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# Apprenticeship Catalogue

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Framework Information  
and Breakdowns

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## Abbreviations

SSC	–	Sector Skills Council
LSC	-	Learning Skills Council
AA	–	Advanced Apprenticeship
MA	–	Modern Apprenticeship
FMA	–	Foundation Modern Apprenticeship
MSC	–	Management Standards Centre
ICS	–	Institute of Customer Service
CFA	–	Council For Administration
CAA	–	Construction Awards Alliance
OCR	-	Oxford Cambridge & RSA Examinations
IMI	-	The Institute of Motor Industry
C-Skills	–	Construction Skills
ILM	–	Institute of Leadership & Management
CMI	–	Chartered Management Institute
EDI	–	Education Development International
QCF	–	Qualifications & Credit Framework
ERR	-	Employment Rights and Responsibilities

## Decorative Finishing & Industrial Painting Level 2 Apprenticeship

### What's involved?

An apprentice can expect to be doing work based learning with an employer and should be of employed status to gain the evidence requirements for the NVQ qualification. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

<b>*NVQ - Competence Based Element</b>	<b>**Technical Certificates (Knowledge Based Element)</b>	<b>***Key Skills</b>
NVQ: Decorative Finishing & Industrial Painting Level 2	<ul style="list-style-type: none"> <li>• Diploma in Painting &amp; Decorating</li> </ul>	<b>Key Skills</b> <ul style="list-style-type: none"> <li>• Communication Level 1</li> <li>• Application of Number Level 1</li> </ul>

### Employment Rights & Responsibilities

ERR is delivered as an induction programme and must be completed by the end of the apprenticeship. The provider is to submit a Certificate to Construction Skills as evidence of completion, signed by Tutor/Lecturer and Apprentice. The submission will be in the form of a certificate having Provider/College logo, trainees name, date and confirmation that all 9 targets are covered.

### Additional Employer Requirements

Additional Employer Requirements identify additional employer outcomes for:  
Abrasive Wheel Training

## Content of Framework

### **\*NVQ (Competence Based Element)**

An NVQ in Decorative Finishing & Industrial Painting is the Competence Based Element of this award. Construction NVQ's are all about 'competence in the workplace', being able to do the job to the speed and quality expected by employers. Apprentices aiming for the NVQ will have to produce evidence from the workplace. This could be assessment on a construction site or evidence provided by a work-based recorder which an assessor will judge against the qualification requirement or standards. Each NVQ consists of mandatory units and a range of optional units. Each unit is self standing and can be assessed separately, it is recommended to take a holistic approach to the gathering and assessment of evidence.

See below for the units available:

The qualification consists of 7 units in total. These are taken from 6 mandatory units and 1 optional unit.

Conform to General Workplace Safety  
Conform to Efficient Work Practices  
Move and Handle Resources  
Erect & Dismantle Access/Working Platforms  
Prepare Surfaces for Painting / Decorating  
Apply Paint Systems by Brush and Roller

Optional Units (select 1 only if completing Industrial Painting)

Operate Equipment in Support of the Paint Sprayer  
Operate Equipment in Support of the Abrasive Blast Cleaner

### **\*\*Technical Certificates (Knowledge Based Element)**

The knowledge base element for the apprenticeship and advance apprenticeship in Construction has two routes; these are identified by technical certificate or set question and answer banks approved by Awarding Bodies in line with the SSC Assessment Strategy. Specialist Apprentice programmes must complete industry recognised training programmes developed in conjunction with the National Specialist Team and relevant association.

For this award however it is a requirement to complete the Technical

Certificate. Technical certificates are qualifications that recognise a candidate's job knowledge and also test some of the hand skills required for the chosen occupation. Also included in the Technical Certificate is a Phase Test – a practical test that samples some of the skills gained when achieving the units, knowledge test – a multiple choice question paper delivered electronically that test underpinning knowledge – Health & Safety Test answering questions from a range of answers using a touch screen computer.

### **\*\*\*Key Skills**

The rationale for including key skill qualifications in an apprenticeship programme is based on findings from existing frameworks, employer engagement, Sector Qualification Strategy and Construction Skills Qualification Strategy consultation.

For Apprenticeship candidates who have achieved a GCSE (Grade A – C) in English, English Language, English Literature and/or Maths, is not required to take key skills up to and including level 2 in Communication & or mathematics.

Where GSCE (A-C) English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme) for those candidates registered on or after 1<sup>st</sup> September 2004. For those registered before 1<sup>st</sup> September 2004 it should be no longer than 3 years. Key skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the apprenticeship, however there is a strict 3 year time limit from the date of the award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification.

