T27]</b> Sell Multi Sector Air Travel</p> <p><b>NOTE: The two units not completed can be part of your three optional units, if desired.</b></p> <p><b>PLUS: 3 units from:</b></p> <p><b>Unit 314 [T2]</b> Process Travel Services Bookings</p> <p><b>Unit 306 [T8]</b> Develop and Maintain Supportive Relationships with Telephone Callers (e-skills UK, Unit 0603, Level 3)</p>	<p><b>PLUS: 4 units from:</b></p> <p><b>Unit 303 [ T1]:</b> Sell Travel Services</p> <p><b>Unit 314 [T2]:</b> Process Travel Services Bookings</p> <p><b>Unit 306 [T8]</b> Develop and Maintain Supportive Relationships with Telephone Callers (e-skills UK, Unit 0603, Level 3)</p> <p><b>Unit 304 [T12]</b> Sell Tailor Made Travel Services</p> <p><b>Unit 307 [T16]</b> Analyse, Evaluate and Present Tourism Data</p> <p><b>Unit 308 [T22]</b> Contribute to Supporting and Developing Colleagues</p>	<p><b>PLUS:</b></p> <p><b>Unit 312 [T38]</b> Contribute to Maintaining the Quality of Travel and Tourism Operations</p> <p><b>PLUS: 3 units from:</b></p> <p><b>Unit 308 [T22]</b> Contribute to Supporting and Developing Colleagues</p> <p><b>Unit 309 [T24]</b> Monitor and Solve Customer Service Problems (ICS Unit 4, Level 3)</p> <p><b>Unit 316 [T34]</b> Monitor Procedures to Control Risk to Health and Safety (ENTO Unit B)</p> <p><b>Unit 321 [T37]</b> Deal with Travel and Tourism Emergencies</p> <p><b>Unit 323 [T40]</b> Plan and Deliver on Site Entertainment</p>

<p><b>Unit 327 [T17]</b> Complete Foreign Exchange Transactions</p> <p><b>Unit 308 [T22]</b> Contribute to Supporting and Developing Colleagues</p> <p><b>Unit 309 [T24]</b> Monitor and Solve Customer Service Problems (ICS Unit 4, Level 3)</p> <p><b>Unit 310 [T25]</b> Contribute to Business Travel Account Management</p> <p><b>Unit 311 [T26]</b> Build Business Traveller Profiles</p> <p><b>Unit 312 [T38]</b> Contribute to Maintaining the Quality of Travel and Tourism Operations</p> <p><b>Unit 313 [T42]</b> Organise and Implement Travel and Tourism Promotional Activities</p> <p><b>Unit 314 [T46]</b> Generate Increased Travel and Tourism Sales</p> <p><b>Unit T17</b> Complete Foreign Exchange Transactions</p> <p><b>Unit T22</b> Contribute to Supporting and Developing Colleagues</p> <p><b>Unit T24</b> Monitor and Solve Customer Service Problems (ICS Unit 4, Level 3)</p> <p><b>Unit T25</b> Contribute to Business Travel Account Management</p> <p><b>Unit T26</b> Build Business Traveller Profiles</p> <p><b>Unit T38</b> Contribute to Maintaining the Quality of Travel and Tourism Operations</p> <p><b>Unit T42</b> Organise and Implement Travel and Tourism Promotional Activities</p> <p><b>Unit T46</b> Generate Increased Travel and Tourism Sales</p>	<p><b>Unit 309 [T24]</b> Monitor and Solve Customer Service Problems (ICS Unit 4, Level 3)</p> <p><b>Unit 305 [T27]</b> Sell Multi Sector Air Travel</p> <p><b>Unit 316 [T34]</b> Monitor Procedures to Control Risk to Health and Safety (ENTO Unit B)</p> <p><b>Unit 321 [T37]</b> Deal with Travel and Tourism Emergencies</p> <p><b>Unit 312 [T38]</b> Contribute to Maintaining the Quality of Travel and Tourism Operations</p> <p><b>Unit 322 [T39]</b> Research and Develop Tour Itineraries</p> <p><b>Unit 313 [T42]</b> Organise and Implement Travel and Tourism Promotional Activities</p> <p><b>Unit 314 [T46]</b> Generate Increased Travel and Tourism Sales</p> <p><b>Unit T24</b> Monitor and Solve Customer Service Problems (ICS Unit 4, Level 3)</p> <p><b>Unit T27</b> Sell Multi Sector Air Travel</p> <p><b>Unit T34</b> Monitor Procedures to Control Risk to Health and Safety (ENTO Unit B)</p> <p><b>Unit T37</b> Deal with Travel and Tourism Emergencies</p> <p><b>Unit T38</b> Contribute to Maintaining the Quality of Travel and Tourism Operations</p> <p><b>Unit T39</b> Research and Develop Tour Itineraries</p> <p><b>Unit T42</b> Organise and Implement Travel and Tourism Promotional Activities</p> <p><b>Unit T46</b> Generate Increased Travel and Tourism Sales</p>	<p><b>Unit 325 [T41]</b> Manage the Delivery of a Tour</p> <p><b>Unit 313 [T42]</b> Organise and Implement Travel and Tourism Promotional Activities</p> <p><b>Unit T41</b> Manage the Delivery of a Tour</p> <p><b>Unit T42</b> Organise and Implement Travel and Tourism Promotional Activities</p>
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### **Modern Apprenticeship Centre Registration Form**

Please complete all forms electronically where possible



MA Centre Name.....	
Address.....	
.....	
.....	Postcode.....
Telephone.....	Fax.....
Email.....	website.....
MA Contact Name.....	Position.....

