



MODERN APPRENTICESHIP

IN

HOSPITALITY

Level 2

**FRAMEWORK DOCUMENT
FOR
SCOTLAND**

People 1st

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The logo for People 1st, featuring the word "people" in a lowercase, blue, sans-serif font, followed by "1st" in a white, sans-serif font inside a blue circle. The entire logo is enclosed in a thin grey rectangular border.

people1st

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1 Modern Apprenticeships in Scotland

What are Modern Apprenticeships?

Modern Apprenticeships offer those aged over 16 paid employment combined with the opportunity to train for jobs at craft, technician and management level.

Who develops them?

Modern Apprenticeships are developed by Sector Skills 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 Modern Apprenticeship Frameworks and they are all designed to deliver a training package around a minimum standard of competence defined by employers through SSCs. They all contain the same 3 basic criteria:

- A relevant S/NVQ (or alternative competency based qualifications)
- Core Skills
- Industry specific training

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

2 Modern Apprenticeships in Hospitality

The Hospitality Industry

Scotland enjoys a wide, varied and dynamic hospitality industry that is also one of the most important economically, contributing some £4.5 billion to the Scottish economy.

Essentially, hospitality is the provision of goods and services within hotels, restaurants, bed and breakfasts, the licensed trade, contract catering and hospitality services; that is hospitals, prisons and schools. In all there are about 15,000 establishments in Scotland and they employ about 194,700 people. It's a sector that is dominated by micro businesses, with over 73% of registered businesses employing between 1 and 10 people and a quarter of the total employed working in restaurants alone. In fact the majority are restaurants or pubs and bars with 68% whilst Hotels represent 15%.

A little over 68% of the workforce is female, and there is an almost equal split between those who work full-time and those who work part-time. It's also a sector where around 1 in 5 of all jobs are taken by people who are between 20 and 24 making hospitality a youthful and fun sector to be working in.

The sector offers a wide range of opportunities across the different industries. Whilst operative staff are undoubtedly the majority of those employed, many managers and senior managers have developed their careers from operative roles. The MA framework reflects the different levels of opportunity within the sector, and recognises the different access points to education and training. Apprentices can be operatives or managers, and the Frameworks reflect this. The Scottish tourism industry's ambition is to grow Scottish tourism by 50 percent by 2015. This presents many challenges, one of which is maintaining and growing the workforce. In 2006, hospitality, leisure, travel and tourism employers reported 4,100 hard-to-fill vacancies, 44 % of all vacancies, and many now look overseas to fill vacancies. This can partly be attributed to a shrinking labour pool within Scotland which is partly a result of a declining and ageing population. Whilst recruiting from overseas has a number of benefits some argue that it does not meet the needs of tourists who tend to want to be served by locals. Encouraging young people to enter the sector and follow a career path is critical.

Employers report that 42% of hard to fill vacancies in the sector are proving hard to fill due to a lack of people with the appropriate skills. 26 percent of hospitality, leisure, travel and tourism employers in Scotland report skills gaps within their current workforce.

This new Scottish Modern Apprenticeship for Hospitality can help to address these issues. It offers an important route at entry level for the sector and provides an apprentice with the relevant skills and knowledge whilst gaining experience on the job. It offers an alternative route to more traditional forms of education. The learning is in context and the content can be flexible to suit individual and employer. They can provide the first step towards a long-term career, encouraging apprentices to stay and progress in the industry of their choice.