### **Entry Requirements:**

There is generally no minimum entry or previous experience requirements for Apprenticeships. For candidates who are contracted through the industry's Construction Apprenticeship Scheme there is a requirement to undertake Construction Skills – Skills Learning Exercise. Candidates who do not reach the standard of the Skills Learning Exercise would be offered additional support. It is also strongly recommended that Numeracy & Literacy ability is assessed at the initial assessment to identify an individuals' potential to achieve and any additional support needs.

### **How long does the apprenticeship take to complete?**

Whilst there is no timeserving, it is expected that the apprenticeship would be between 2 and 3 years. However, these timescales are indicative only as the pace of the apprentice's progress will depend on a number of internal and external factors.

## Decorative Finishing & Industrial Painting Level 3 Advanced Apprenticeship

### What's involved?

An apprentice can expect to be doing work based learning with an employer and should be of employed status to gain the evidence requirements for the NVQ qualification. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

*NVQ - Competence Based Element	**Technical Certificates (Knowledge Based Element)	***Key Skills
NVQ: Decorative Finishing & Industrial Painting Level 3	<ul style="list-style-type: none"> <li>Diploma in Painting &amp; Decorating</li> </ul>	<b>Key Skills</b> <ul style="list-style-type: none"> <li>Communication Level 2</li> <li>Application of Number Level 2</li> </ul>

### Employment Rights & Responsibilities

ERR is delivered as an induction programme and must be completed by the end of the apprenticeship. The provider is to submit a Certificate to Construction Skills as evidence of completion, signed by Tutor/Lecturer and Apprentice. The submission will be in the form of a certificate having Provider/College logo, trainees name, date and confirmation that all 9 targets are covered.

### **Additional Employer Requirements**

Additional Employer Requirements identify additional employer outcomes for:  
Abrasive Wheel Training

## **Content of Framework**

### **\*NVQ (Competence Based Element)**

An NVQ in Decorative Finishing & Industrial Painting is the Competence Based Element of this award. Construction NVQ's are all about 'competence in the workplace', being able to do the job to the speed and quality expected by employers. Apprentices aiming for the NVQ will have to produce evidence from the workplace. This could be assessment on a construction site or evidence provided by a work-based recorder which an assessor will judge against the qualification requirement or standards. Each NVQ consists of mandatory units and a range of optional units. Each unit is self standing and can be assessed separately, it is recommended to take a holistic approach to the gathering and assessment of evidence.

See below for the units available:

The qualification consists of 9 units in total. These are taken from 6 mandatory units and 1 optional unit.

Conform to General Workplace Safety  
Confirm Work Activities & Resources for the Work  
Develop and Maintain Good Working Relationships  
Confirm the Occupational Method of Work  
Erect & Dismantle Access/Working Platforms  
Prepare Surfaces for Painting / Decorating  
Apply Paint Systems by Brush and Roller  
Hang Wallcoverings to Complex Surfaces

Optional Units (select 1 only)

Hang Wide-width Vinyls  
Install Coving, Centre-pieces and Texture Products

Apply Coatings by the Airless Spray Method  
Apply Coatings by the Air Spray Method  
Produce Broken Colour Work and Basic Stencilling  
Produce and Apply Complex Stencil Designs  
Produce Basic Brush Graining and Marbling Effects  
Produce Replica Quality Grained and Marble Finishes  
Hang Wallcoverings (Specialist Papers)  
Produce Comb Texture Finishes  
Apply Metal Leaf to Surfaces

### **\*\*Technical Certificates (Knowledge Based Element)**

The knowledge base element for the apprenticeship and advance apprenticeship in Construction has two routes; these are identified by technical certificate or set question and answer banks approved by Awarding Bodies in line with the SSC Assessment Strategy. Specialist Apprentice programmes must complete industry recognised training programmes developed in conjunction with the National Specialist Team and relevant association.

For this award however it is a requirement to complete the Technical Certificate. Technical certificates are qualifications that recognise a candidate's job knowledge and also test some of the hand skills required for the chosen occupation. Also included in the Technical Certificate is a Phase Test – a practical test that samples some of the skills gained when achieving the units, knowledge test – a multiple choice question paper delivered electronically that test underpinning knowledge – Health & Safety Test answering questions from a range of answers using a touch screen computer.

### **\*\*\*Key Skills**

The rationale for including key skill qualifications in an apprenticeship programme is based on findings from existing frameworks, employer engagement, Sector Qualification Strategy and Construction Skills Qualification Strategy consultation.

For Apprenticeship candidates who have achieved a GCSE (Grade A – C) in English, English Language, English Literature and/or Maths, is not required to take key skills up to and including level 2 in Communication & or mathematics.

Where GSCE (A-C) English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme) for those candidates registered on or after 1<sup>st</sup> September 2004. For those registered before 1<sup>st</sup> September 2004 it should be no longer than 3 years. Key skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the apprenticeship, however there is a strict 3 year time limit from the date of the award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification.