Are you approved for Scottish Quality Management System?  
Yes  No

Which of the following are you approved to offer?  
S/NVQ level 2  S/NVQ level 3  core skills

Awarding body ..... centre number.....

The requirements of the level 2 phase of the framework are included in your scheme and all Apprentices will cover a Travel S/NVQ 2 as stated in the framework unless they meet the exemption criteria  
Confirmed

The mandatory requirements of the level 3 phase of the framework are included in your scheme and all Apprentices will cover a Travel S/NVQ 3 and core skills  
Confirmed

You will use the recruitment and selection guidance as outlined in the framework  
Confirmed

All Apprentices will be employed status  
Confirmed

You will adhere to the end certification arrangements set out by People 1st in this framework  
 Confirmed

You agree to pay all invoices from People 1st within 28 days of receipt.  
 Confirmed

I understand that from time to time that People 1st will request relevant information from us and we will endeavour to provide this wherever possible  
 Confirmed

I understand that People 1st has the right to withhold or withdraw registration should any of the declarations shown above be under question. In such circumstance the relevant funding authority (when appropriate) will be notified.

I have read, understood and confirm that the above statements are true. Any variation should be recorded on an attached sheet.

Signed: .....Print Name:.....

Position: .....Date: .....

**Please return this form to: People 1<sup>st</sup> Scotland, 2nd Floor, 28 Castle Street, Edinburgh, EH2 3HT**  
**or Fax: 0131 624 4041**

**Your registration will be confirmed in writing within 8 weeks of receipt**

For office use only	Date	Initials
Date of Receipt		
Date of entry on database		
Confirmation letter issued		

**Apprentice registration**

Please complete all forms electronically where possible

Company Name.....	Contact Name.....
Address.....	
Tel No.....	ERS Registration Number.....
LEC Contract.....	

First Name	Surname	MA Route	Start date	D.O.B.	Exemption Requested (enc. C.V)	Employer Details	Registration fee enclosed

### **Registration payment Details:**

- o I require an invoice to arrange advance payment, and attach a purchase order/ask you to accept this signed order form as official confirmation

(purchase order number \_\_\_\_\_)

- o Cheque/Postal Order enclosed for £45 per candidate [£38.30 exc VAT]  
MADE PAYABLE TO: People 1st

**Please return this form to:**

MA Administrator  
28 Castle Street  
Edinburgh  
EH2 3HT

Or fax it to; 0131 6244041

Or send it electronically to; [lorraine.birrell@people1st.co.uk](mailto:lorraine.birrell@people1st.co.uk)

## Sample Training Agreement and Sample Training Plan

The following two People 1<sup>st</sup> samples can be used where a Local Enterprise Company Training Agreement or Training Plan is **not** available for any reason for the candidate.

The Training Agreement lays out the responsibilities of the Employer, the candidate and the Modern Apprenticeship Provider and must be read, understood and signed by all parties. The document **must** be kept on file by the MAC with the registration documents.



People 1<sup>st</sup> MODERN APPRENTICESHIP TRAINING AGREEMENT



This Training Agreement is entered into by:

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

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

- 1 employ the modern apprentice subject to the employer's usual terms and conditions of employment;
- 2 provide the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected framework outcomes specified in the apprentice's personal training plan;
- 3 pay the modern apprentice an agreed salary which reflects the obligations of the employer and the opportunities for the apprentice;
- 4 in the event of the employer becoming unable to retain the modern apprentice after completion of the apprenticeship, to use reasonable endeavours to secure employment elsewhere;
- 5 in the event of the apprenticeship being terminated prematurely by either the employer or modern apprentice for any reason other than dismissal for unsatisfactory performance or misconduct, to use reasonable endeavours to secure employment and continuation of this apprenticeship elsewhere;
- 6 operate a formal Health and Safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the modern apprentice; and
- 7 operate an Equal Opportunities policy, which meets all legal requirements.

The **Modern Apprentice's responsibilities** are to:

- 1 work for the employer in accordance with the agreed terms and conditions of employment;
- 2 undertake training, attend courses if required, keep records, and take 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.

<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>

**Please ensure all parties have read, understood and signed the agreement above.**

## Sample Training Plan

The Training Plan lays out the path of the candidate's training and must be read, understood and agreed by the Employer, the candidate and the Modern Apprenticeship Centre.