3 Summary of Framework

Diagram showing the contents of the Scottish Modern Apprenticeship in Hospitality MA1

Mandatory outcomes

S\NVQ Level 2 - *one of the following must be achieved:*

- Food & Drink Service (G82H22)
- Food & Drink Service - Food Service Only (G82G22)
- Food & Drink Service - Drink Service Only (G82L22)
- Multi-Skilled Hospitality Services (G83622)
- Front Office (G82P22)
- Housekeeping (G83122)
- Professional Cookery - (G82K22)
- Professional Cookery - Preparation & Cooking (G82J22)
- Food Processing and Cooking (G82V22)

Core Skills

- Communication (SCQF 3)
- Working With Others (SCQF 3)
- Problem Solving (SCQF 3)
- Information Technology (SCQF 3)
- Numeracy (SCQF 3)

Enhancements

- Health & Safety at Work Certificate
- Food Hygiene Certificate (excl. Front Office and Housekeeping)
- Customer Care Certificate
- Scottish Alcohol Licensing Certificate for staff working on drink service routes within Licensed Premises

4 The Framework

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

Mandatory Outcomes

1 SNVQ(s)

Each apprentice is required to achieve one of the following Qualifications:

- Food & Drink Service (G82H22)
- Food & Drink Service (Food Service Only) (G82G22)
- Food & Drink Service (Drink Service Only) (G82L22)
- Multi-Skilled Hospitality Services (G83622)
- Front Office (G82P22)
- Housekeeping (G83122)
- Professional Cookery (G82K22)
- Professional Cookery – Preparation & Cooking (G83023)
- Food Processing and Cooking (G82V22)

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 a job down into separate functions reflecting the different kinds of activities of a job. SVQs are available at five levels – although most are at level 2 and level 3. When someone has achieved an SVQ, there is a guarantee that they have the skills and knowledge needed to do their job. All Scottish Modern Apprenticeships must contain a relevant SVQ (or NVQ) or equivalent qualification.

2 Core Skills

Each apprentice is required to achieve the following core skills:

- Communication (SCQF 3)
- Working with others (SCQF 3)
- Problem Solving (SCQF 3)
- Numeracy (SCQF 3)
- Information Technology (SCQF 3)

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

3 Enhancements

- Health & Safety at Work Certificate
- Food Hygiene Certificate excluding Front Office and Housekeeping
- Customer Care Certificate
- Scottish Alcohol Licensing Certificate for staff working on drink service routes within Licensed Premises

These certificates must be appropriate for the job role. This will be monitored. All of the above must be undertaken and achieved within the first 24 weeks of the Apprenticeship. Evidence of this must be kept on file by the MAC

5 Registration and certification

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

Lorraine Birrell
People 1st
28 Castle Street
EDINBURGH EH2 3HT

Tele: 0131 654 0687

E-mail: Lorraine.Birrell@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 online registration system (MA Online www.maonline.org.uk) In the case of MAs which receive funding it is acceptable for the Skills Development Scotland Training Plan to be used on the condition that it includes all relevant information as set out in the MA Training Plan.

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, training providers 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 Grades and Highers, employers should also be aware of newer vocational qualifications or vocational activity undertaken outwith an academic institutions, such as volunteering activity.
- The following factors may also influence the selection process:
 - performance during a formal interview process
 - references
 - relevant work experience
 - trial observation period.
- Employers should be aware of the nature, relevance and quality of foreign qualifications and make appropriate allowances concerning entry requirements.
- In order to promote and maintain the high status of the Modern Apprenticeship within the industry all literature distributed for recruitment purposes should emphasise the high standards of achievement expected of the candidate.
- Employers may wish to contact the SSC for advice and guidance on recruitment and selection.

7 Equal opportunities

Modern Apprenticeships should ensure that there is equality of opportunity for all and any barriers (real or perceived) are addressed to support anyone seeking to enter employment to undertake the Modern Apprenticeship.

All MAs supported by Skills Development Scotland must conform to any contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

8 Health and Safety

All aspects of health and safety at work must be recognised within the delivery of this Modern Apprenticeship Framework and all statutory requirements be adhered to.

It is a key aspect of the induction period of the Modern Apprenticeship that apprentices are fully informed both of the regulations and that they and their employers are bound by these regulations. Modern Apprentices should be made aware of their rights and duties with regard to health and safety.