### **Entry Requirements:**

There is generally no minimum entry or previous experience requirements for Apprenticeships. For candidates who are contracted through the industry's Construction Apprenticeship Scheme there is a requirement to undertake Construction Skills – Skills Learning Exercise. Candidates who do not reach the standard of the Skills Learning Exercise would be offered additional support. It is also strongly recommended that Numeracy & Literacy ability is assessed at the initial assessment to identify an individuals' potential to achieve and any additional support needs.

### **How long does the apprenticeship take to complete?**

Whilst there is no timeserving, it is expected that the apprenticeship would be between 3 and 4 years. However, these timescales are indicative only as the pace of the apprentice's progress will depend on a number of internal and external factors.

## Customer Service Level 2 Apprenticeship

**What's involved?**

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

<b>*NVQ</b>	<b>**Technical Certificates</b>	<b>***Key Skills</b>
NVQ: Customer Service Level 2	<ul style="list-style-type: none"> <li>• BTEC Award in Customer Service Level 2 (Edexcel)</li> <li>• Certificate in Customer Service Level 2 (OCR)</li> <li>• Certificate in Customer Service Level 2 (EDI)</li> <li>• Certificate in Customer Service Level 2 (City &amp;</li> </ul>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Level 1</li> <li>• Application of Number Level 1</li> </ul>

	Guilds) <ul style="list-style-type: none"> <li>• Certificate in Customer Service for the Motor Trade Level 2 (IMI)</li> </ul>	
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Employment Rights & Responsibilities
<p>The ICS ERR (Employment Rights and Responsibilities) checklist plus completion of the NVQ and Technical Certificate will constitute the evidence needed to demonstrate completion of the requirements for total coverage of the ERR.</p>

**Important Note: Apprentices will not be allowed to transfer from any previous Customer Service Apprenticeship Frameworks to Framework Number 4.**

## Content of Framework

*NVQ
<p>An NVQ in Customer Service is the Competence Based Element of this award. Each NVQ consists of mandatory units and a range of optional units meaning the qualification can be tailored to specific job roles and employer requirements to address skill gaps.</p> <p>See below for the units available: The qualification consists of 7 units in total. These are taken from 2 mandatory units and 5 optional units, of which at least one must be selected from each of the themes.</p> <p><b>Mandatory Units</b> Prepare Yourself to Deliver Good Customer Service Provide Customer Service Within the Rules</p> <p><b>Optional Units: Impressions and Image</b></p>

Give customers a positive impression of yourself and your organisation  
Promote additional services or products to customers  
Process customer service information  
Live up to the customer service problem  
Make customer service personal  
Go the extra mile in customer service  
Deal with customers in writing or using ICT  
Deal with customers face to face  
Deal with customers by telephone

### **Optional Units: Delivery**

Deliver Reliable Customer Service  
Deliver Customer Service on your Customer's Premises  
Recognise Diversity when Delivering Customer Service

### **Optional Units: Handling Problems**

Recognise and Deal with Customer Queries, Requests and Problems  
Resolve Customer Service Problems

### **Optional Units: Development & Improvement**

Develop Customer Service  
Support Customer Service Improvements  
Develop Personal Performance Through Delivering Customer Service

## **\*\*Technical Certificates**

Technical certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding an additional knowledge to facilitate progression to HE or higher levels of working. Technical Certificates also cover Employment Rights & Responsibilities (ERR) and wider aspects of the occupation sector. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work based learning and off the job provision.

All CS apprentices are required to complete a Technical Certificate in Customer Service at Level 2.

### **\*\*\*Key Skills**

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce. For CS Apprenticeship candidates who have achieved a GCSE (Grade A – C) in English (Welsh), English Literature and/or Maths, ICS will allow them to complete their frameworks without being required to take the level 1 or 2 Communication Skills or Application of Number Key skills qualifications. Where GCSE (A-C) English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme) for those candidates registered on or after 1<sup>st</sup> September 2004. For those registered before 1<sup>st</sup> September 2004 it should be no longer than 3 years.

Key skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the apprenticeship, however there is a strict 3 year time limit from the date of the award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification.

### **Entry Requirements:**

There are no formal entry requirements for this framework. Employers can impose their own if they wish to do so.

### **How long does the apprenticeship take to complete?**

There is no fixed timeframe for the completion of an apprenticeship as the framework for each one varies considerably in content and size, but typically an apprenticeship will take between one and four years to complete.