### People 1<sup>st</sup> MODERN APPRENTICESHIP TRAINING PLAN

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

### Training Plan for the Modern Apprenticeship

This Training Plan is a record of what training and development you, as a Modern Apprentice in Travel wish to complete while you are an Apprentice. When completing it, you should think about what job you currently do and what job you would like to do in the future, maybe once you have completed your Apprenticeship training. To complete the training plan, tick what course you will be doing as an Apprentice.

#### Exemption? ↓

Under certain circumstances you can be exempted from the induction and level 2 stage of the framework. You need to be 18 or over and have worked in the industry for 18 months in a job role that is appropriate to the S/NVQ you are seeking exemption from. Chat about this with your employer and trainer. If you think this applies to you, tick the box.

#### Level 2 ↓

<b>First, what route of the Travel and Tourism Services NVQ level 2 would you like to do?</b>	
• Leisure and Business	
• Tour Operations: Head Office	
• Tour Operations: Resort Operations	

#### Level 3 ↓

<b>To complete your apprenticeship you need to undertake a level three NVQ. Tick which route you would like to work towards.</b>	
• Leisure and Business	
• Tour Operations: Head Office	
• Tour Operations: Resort Operations	

#### I have the following Core Skills profile ↓

	<b>Level</b>	<b>I have this already ✓</b>	<b>I need to work towards this ✓</b>
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Communication	Intermediate 1		
Working with others	Intermediate 1		
Numeracy	Intermediate 1		
Information technology	Access 3		
Problem Solving	Intermediate 1		

### Apprentice Curriculum Vitae ↓

I have attached my CV. (tick the box)

### Summary of Modern Apprentices accredited prior learning

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**Early Leavers**

**Please use this form to let People 1<sup>st</sup> about any early leavers your centre might have.**  
Please complete all forms electronically where possible

ERS Registration Number.....Contact Name..... Date: .....

MAS Registration Number	Surname	MA Route	date of leaving	Leaving code	Length of stay in weeks	S/NVQ achieved (name and level if appropriate)

Leaving code			
Employment	1	Other (looking after home/family)	6
Further education (including another MA)	2	Injury/serious illness	7
Unemployed	3	Completed MA	8
Found voluntary work	4	NB Please use code 5 rather than leave it blank if you do not know where the young person has gone	
Destination not known	5		

## Modern Apprenticeship Certification Request Form

Please fill in all four sections

<b>Section1 – Exemption Applied</b>			
<b>Mandatory Outcome</b>	<b>Evidence Required</b>	<b>Evidence Attached</b>	<b>People 1st use</b>
<b>All routes</b>	Letter of exemption from People 1 <sup>st</sup>		

<b>Section 2 - Level 2 NVQ route if no exemption granted</b>			
<b>Mandatory Outcome</b>	<b>Evidence Required</b>	<b>Evidence Attached</b>	<b>People 1st use</b>
<b>NVQ Level 2</b>	Leisure and Business		
<b>NVQ Level 2</b>	Tour Operations – Head Office		
<b>NVQ Level 2</b>	Tour Operations – Resort Office		

<b>Section 3 - Core Skills</b>			
Core skills evidence must be provided. An SQA core skills profile achieved prior to the MA programme is acceptable			
<b>Mandatory Outcome</b>	<b>Evidence Required</b>	<b>Evidence Attached</b>	<b>People 1st use</b>
<b>All routes</b>	<ul style="list-style-type: none"> <li>Information Technology – Access 3</li> </ul>		
<b>All routes</b>	<ul style="list-style-type: none"> <li>Numeracy - Intermediate 1</li> </ul>		
<b>All routes</b>	<ul style="list-style-type: none"> <li>Communication – Intermediate 1</li> </ul>		
<b>All routes</b>	<ul style="list-style-type: none"> <li>Problem Solving – Intermediate 1</li> </ul>		
<b>All routes</b>	<ul style="list-style-type: none"> <li>Working with others – Intermediate 1</li> </ul>		

<b>Section 4 – Level 3 NVQ</b>			
<b>Mandatory Outcome</b>	<b>Evidence Required</b>	<b>Evidence Attached</b>	<b>People 1st use</b>
<b>Level 3</b>	Leisure and Business		
<b>Level 3</b>	Tour Operations – Head Office		
<b>Level 3</b>	Tour Operations – Resort Operations		

**Please provide us with the following details, printing clearly:**

<b>Candidate's Full Name:</b>	
Apprentice Number (MAS) <sup>1</sup> :	
Route followed:	
<b><i>I confirm that all documentation enclosed is authentic and relates to the aforementioned Modern Apprentice.</i></b>	
Signed:	
Name(print):	
Tel No:	
Date:	
ERS Number:	

Please return completed forms with all relevant evidence to:

**People1st  
2<sup>nd</sup> Floor  
28 Castle Street  
Edinburgh  
EH2 3HT**

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<sup>1</sup> For any candidate without an MAS number, centres will be charged £60.00 administration fee plus registration fee (£123.38 inc. VAT per candidate)