All Modern Apprentices supported by Skills Development Scotland will be required to satisfy the adequacy of SDS's Health and Safety policy and systems.

9 Contracts

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

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

12 Training and development

Delivery

Training delivery can take many forms under the Modern Apprenticeship system. Some organisations may become approved S/NVQ Assessment Centres; others may join a consortium 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 workplace. In particular the underpinning knowledge requirements are often more suited to delivery by outside training providers which might include:

- private training organisations
- colleges / universities
- other employers

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

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

Current Registered MA Centres:

- Aberdeen College
- Adam Smith College
- Angus College
- Anniesland College
- Argyll Training
- Ayr College
- Banff & Buchan College
- BC Consultants
- Borders College
- Carnegie College
- Cothrom
- Cumbernauld College
- DM Training Consultants
- Dumfries & Galloway College
- Dundee College
- Edinburgh's Telford College
- Elmwood College
- Empact Training
- Falkirk College
- Fife College
- Forte Business Consultants Ltd
- Forth Valley College
- Goal Training Ltd
- Hospitality Training
- Inverness College
- James Watt College
- JEG Restaurants (t/a McDonalds)
- Jewel & Esk Valley College
- JHP Training
- Lanarkshire Catering School
- Lochaber College
- MGT Training Ltd
- MI Technologies Ltd
- Microcom Training Ltd
- Montpeliers (Edinburgh) Ltd
- Moray College
- Motherwell College
- North Highland College
- NTP Scotland
- On Track Training
- Orkney College

- Peebles Hotel Hydro
- Perth College
- Pro-Action People
- Protocol Skills
- Reid Kerr College
- Sheraton Grand Hotel
- Shetland College
- Skye & Lochalsh Learning Centre Network
- Southwest Business Services
- Stevenson College
- The Adam Smith College
- The Townhouse Company
- Training Matters
- Total Support Training
- TriY Training LLP
- University of Strathclyde
- VT Training
- West Lothian College
- WLR Associates

The SSC training plan

The plan is required to identify:

- 1 The selected Framework outcomes, specifying whether or not separate certification of the Core Skills is being sought.
- 2 A summary of the Modern Apprentices accredited prior learning
- 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 Skills Development Scotland (if the MA is being financially supported)
- comply with the stipulations of this Framework
- meet the needs of the employer and apprentice.

A sample Training Plan is provided at Appendix 3 of this document, however, for those Modern Apprentices funded by SDS area office it is sufficient to submit the Skills Development Scotland Training Plan on condition that it covers the same information required in the MA Training Plan.

13 Consultation Process

In order to improve on the previous Modern Apprenticeship for Hospitality the consultation focused on areas that had been identified through ongoing review and monitoring as potential barriers; employer engagement and awareness; progression and articulation; consistent and robust assessment and delivery; flexible and relevant content. These were initially explored through the Best Practice Fora and engagement with employers and providers in workshops and through projects such as the NOS reviews. The electronic survey pitched specific questions around content and delivery offering set choices as well as opportunity for free text. This enabled evidence to be gathered on a qualitative as well as quantitative basis. All MACs completed the survey plus the majority of employers involved in the Apprenticeship programme.

Sample size

The consultation included one to one meetings, workshops and an electronic survey as well using the research and consultation information gathered for recent People1st work. This includes the Sector Skills Agreement, the Sector Qualification Strategy and the Apprenticeship Strategy.

The electronic survey conducted specifically for this Apprenticeship review had the following response;

Type	Frequency	Percent
Employer	104	53%
Provider	74	37%
Other [half of these were employers]	16	8%
Info Missing	4	2%
Total	198	100%

Geographical spread

Due to the even spread of current provider capacity it was not regarded necessary to ask a specific question about what region of Scotland respondees were working in. However it is possible to estimate from the contact details that over 10% were based in the Highlands and Islands with over 50% operating across multiple areas of Scotland ie Marriot Hotels or Macdonald Hotels.