## **Customer Service Level 3 Advanced Apprenticeship**

### **What's involved?**

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

*NVQ	**Technical Certificates	***Key Skills
NVQ: Customer Service Level 3	<ul style="list-style-type: none"> <li>• BTEC Award in Customer Service Level 3 (Edexcel)</li> <li>• Certificate in Customer Service Level 3 (OCR)</li> <li>• Certificate in Customer Service Level 3 (EDI)</li> <li>• Certificate in Customer Service Level 3 (City &amp; Guilds)</li> <li>• Certificate in Customer Service for the Motor Trade Level 3 (IMI)</li> </ul>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Level 2</li> <li>• Application of Number Level 2</li> </ul>

<b>Employment Rights &amp; Responsibilities</b>
<p>The ICS ERR (Employment Rights and Responsibilities) checklist plus completion of the NVQ and Technical Certificate will constitute the evidence needed to demonstrate completion of the requirements for total coverage of the ERR.</p>

**Important Note: Apprentices will not be allowed to transfer from any previous Customer Service Apprenticeship Frameworks to Framework Number 4.**

## Content of Framework

*NVQ
<p>An NVQ in Customer Service is the Competence Based Element of this award. Each NVQ consists of mandatory units and a range of optional units meaning the qualification can be tailored to specific job roles and employer requirements to address skill gaps.</p> <p>See below for the units available:</p>

The qualification consists of 8 units in total. These are taken from 2 mandatory units and 6 optional units, of which at least one must be selected from each of the themes.

### **Mandatory Units**

Understand Customer Service to Improve Service Delivery  
Know the Rules to Follow when Developing Customer Service

### **Optional Units: Impressions and Image**

Make Customer Service Personal  
Go the Extra Mile in Customer Service  
Deal with Customers in Writing or Using ICT  
Use Customer Service as a Competitive Tool  
Organise the Promotion of Services or Products to Customers

### **Optional Units: Delivery**

Deliver Customer Service on your Customer's Premises  
Recognise Diversity when Delivering Customer Service  
Deliver Customer Service using Service Partnerships  
Organise the Delivery of Reliable Customer Service  
Improve the Customer Relationship

### **Optional Units: Handling Problems**

Monitor & Solve Customer Service Problems  
Apply Risk Assessment to Customer Service  
Process Customer Service Complaints

### **Optional Units: Development & Improvement**

Work with others to Improve Customer Service  
Promote Continuous Improvement in Customer Service  
Develop you Own and Others' Customer Service Skills  
Lead a Team to Improve Customer Service  
Gather, Analyse and Interpret Customer Feedback

## **\*\*Technical Certificates**

Technical certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding an additional

knowledge to facilitate progression to HE or higher levels of working. Technical Certificates also cover Employment Rights & Responsibilities (ERR) and wider aspects of the occupation sector. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work based learning and off the job provision.

All CS apprentices are required to complete a Technical Certificate in Customer Service at Level 3.

### **\*\*\*Key Skills**

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce. For CS Apprenticeship candidates who have achieved a GCSE (Grade A – C) in English (Welsh), English Literature and/or Maths, ICS will allow them to complete their frameworks without being required to take the level 1 or 2 Communication Skills or Application of Number Key skills qualifications. Where GSCE (A-C) English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme) for those candidates registered on or after 1<sup>st</sup> September 2004. For those registered before 1<sup>st</sup> September 2004 it should be no longer than 3 years. Key skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the apprenticeship, however there is a strict 3 year time limit from the date of the award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification.

### **Entry Requirements:**

There are no formal entry requirements for this framework. Employers can impose their own if they wish to do so.

### **How long does the apprenticeship take to complete?**

There is no fixed timeframe for the completion of an apprenticeship as the framework for each one varies considerably in content and size, but typically an apprenticeship will take between one and four years to complete.

## **Business and Administration Level 2 Apprenticeship**

## What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

*NVQ	**Technical Certificates	***Key Skills or Functional Skills
NVQ: Business & Administration Level 2	<ul style="list-style-type: none"><li>• Certificate in Business &amp; Administration Level 2</li><li>• Award in Administration Level 2</li><li>• Certificate for IT Users (CLAiT Plus) Level 2</li><li>• BTEC Diploma in Business Administration Level 2</li><li>• Certificate in Business &amp; Administration Level 2</li><li>• Certificate for Legal Secretaries Level 2</li><li>• BTEC Certificate in Business Administration Level 2</li><li>• Certificate in Business &amp; Administration Level 2</li></ul>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"><li>• Communication Level 2</li><li>• Application of Number Level 1</li></ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"><li>• Mathematics 1</li><li>• English 2</li></ul>

## Employment Rights & Responsibilities

The BA Apprenticeship framework makes provision for apprentices to undergo a period of initial assessment and induction to ensure they have time to settle into the programme and the job (if new to work).

Employment Rights and Responsibilities will be covered and tested as part of the mandatory Business & Administration Technical Certificate and NVQ.

*The decision on which National Vocational Qualification and Technical Certificates will be studied will be made by the employer and/or training provider in discussion with the apprentice.*

# Content of Framework

## \*NVQ

An NVQ in Business & Administration is the Competence Based Element of this award. Each NVQ consists of mandatory units and a range of optional units meaning the qualification can be tailored to specific job roles and employer requirements to address skill gaps.

