



Travel, Tourism Services and Events NTO



Modern Apprenticeship

in

Travel Services

Framework Document for Scotland

*Re-endorsed for use within Skillseekers in Scotland by the
Modern Apprenticeship Implementation Group on 16 May 2002*

A handwritten signature in black ink, which appears to read "John Cunningham". The signature is written in a cursive style and is positioned above a horizontal dotted line.

John Cunningham
(Chairman of the Modern Apprenticeship Implementation Group)



IMPORTANT REVISION NOTICE June 2003

Due to the formal merger of Ttento and the Hospitality training Foundation (HtF) in December 2002 this framework is now managed by HtF but will continue to use the Ttento logo for branding purposes until the merged organisation has been approved as a Sector Skills Council and a new name and logo has been agreed on.

All queries, certification requests and any framework issues should now be directed to:

**Hospitality training Foundation
28 Castle Street
Edinburgh
EH2 3HT**

Tel: 0131 624 4040

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1 Introduction

Modern Apprenticeships

Modern Apprenticeships were introduced in Scotland in 1995. A key part of the Government's drive for greater competitiveness, they are designed to provide employees, aged 16 and over, with the high quality vocational skills and knowledge required by employers in all industrial sectors. Modern Apprenticeships allow individuals to develop both their vocational and personal skills in a working environment, whilst ensuring that they reach a common standard of skills and knowledge that is recognisable to the industry as being a sound basis upon which a career can be developed.

The main features of a Modern Apprenticeship are:

- it is designed in consultation with the sector to meet the sector's needs
- it leads to the achievement of a Level 3 S/NVQ in a relevant area
- the apprentice also has to achieve the core skills necessary for the all round development of work competences
- a national framework document sets out what must be achieved; implementation is arranged at a local level and takes account of individual employer's needs
- progress is measured by the acquisition of skills, and not by 'time-serving'

The Travel Sector

Employers in the travel sector include:

- Leisure Travel Agents
- Business Travel Agents
- Tour Operators

Ttento – Travel, Tourism Services & Events NTO

Ttento is the National Training Organisation (NTO) for all Scottish employers in the Travel Services sector and is responsible for the development and implementation of the Modern Apprenticeship framework. It is Ttento's role to help to raise the skills level of people within the travel industry. The Modern Apprenticeship framework applies to the entire travel services sector within Scotland. Ttento fulfils its remit in five key ways:

- by reviewing and assessing future skill requirements and training needs
- by promoting and encouraging the use of occupational standards, including the development and promotion of Modern Apprenticeships
- by representing sector training interests
- by providing training related information and advice
- by encouraging the supply of education and training for organisations and individuals in the sector.

Development of the Modern Apprenticeship Framework

In a Modern Apprenticeship Framework the Travel Services sector need a document that is flexible enough to take account of the differences in employer requirements, but which nevertheless provides young people with a distinct and respected programme of training and development. In order to ensure that the resultant framework document meets the differing needs of sector organisations, wide consultation took place during the development process. This included Steering Group meetings and a postal consultation. Steering Group members are shown at appendix one.

Travel Services as an occupation

Working in the travel industry provides many, varied opportunities. Working life might involve dealing with international destinations on a daily basis, travelling and working abroad, meeting many interesting people. The travel industry is a fast-paced, rapidly changing field, continually adapting to new demands.

On the other hand, pay can be modest and the hours are often long and unsociable. But for those that are enthusiastic and enjoy working with people the benefits of working in the travel industry are soon apparent.

The main employers in the travel industry are travel agencies and tour operators.

Travel Agencies

Travel agencies include well-known chains with many high street branches such as Lunn Poly or Thomas Cook. There are also many small independent companies. The main responsibility of a travel agent is to sell holidays by matching customers' needs to appropriate products. Travel agents offer a wide range of holidays and related services – including cruises, flight-only, ferries, short breaks, city breaks, car hire, insurance and foreign exchange. The travel agencies that sell holidays to the general public are known as *Leisure Travel Agencies*. A related field is that of *Business Travel Agencies*, which make arrangements on behalf of executive travellers.