23% of the electronic survey consultees were involved in Apprenticeships across the UK. This was useful in considering the impact of an Apprenticeship Strategy across the whole country for companies such as Hilton Hotels or McDonalds Restaurants who sat on the UK Expert Working Group.

Size of companies engaged in consultation

The table below indicates the size of the companies who took part in the electronic survey;

Size	Percent
1-10	9%
11-49	32%
50-249	27%
250 plus	32%
Total	100%

A high percentage of the companies who directly fed back qualitative information were small in size. In addition the trade associations, trade papers and professional organisations took part and circulated the survey to their members or readers.

The consultation gave nearly 100% support for a stand alone Scottish Foundation Modern Apprenticeship. Additional content identified was more robust practical skills training for chefs [overall 85% identified practical skills training] , licensing qualifications and inclusion of in-house programmes [70%] even though few had such provision as yet. The support for a continual professional development programme for employers was highlighted [68% in favour] and the willingness of employers to contribute to the cost of an Apprenticeship through mentoring [90%].

14 Career progression

Following the completion of the Scottish Modern Apprenticeship, candidates should be able to achieve positions in many industries within the hospitality, leisure and tourism sector. It provides articulation with college provision and also further workbased learning:

For more specific information People1st has mapped every job role at every level to appropriate qualifications in the hospitality, leisure, travel and tourism sector. These levels are reflective of the SCQF and demonstrate the articulation and progression of skills development in fulltime and workbased learning.

These development pathways are embedded in People1st's UKSP. This is the SSC's single communication channel for information, advice and guidance on careers and skills development. It also incorporates a passport of achievement, recruitment information and a Good Employer Guide. UKSP can be accessed at www.uksp.co.uk.

In addition it is recommended that guidance is sought through a careers specialist. People1st have agreements in place with Job Centre Plus, Careers Scotland and Springboard and excellent advice and support is available through these channels.

Appendices

Appendix 1

Stakeholder Responsibilities

Many organisations and individuals share the responsibility for ensuring that the Modern Apprenticeship programme is implemented to the highest possible standard. They include:

- Awarding Bodies
- Employers
- Modern Apprentices
- Modern Apprenticeship Group (MAG)
- Sector Skills Councils (SSCs)
- Skills Development Scotland
- Training Providers

Role of the Sector Skills Councils

SSCs are responsible for developing Modern Apprenticeship Frameworks and are required to work with employers in their sectors to ensure that all Frameworks meet the needs of employers in their sectors.

For details on SSCs visit www.sscalliance.org.uk

For more detail on the work of People1st visit www.people1st.co.uk

Role of Skills Development Scotland

MA frameworks are used by employers as part of their workforce development to train new employees and up-skill existing members of staff. They can be (and often are) used regardless of whether financial support is available from the delivery body who currently provides a 'contribution' towards the cost of delivery. However, only approved MA Frameworks will be eligible for funding support from Skills Development Scotland who should be contacted to establish the availability and level of support for each MA Framework.

Further information is available from www.modernapprenticeships.com

Skills Development Scotland, under the Careers Scotland brand, provides advice and guidance to individuals on the range of Modern Apprenticeships and training providers available. Individuals are signposted to opportunity providers who offer training in the vocational areas of interest.

Responsibilities include:

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

Role of the Awarding Bodies

A significant proportion of the Modern Apprenticeship is based on the assessment of the apprentice against S/NVQs or S/NVQ units. These qualifications are accredited by the SQA

Accreditation and the Office of the Qualifications and Examinations Regulator (Ofqual) and are offered by Awarding Bodies.