See below for the units available:

The qualification consists of 5 units in total. These are taken from 2 mandatory units and 3 optional units. The CFA recommends that BA (Business & Administration) Apprentices complete at least one IT related unit from the optional units within the NVQ.

### **Mandatory Units**

Carry out your Responsibilities at Work  
Work within your Business Environment

### **Optional Units**

Maintain Customer Relations  
Manage Diary Systems  
Organise Business Travel and Accommodation  
Deal with Visitors  
Store, Retrieve and Archive Information  
Research and Report Information  
Organise and Support Meetings  
Use a Telephone System  
Operate Office Equipment  
Prepare Text from Notes  
Prepare Text from Shorthand  
Prepare Text from Recorded Audio Instruction  
Produce Documents  
Work Effectively with Other People  
Specialist or Bespoke Software 2  
Use IT Systems 2  
Use IT to Exchange Information 2  
Word Processing Software 2  
Spreadsheet Software 2  
Database Software 2  
Presentation Software 2  
Ensure your own Actions Reduce Risks to Health & Safety

## **\*\*Technical Certificates**

Technical certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding an additional knowledge to facilitate progression to HE or higher levels of working. Technical Certificates also cover Employment Rights & Responsibilities (ERR) and wider aspects of the occupation sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work based learning and off the job provision.

All BA apprentices are required to complete a Business & Administration Technical Certificate at Level 2.

There may be instances where an apprentice will be exempt from achievement of a Technical Certificate as part of their apprenticeship, for example, if they have already achieved an award that is one of the recognised qualifications that meet the requirements for a Technical Certificate and has been agreed by the CfA, or if the apprentice has achieved an award that is a level higher than that required by the framework. Where an apprentice is exempt from the Technical Certificate, they may be encouraged to achieve an alternative acceptable qualification or one at a higher level that meets the Technical Certificate requirement.

## **\*\*Key Skills/Functional Skills**

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce. BA Apprenticeship candidates who have achieved a good (A-C) GCSE in English (Or Welsh in Wales) or Maths need not be asked to attempt levels 1 or 2 key skill qualifications in communication or application of number. Where GCSE (A-C) English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme).

Key skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the apprenticeship, however there is a strict 3 year time limit from the date of the award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification.

**Functional Skills**

From 1<sup>st</sup> January 2008, Functional Skills can be used in place of the mandatory key skills in the Business & Administration Frameworks. This is available to centres taking part in the QCA Functional Skills pilots in England only.

**Entry Requirements:**

There are no formal entry requirements for this framework. Employers can impose their own if they wish to do so.

**How long does the apprenticeship take to complete?**

Whilst there should be no time serving, the length of time taken will depend on the ability of the individual apprenticeship and employer requirements.

The minimum duration acceptable for completion of the Apprenticeship is at least 6 Months, unless individual circumstances (such as significant prior learning) make the relevant minimum stay inappropriate.

**What type of job might an apprentice be doing?**

The most commonly used job roles an apprentice is likely to hold:

- Junior Secretary
- Administration Assistant
- Clerical Assistant

## Business and Administration Level 3 Advanced Apprenticeship

### What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

*NVQ	**Technical Certificates	***Key Skills or Functional Skills
NVQ: Business & Administration Level 3	<ul style="list-style-type: none"> <li>• Certificate in Business &amp; Administration Level 3</li> <li>• Award in Administration Level 3</li> <li>• Certificate for IT Users (CLAiT Advanced) Level 3</li> <li>• BTEC Diploma in Business Administration Level 3</li> <li>• Certificate in Business &amp; Administration Level 3</li> <li>• Diploma for Legal Secretaries Level 3</li> <li>• Certificate in Educational Administration Level 3</li> <li>• BTEC Certificate in Business Administration Level 3</li> <li>• Diploma in Business Administration Level 3</li> </ul>	<p><b>Key Skills</b></p> <ul style="list-style-type: none"> <li>• Communication Level 2</li> <li>• Application of Number Level 1</li> </ul> <p><b>Functional Skills</b></p> <ul style="list-style-type: none"> <li>• Mathematics 1</li> <li>• English 2</li> </ul>

### Employment Rights & Responsibilities

The BA Apprenticeship framework makes provision for apprentices to undergo

a period of initial assessment and induction to ensure they have time to settle into the programme and the job (if new to work).

Employment Rights and Responsibilities will be covered and tested as part of the mandatory Business & Administration Technical Certificate and NVQ.