To work in a travel agency the following skills are required:

- Good communications skills
- A friendly personality
- A smart appearance
- Good organisational skills
- Enthusiasm
- Ability to work under pressure
- Willingness to learn
- A confident telephone manner

Tour Operators

A Tour Operator is the organisation that puts together various elements of a travel product – transport, accommodation, catering – to sell as a 'package' to the customer. Some of the best-known tour operators are Thomson Holidays, Airtours and First Choice but there are also many small operators. A typical entry-level job for a young person would be as a reservations assistant, working in an office in the UK, taking telephone bookings from travel agents and the public. Tour Operators also employ overseas representatives to look after holidaymakers overseas. Most Tour Operators, however, will not employ overseas representatives under the age of 20/21 years.

2 Summary of framework

Diagram showing the contents of the Modern Apprenticeship in Travel Services¹

Mandatory outcomes

Induction

The Travel Sector
The Employing Organisation
The Modern Apprenticeship
Statutory Responsibilities and Rights
(see Section 3)

S/NVQ Level 2

One of the following strands from the TRAVEL SERVICES S/NVQ should be achieved:

Leisure Travel (Q1053833)
Business Travel (Q1053833)
Call Centre (Q1053833)
Tour Operating – Head Office (Q1053831)
Tour Operating – Resort Representative (Q1053829)
Tour Operating – Children’s Representative (Q1053829)

S/NVQ Level 3

One of the following strands from the TRAVEL SERVICES S/NVQ should be achieved:

Leisure Travel (Q1053834)
Business Travel (Q1053834)
Tour Operating – Head Office (Q1053832)
Tour Operating – Resort Representative (Q1053830)
Tour Operating – Children’s representative (Q1053830)
Supervising (Q1053837)

Core Skills

Communication - Intermediate 2
Working With Others - Intermediate 1
Problem Solving - Intermediate 2
Information Technology - Access 3
Numeracy - Intermediate 1

Optional Outcomes

Additional S/NVQ Units/Qualifications/Training

At Employers’ discretion (according to occupational need and statutory requirements) these could include:
Business Admin. S/NVQ, Customer Service S/NVQ, ABTAC, ABTOC, BTEC Diploma in Travel Operations, Airfares & Ticketing, Resort Operations, Advanced Certificate in Playwork

It should be noted that at the time of producing this framework SVQs are not currently available for Travel Services.*

¹ It should be noted that the components of the Modern Apprenticeship may be achieved in any order.

Summary of the components of the Modern Apprenticeship

The Modern Apprenticeship Framework consists of 4 mandatory parts, each of which must be completed before a Modern Apprenticeship can be achieved:

- Induction
- Travel Services S/NVQ at Level 2
- Travel Services S/NVQ at Level 3 or Travel Services Supervising
- Core Skills

Depending on occupational need and statutory requirements, the Modern Apprenticeship may also encompass an 'optional' element consisting of a selection of relevant training or qualifications.

The exact structure, or order, of the apprenticeship will be decided between the employer, the apprentice, the LEC representative, and, if relevant, the training provider. The agreed structure will be set out in the contract documentation which will be agreed at the start of the apprenticeship. See Section 8.

Exemption from S/NVQ level two phase of the Framework

Exemptions from the S/NVQ level two phase of the framework may be offered by the NTO. The criteria that the NTO will follow for consideration of exemptions can be found on page 8 of this framework.

3 The framework

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

Mandatory Outcomes

1: The Induction Phase

The length and exact content of this period will vary according to the needs of both the apprentice and the employer. To assist both employers and apprentices with this phase of the programme Ttento has produced an Induction Pack, which is shown at appendix 10. Apprentices are required to complete the Induction Pack and should enclose a signed certificate in their portfolio as evidence that it has been completed. Employer variations of the Pack will be accepted but must be approved by Ttento in the first instance. The Pack includes the following features:

Statutory Responsibilities and Rights:

- Contracts of employment
- Anti-discrimination
- Working hours and holiday entitlements
- Sickness absence and sick pay
- Data protection
- Health & Safety
- Legislation and codes of practice for the sector
- Sources of information and advice
- Summary Worksheet

About occupations and the travel industry:

- The employing organisation

- The sector
- Career Pathways
- Representative bodies within the sector
- Sources of information and advice
- Summary Worksheet

Further to completing the Induction Pack it is also important that each Apprentice is provided with detailed information about the Modern Apprenticeship as follows:

Introduction to the Modern Apprenticeship:

- the structure and content of the Modern Apprenticeship in Travel Services
- role of the employer, NTO, training provider and assessor
- purpose of the individual Apprenticeship Plan
- Contract / terms and conditions of apprenticeship
- S/NVQs - occupational standards, evidence gathering, assessment procedures

If an apprentice should change employers during their apprenticeship the appropriate parts of the Induction Pack must be completed again with the new employer.