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

Role of the Training Provider

The role of the training provider is important to the success of the Modern Apprenticeship. A training provider can be a further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

Training Providers are responsible for:

- Confirming an appropriate MA programme for candidates
- Agreeing the training needs of the candidates
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and defining roles and responsibilities for this with relevant parties
- Ensuring trainee/candidate has access to the best quality training opportunities available
- Ensuring that the Modern Apprentices and employers fully understand the principles and processes of competence-based assessment
- Registering of MA candidates with the relevant SSC (and Skills Development Scotland if appropriate).
- Compiling and agreeing assessment schedules/assessment plans
- Judging performance evidence
- Completing assessment records
- Reviewing candidates progress at regular intervals
- Submitting records and evidence for moderation
- Advising the Modern Apprentice who to approach for support, advice, encouragement and in case of complaint

Role of Modern Apprenticeship Group (MAG)

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

MAG is responsible for:

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

Role of the Employer

Employers' responsibilities include:

- Paying all Modern Apprentices in accordance with company policy and in line with current legislation
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and define roles and responsibilities for this with relevant parties
- Highlighting opportunities for the Modern Apprentice to demonstrate competence

- Meeting with Trainers, Assessors, Verifiers and the Modern Apprentices to review progress
- Witnessing candidate performance and verifying evidence
- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Ensuring the experience, facilities and training necessary to achieve the outcomes of the training plan.
- Supporting and encouraging Modern Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern Apprentices.

Role of the Modern Apprentice

Modern Apprentices have the same responsibilities to their employer as any other employee. In addition they have a range of commitments to their training programme.

Modern Apprentices' responsibilities include:

- Observing the company's terms and conditions of employment
- Agreeing a training/development plan with all parties involved
- Undertaking development in line with agreed training plan
- Attending meetings with trainers, assessors and verifiers as required
- Attending college/off-the-job training where required
- Providing evidence of competence
- Developing a collection of evidence (portfolio) and retain ownership of this throughout
- Behaving in a professional manner throughout

Appendix 2

Modern Apprenticeship Centres (MACs)

Modern Apprentices may only be registered through organisations approved by the 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, further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

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) (and 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

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

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

Organisations wishing to be accredited with SQMS (or other appropriate quality system) should contact Skills Development Scotland.

In addition to the assessment of the Modern Apprentice against the relevant standards set by the selected Framework outcomes, the MAC has responsibility for:

- Entering into a formal training agreement with the employer and Modern Apprentice
- Registering Modern Apprentices as candidates for the relevant S/NVQ(s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSC
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSC of any material alterations to Modern Apprentices' training plans or desired changes to the selected Framework outcomes.

Appendix 3

The 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 1st approved Modern Apprentice centres must;

- Demonstrate a tangible commitment to continual professional development; this will include attendance at People 1st'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.

Appendix 4



MODERN APPRENTICESHIP SAMPLE TRAINING AGREEMENT

This Training Agreement is entered into by:

Name of Employer:	
Name of Modern Apprentice:	
Name of Modern Apprenticeship Centre:	

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

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

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

- 1 work for the employer in accordance with the agreed terms and conditions of employment;
- 2 undertake training, attend courses if required, keep records, and take assessments to be determined by the employer and/or Modern Apprenticeship Centre, and carry out such work as may be required in order to achieve the selected Framework outcomes specified in the apprentice's personal training plan;
- 3 be diligent, punctual, behave in a responsible manner and in accordance with the requirements of Health and Safety legislation relating to the apprentice's responsibilities as an individual; and
- 4 promote at all times the employer's best interests.

The **Modern Apprenticeship Centre's responsibilities** are to:

- 1 agree the content of the modern apprentice's personal training plan as confirming that the selected Framework outcomes and training plans meet the criteria of this modern apprenticeship
- 2 contract with the employer to provide the training and assessment necessary to enable the modern apprentice to achieve the selected Framework outcomes specified in the apprentice's personal training plan; and
- 3 use its best endeavours to ensure that the employer provides the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice's personal training plan.