*The decision on which National Vocational Qualification and Technical Certificates will be studied will be made by the employer and/or training provider in discussion with the apprentice.*

## Content of Framework

### **\*NVQ**

An NVQ in Business & Administration is the Competence Based Element of this award. Each NVQ consists of mandatory units and a range of optional units meaning the qualification can be tailored to specific job roles and employer requirements to address skill gaps.

See below for the units available:

The qualification consists of 6 units in total. These are taken from 2 mandatory units and 4 optional units from groups A and B (at least 3 optional units should be chosen from Group B). The CFA recommends that BA (Business & Administration) Advanced Apprentices complete at least one IT related unit from the optional units within the NVQ.

#### **Mandatory Units**

Carry out your Responsibilities at Work  
Work within your Business Environment

#### **Group A – Optional Units**

Manage Diary Systems  
Organise Business Travel and Accommodation  
Prepare Text from Notes  
Specialist or Bespoke Software 2  
Use IT Systems 2  
Use IT to Exchange Information 2  
Database Software 2  
Presentation Software 2  
Ensure your own Actions Reduce Risks to Health & Safety

#### **Group B – Optional Units**

Supervise an Office Facility  
Procure Products and Services  
Manage and Evaluate Customer Relations  
Monitor Information Systems  
Plan and Run Projects  
Research, Analyse and Report Information  
Plan, Organise and Support Meetings  
Make a Presentation  
Organise and Coordinate Events

Design and Produce Documents  
Plan and Implement Innovation and Change  
Prepare Text from Shorthand  
Prepare Text from Recorded Audio Instructions  
Provide Leadership for your Team  
Develop Productive Working Relationships with Colleagues  
Word processing Software 3  
Spreadsheet Software 3  
Website Software 2  
Managing the Payroll Function  
Completing Year-End Procedures

### **\*\*Technical Certificates**

Technical certificates focus on the knowledge and understanding which underpins the acquisition of a wide range of work, interpersonal and technical skills needed by administrators in the UK workforce. This body of knowledge includes NVQ knowledge and understanding an additional knowledge to facilitate progression to HE or higher levels of working. Technical Certificates also cover Employment Rights & Responsibilities (ERR) and wider aspects of the occupation sector as determined by the CfA. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a wide variety of media including work based learning and off the job provision.

All BA apprentices are required to complete a Business & Administration Technical Certificate at Level 3.

There may be instances where an apprentice will be exempt from achievement of a Technical Certificate as part of their apprenticeship, for example, if they have already achieved an award that is one of the recognised qualifications that meet the requirements for a Technical Certificate and has been agreed by the CfA, or if the apprentice has achieved an award that is a level higher than that required by the framework. Where an apprentice is exempt from the Technical Certificate, they may be encouraged to achieve an alternative acceptable qualification or one at a higher level that meets the Technical Certificate requirement.

### **\*\*Key Skills/Functional Skills**

Key skills are essential skills which apprentices need in order to function effectively as members of a flexible, adaptable and competitive workforce. BA Apprenticeship candidates who have achieved a good (A-C) GCSE in English (Or Welsh in Wales) or Maths need not be asked to attempt levels 1 or 2 key skill qualifications in communication or application of number. Where

GCSE (A-C) English or Maths are being claimed as a 'relaxation' against the whole level 1 or 2 key skills qualification, a maximum period of five years will be allowed between the award (i.e. date of certification) of the GCSE and the registration (start date of the Apprenticeship programme).

Key skill proxies are qualifications that have been agreed to assess the same knowledge and skills as aspects of the Key Skill qualifications and can be used as part of the apprenticeship, however there is a strict 3 year time limit from the date of the award of the relevant proxy qualification, within which the learner must provide proof of achievement of the proxy and either submit a portfolio of evidence or claim the key skills qualification.

### **Functional Skills**

From 1<sup>st</sup> January 2008, Functional Skills can be used in place of the mandatory key skills in the Business & Administration Frameworks. This is available to centres taking part in the QCA Functional Skills pilots in England only.

### **Entry Requirements:**

Whilst there are generally no laid down minimum entry or previous experience requirements for the BA Apprenticeship/ framework, employers may wish to impose their own in line with their current recruitment practice. The ability to be a successful BA apprentice may be indicated by a range of achievements and attributes.

However the CfA does expect that most entrants onto the BA Advanced Apprenticeship will progress from the level 2 Business & Administration Apprenticeship.

Whatever qualifications and attributes are used to determine an applicants suitability, it is essential that all Apprentices recruited have both the ability and the commitment to achieve all of the outcomes of the Business & Administration Apprenticeships.

### **On- and Off-the-job Learning**

Young people are entitled to receive appropriate learning away from the direct working environment and providers and employers should work together to manage this process.

The CfA recommends a minimum of half a day per 5 fortnight for off the job training (relevant to the NVQ, key skills and technical certificate). Off the job training is defined as learning which takes place:

- Within the workplace, but away from the normal day to day work responsibilities, for example, using a computer or distance learning materials preferably in a dedicated learning work space
- Away from the workplace at the premises of a learning centre, learning provider or local college.