Registration of each apprentice with Ttento is compulsory. Registration must take place within 4 weeks of the apprentice commencing his or her apprenticeship. Ttento can be contacted at the following address:

Ttento, Claremont House, 12-14 Claremont Road, West Byfleet, Surrey KT14 6DY
Tel: 01932 345835 Fax: 01932 355131 Email: info@ttento.com

2: Travel Services S/NVQ Level 2

During the course of the apprenticeship each apprentice is required to complete one of the following strands of the Travel Services S/NVQ Level 2:

- Leisure Travel
- Business Travel
- Tour Operations – Head Office
- Tour Operations – Resort Representatives
- Tour Operations – Children’s Representatives
- Call Centres

Exemption from S/NVQ Level 2

The National Training Organisation may give exemption for the S/NVQ level 2 outcome of the framework where the candidate has clearly demonstrated, by CV, relevant industry experience that would indicate to the NTO that achievement of the S/NVQ level 2 would be a purely cosmetic exercise for the purpose of achieving the Modern Apprenticeship. The candidate must complete all other elements of the framework. It is strongly recommended that the candidate has gained at least 18 months clearly demonstrated, relevant full or part-time industry experience. For the purposes of this framework, occupational experience gained must be relevant to the S/NVQ level 2 for which exemption is being applied. Such assessments will be made by the National Training Organisation upon submission by an employer, training provider or college. Exemptions must be applied for upon registration of the candidate. No exemptions will be considered after registration of the candidate. Under no circumstances will retrospective exemptions from the S/NVQ level 2 be considered.

3: Travel Services S/NVQ Level 3

During the course of the apprenticeship each apprentice is required to complete **one** of the following strands of the Travel Services S/NVQ Level 3:

- Leisure Travel
- Business Travel
- Tour Operations – Head Office
- Tour Operations – Resort Representatives
- Tour Operations – Children's Representatives
- Supervising

The above qualifications are currently awarded by City & Guilds and Edexcel.

In order to achieve the above S/NVQ, candidates must be assessed as competent against all the mandatory units and all relevant optional units. For all unit titles (and reference numbers) contact City & Guilds or Edexcel¹ (see Appendix 3).

4: Core Skills

Core Skills are those skills which all of us need, to a varying extent, in whatever sector or job we find ourselves. They represent the fundamental ability to manipulate language, words and numbers, to work constructively with other people and - vital in the modern world - to understand and use information technology. It is important to note that Core Skills are not simply the Maths and English which are taught at school. Rather, they are an assessment of the ability to **perform** the competences in a **work context**.

Many aspects of the assessment of Core Skills can be drawn directly from the work context and will, therefore, not make undue demands on the Modern Apprentices in terms of the gathering of evidence. Should the **certification** of Core Skills be required then this can be carried out by a 'centre' which is approved for Core Skills assessment, by an appropriate awarding body.

The achievement of Core Skills has been recognised as essential for any young person wishing to progress within the sector. The following Core Skill levels have been selected as the appropriate level for achievement for candidates working in the travel sector:

- Communication Intermediate 2
- Working With Others Intermediate 1
- Problem Solving Intermediate 2
- Information Technology Access 3
- Numeracy Intermediate 1

Core Skills shown to be implicit within the awards **do not** have to be separately certificated. However, Core Skills shown not to be implicit within the awards **must** be separately certificated. This ensures that the Modern Apprentice has the ability to perform in a work context to an acceptable and appropriate level of competence.

The following table shows the core skill units that are embedded within each of the S\NVQs available in this framework. In addition, the table states which core skill units must be separately certificated:

S\NVQ Level 3	Certification status
Travel Services Leisure & Business Travel	3 core skill units embedded Separate certification mandatory for:

¹ Please note that at the time of producing this framework SVQs in Travel Services are not currently available

	<ul style="list-style-type: none"> • Numeracy (Int. 1) • Working with Others (Int. 1)
Tour Operations – Head Office	<ul style="list-style-type: none"> • 3 core skill units embedded. Separate certification mandatory for: <ul style="list-style-type: none"> • Numeracy (Int. 1) • Working with Others (Int. 1)
Tour Operations – Resort Operations	<ul style="list-style-type: none"> • 2 core skill units embedded. Separate certification mandatory for: <ul style="list-style-type: none"> • Numeracy (Int. 1) • Working with Others (Int. 1) • Information Technology (Access 3)
Travel Services Supervising	<ul style="list-style-type: none"> • 2 core skill units embedded. Separate certification mandatory for: <ul style="list-style-type: none"> • Numeracy (Int. 1) • Working with Others (Int. 1) • Information Technology (Access 3)

Optional Outcomes

Additional training and development options

The sheer diversity of the sector means that many employers may require additional competences from their employees. There is a wide range of skills and knowledge, ranging from customer service skills to practical skills, which might be useful for a Modern Apprentice in the sector. Units from S/S/NVQs in Customer Service, Business Administration and many others could provide candidates with useful and transferable skills.