This agreement to be signed by all parties:

Employer		Date:
Modern Apprentice <i>(or Parent/Guardian, if under 18)</i>		Date:



MODERN APPRENTICESHIP TRAINING PLAN

The Modern Apprenticeship Centre

Name:
Address:
Telephone:
Contact:

The Modern Apprentice

Full name:
Home address:
Work address:
Date of birth:

The Employer

Name:
Address:
Telephone:
Contact:

The Local Enterprise Company *(if applicable)*

Name:
Address:
Telephone:
Contact:

Framework selected outcomes

Mandatory outcomes

SNVQ Level 2		SCQF Level	SCQF Credit Points
	Food and Drink Service	Level 5	
	Food and Drink Service (Food Only)	Level 5	
	Food and Drink Service (Drink Only)	Level 5	
	Front Office	Level 5	
	Housekeeping	Level 5	
	Multi-Skilled Hospitality Services	Level 5	
	Professional Cookery (Flexible Route)	Level 5	
	Professional Cookery (Preparation & Cooking)	Level 5	
	Food Processing and Cooking	Level 5	
Enhancements		SCQF Level (min. Level 4)	SCQF Credit Points
	Health and Safety Certificate	-	-
	Food Hygiene Certificate	-	-
	Customer Service Certificate	-	-
	Scottish Alcohol Licensing Certificate	-	-

Core Skills		SCQF Level (min. Level 3)	SCQF Credit Points
1	Communication		
2	Working with others		
3	Numeracy		
4	Information technology		
5	Problem Solving		

Optional outcomes

Additional units (if any)		SCQF Level	SCQF Credit Points
<i>These are optional and should reflect the individual training needs of the Apprentice</i>			

Summary of Modern Apprentices accredited prior learning

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

Lorraine Birrell
People 1st
28 Castle Street
EDINBURGH
EH2 3HT

Tele 0131 654 0687
E-mail: lorraine.birrell@people1st.co.uk

Appendix 5

MODERN APPRENTICESHIPS

Document Retention Policy (DRP) for the Modern Apprenticeship Frameworks

Aim

This DRP will provide for the systematic review, retention and destruction of documents received or created in the course of MA business.

Objectives

This DRP will;

- Promote efficiency and a functional management process
- Save money, time and valuable computer and physical storage space
- Establish a framework within which important documents are available when needed whilst others are destroyed
- Recognise circumstances that impose special document preservation obligations

1. Identify Documents and retention time

Registration Documents	MAC (Modern Apprenticeship Centre)	People 1st
Training Plan	Retain –UKSkillspassport recommended	Monitored through <u>SDS Contract procedures</u>
Training Agreement	Retain –UKSkillspassport recommended	Monitored through <u>SDS Contract procedures</u>

Deleted: LEC

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Deleted: LEC

Certification Documents	MAC	People 1st
MA Certificate	MAC keeps on file UKSkillspassport recommended	Record of Achievement maintained for 8 years
Level 2 S/NVQ Certificate Enhancements Core skills certificates	<u>MAC keeps on file UKSkillspassport recommended</u>	<u>Preliminary evidence submitted on MA Certificate request form but not retained. Monitored through SDS Contract procedures</u>

2. How it will be monitored and enforced

People 1st will monitor MAC and candidate requests for particular documents.

Please sign to establish that you have read and understood this document;

Signature:

Print Name:

MAC Name:

Date:

Appendix 6



Check List

1. Register Centre ensuring all People 1st contractual obligations are met.
 2. Sign legal paperwork
 3. Comply with People 1st Code of Practice
 - Register each Candidate on a specific S/NVQ route using MA On-Line.
 - Training Plan; SDS or other recommended Plan kept on file by MAC
 - Training Agreement; SDS or other recommended Agreement kept on file by MAC
 4. At the end of the programme provide evidence for each Certification. This will include;
 - Level 2 S/NVQ
 - Completion of structured induction programme including enhancements in first 24 weeks.
- Plus;
- 5 core skills achievement evidence
4. If candidate leaves enter detail on candidate record held on MA On-Line.