### How long does the apprenticeship take to complete?

Whilst there should be no time serving, the length of time taken will depend on the ability of the individual apprenticeship and employer requirements.

The minimum duration acceptable for completion of the Advanced Apprenticeship is at least 12 Months, unless individual circumstances (such as significant prior learning) make the relevant minimum stay inappropriate.

### What type of job might an apprentice be doing?:

The most commonly used job roles an apprentice is likely to hold:

- PA/Secretary
- Office Administrator
- Administration Clerk

## Team Leading Apprenticeship

### What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

*Competence Based Element	**Knowledge Based Element	***Key Skills
NVQ: Team Leading Level 2	One of the following <b>MUST</b> be achieved: <ul style="list-style-type: none"><li>• Level 2 BTEC Award Introducing Team Leading</li><li>• CMI Intro Cert In Team Leading</li><li>• CMI L2 Award in Team Leading (QCF)</li><li>• CMI L2 Cert in Team Leading</li><li>• ILM Award L2 in Team</li></ul>	<ul style="list-style-type: none"><li>• Communication Level 2</li><li>• Application of Number Level 1</li></ul> <p><b>The key skills levels state the minimum</b></p>

	Leading (QCF) <ul style="list-style-type: none"> <li>• ILM Award in Exploring Business Enterprise (QCF)</li> <li>• EDI Level 2 Cert in Team Leading</li> </ul>	<b>level required. If a learner has the ability they should be encouraged to achieve a higher level.</b>
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<b>Employment Rights &amp; Responsibilities</b>
<p>The ERR component meets the national minimum requirements and will be covered through the induction process and the MSC ERR Induction workbook for the apprentice/FMA and advance Apprentice/MA. Apprentices may have to carry out some research, either on the internet or through their line manager, in order to gain required knowledge of the ERR. It is not intended that the apprentice be assessed on their knowledge of ERR, although it may be beneficial for them to record their knowledge for future reference. The provider will return a sign off sheet to MSC as evidence of completion, signed by the employer, apprentice and provider before an Apprenticeship Completion certificate can be issued to the learner.</p>

*The decision on which competence based and knowledge elements will be studying will be made by the employer and/or training provider in discussion with the apprentice.*

## Content of Framework

<b>*Competence Based Element</b>
<p>An NVQ in Team Leading Level 2 is the Competence Based Element of this award. Each NVQ consists of mandatory units and a range of optional units meaning the qualification can be tailored to specific job roles and employer requirements to address skill gaps.</p> <p>See below for the units available:</p> <p><b>Mandatory Units</b></p> <ul style="list-style-type: none"> <li>Manage your own Resources</li> <li>Provide Leadership for your Team             <ul style="list-style-type: none"> <li>Develop Productive Working Relationships with Colleagues</li> <li>Ensure your own Actions Reduce Risks to Health &amp; Safety</li> </ul> </li> </ul> <p><b>Group B – Optional Units – Two to be selected</b></p> <ul style="list-style-type: none"> <li>Encourage Innovation in your Team</li> <li>Support Customer Service Improvements</li> <li>Participate in Meetings</li> <li>Allocate and Check Work in your Team</li> <li>Provide Learning Opportunities for Colleagues</li> </ul>

Performance	Help Team Members Address Problems Affecting their Resolve Customer Service Problems
<b>**Knowledge Based Element</b>	
The knowledge based element will be delivered and independently assessed through an additional award known as a technical certificate. The technical certificate ensures the apprentice can clearly demonstrate the underpinning and theoretical knowledge required by the sector and therefore helps to upskill the apprentice and raise standards. The apprentice must achieve one of the technical certificates listed above in order to complete the framework.	
<b>Entry Requirements:</b>	
There are no formal entry requirements for this framework. The deciding factor in a decision to start an apprentice on the framework must be a favourable judgement of the ability to achieve the outcomes of the programme and they must be in a job role that supports the completion of all aspects of the framework. This can be achieved through interview and initial assessment/testing.	
<b>Minimum Periods of Training:</b>	
Minimum period of training for the apprenticeship/FMA is 12 months.	
<b>How long does the apprenticeship take to complete?:</b>	
An apprentice will take 12 to 24 months to complete, with an average of approximately 15 months. Whilst apprenticeships are not time serving MSC recommends this the average length of stay for Team Leading Apprentices/FMAs on this programme is 15 months. However these timescales will be indicative only, as the pace of the apprentice's progress will depend on a number of internal, external factors, personal ability and motivation and the support they receive.	
<b>What type of job might an apprentice be doing?:</b>	
An apprentice may have the following types of job; Team Leader, Shift Leader, Charge Hand, Section Leader.	

## Management Advanced Apprenticeship/MA

<b>What's involved?</b>
An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge' based element or technical certificate as listed below.

*Competence Based Element	**Knowledge Based Element	***Key Skills

<p>NVQ: Management Level 3</p> <p>OR</p> <p>NVQ: Management Level 4 (<b>Funding for this level in Wales ONLY</b>)</p>	<p>One of the following <b>MUST</b> be achieved:</p> <ul style="list-style-type: none"> <li>• Level 3 BTEC Award In Management (Edexcel)</li> <li>• Level 3 BTEC Award Introducing Management (Edexcel)</li> <li>• CMI Introductory Certificate in Management</li> <li>• CMI L3 Award in First Line Management (QCF)</li> <li>• CMI Level 3 Certificate in First Line Management (QCF)</li> <li>• EDI Level 3 Certificate in Management</li> <li>• ILM Level 3 Award in First Line Management</li> </ul> <p>One of the following <b>MUST</b> be achieved:</p> <ul style="list-style-type: none"> <li>• CMI Introductory Diploma in Management</li> <li>• CMI Level 5 Award In Management &amp; Leadership (QCF)</li> <li>• CMI Level 5 Certificate in Management &amp; Leadership (QCF)</li> <li>• ILM Level 4 Award in Management (QCF)</li> <li>• ILM Level 5 Award in Management (QCF)</li> </ul>	<ul style="list-style-type: none"> <li>• Communicati on Level 2</li> <li>• Application of Number Level 2</li> </ul> <p><b>Apprentices who have already achieved level 2 key skills (or equivalent) in communication and application of number should seek to achieve level 3.</b></p>
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### Employment Rights & Responsibilities

The ERR component meets the national minimum requirements and will be covered through the induction process and the MSC ERR Induction workbook for the apprentice/FMA and advance Apprentice/MA. Apprentices may have to carry out some research, either on the internet or through their line manager, in order to gain required knowledge of the ERR. It is not intended that the apprentice be assessed on their knowledge of ERR, although it may be beneficial for them to record their knowledge for future reference. The

provider will return a sign off sheet to MSC as evidence of completion, signed by the employer, apprentice and provider before an Apprenticeship Completion certificate can be issued to the learner.

*The decision on which competence based and knowledge elements will be studying will be made by the employer and/or training provider in discussion with the apprentice.*

## Content of Framework

### **\*Competence Based Element**

An NVQ in Management Level 3 is the Competence Based Element of this award. Each NVQ consists of mandatory units and a range of optional units meaning the qualification can be tailored to specific job roles and employer requirements to address skill gaps.

See below for the units available:

#### **Mandatory Units**

Manage your own Resources and Professional Development

Provide Leadership in your Area of Responsibility

Allocate and Monitor the Progress and Quality of Work in your area of Responsibility

Ensure Health & Safety Requirements are met in your area of Responsibility

#### **Optional Units**

Promote the Equality of Opportunity and Diversity in your area of Responsibility

Encourage Innovation in your area of Responsibility

Plan Change

Implement Change

Work with Others to Improve Customer Service

Monitor and Solve Customer Service Problems

Develop Productive Working Relationships with Colleagues

Lead Meetings

Participate in Meetings

Recruit, Select and Keep Colleagues

Provide Learning Opportunities for Colleagues

Help Team Members Address Problems Affecting their Performance

Build and Manage Teams

Manage a Budget

Take Effective Decisions

Communicate Information and Knowledge

Manage the Environmental Impact of your Work

Manage a Project

### **\*\*Knowledge Based Element**

The knowledge based element will be delivered and independently assessed

through an additional award known as a technical certificate. The technical certificate ensures the apprentice can clearly demonstrate the underpinning and theoretical knowledge required by the sector and therefore helps to upskill the apprentice and raise standards. The apprentice must achieve one of the technical certificates listed above in order to complete the framework.

#### **Entry Requirements:**

There are no formal entry requirements for this framework. The deciding factor in a decision to start an apprentice on the framework must be a favourable judgement of the ability to achieve the outcomes of the programme and they must be in a job role that supports the completion of all aspects of the framework. This can be achieved through interview and initial assessment/testing.

#### **Minimum Periods of Training:**

The apprentice should be in training for a minimum period of 24 months.

#### **How long does the apprenticeship take to complete?:**

An apprentice will take 24 to 36 months to complete, with an average of approximately 30 months. Whilst apprenticeships are not time serving MSC recommends this the average length of stay for Management advanced apprentices/MAs 30 months. However these timescales will be indicative only, as the pace of the apprentice's progress will depend on a number of internal, external factors, personal ability and motivation and the support they receive.

#### **What type of job might an apprentice be doing?:**

An apprentice may have the following types of job; Team manager, Shift Manager, Store Manager, Section Manager, Room Leader.