In order to keep the framework as flexible as possible Ttento does not wish to specify exactly what additional training and development or assessment must be taken. Instead, employers and candidates are free to add whatever units, qualifications or training are relevant and necessary in each individual context. It must be stressed that, other than where there is a statutory requirement, employers are not obliged to specify any additional options if they feel that none are required

Registration and certification

Employers and Training Providers

All organisations wishing to contract with their LEC to access funding for Modern Apprenticeships must register with Ttento within four weeks of starting the Apprenticeship. A registration number (ERS) will then be issued, see Appendix 7.

Apprentices

All Apprentices must be registered with Ttento within four weeks of starting the Apprenticeship. Registration can be made by completing a Training Plan, Training Agreement and Registration Form (See Appendices 5, 6 & 8) and sending these to the address shown on page 7. Further copies of these forms are available on request.

Details of any Apprentices who leave before completing the programme should also be sent To Ttento, see Appendix 9.

Ttento will issue a 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 Ttento 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 Ttento at the address shown on page 7.

Please note that Ttento makes a charge for registration and certification and the relevant fee must be paid at the time of registration.

4 Structure of the apprenticeship

Ttento does not wish to specify any particular structure or order to the Modern Apprenticeship. In a great many cases the time at which work in the sector is completed is dictated by the workload, and this, obviously, cannot be influenced by the Modern Apprenticeship. Another influencing factor will be the choice of any options to be undertaken. An apprentice requiring practical skills may wish to acquire these before embarking on the S/NVQ level 3, whilst an apprentice requiring generic skills, such as customer service, may wish to acquire these in parallel to the S/NVQ level 3.

5 Recruitment and selection

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

- Candidates may enter a Modern Apprenticeship from the age of 16.
- In order that the Modern Apprenticeship is made available to as many people as possible the established policy of non-discrimination in the recruitment and selection of apprentices should be adhered to in all cases, see Section 6.
- 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 in recruitment literature that no persons should be deterred from applying for a Modern Apprenticeship because of a lack of formal educational 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.

6 Equal opportunities

In conformity with the Sex Discrimination Act 1975, the Race Relations Act 1976, and the Disability Discrimination Act 1995 all aspects of the design of the Occupational Health & Safety Practice Modern Apprenticeship have been constructed with 'equal opportunities' as a prime consideration. In order to comply with the provisions of this Framework all participants in this Modern Apprenticeships must conform to Local Enterprise Companies (LECs) contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

Companies considering recruiting a Modern Apprentice may seek advice about equal opportunities from LECs. The following points indicate action which may be taken to ensure that an equal opportunities policy is implemented throughout the apprenticeship :

- Prior to advertising a vacancy a job description giving all the details about the position should be prepared. The selection criteria should not include any unjustified requirements which may discriminate against people from certain groups (for example men, women, married people, people from certain ethnic groups, persons with disabilities)
- The Modern Apprenticeship vacancy should be widely publicised across the whole of the relevant community. The practice of recruiting through 'word of mouth', or through relatives and current employees should be avoided.
- Applications from social and ethnic groups which are under represented amongst applicants and apprentices should be actively encouraged. This should be a consideration in the wording and the marketing of the job vacancy advertisement.
- All the people involved in the recruitment process and in managing the Modern Apprenticeship should receive appropriate guidance and training in equal opportunities and non-discriminatory practices
- All applicants should be made aware of how they will be selected, and should be given the opportunity to practice tests or interviews
- Evidence of the candidate's suitability for the post should be sought from as many sources as possible. Information about, for example, the candidate's spare time activities could be as useful as their formal qualifications
- Detailed records should be kept of each stage of the selection process
- Feedback should be provided to unsuccessful candidates as to why they were not selected
- The recruitment process should be reviewed and monitored, and information about the gender, racial group, marital status and disabilities of all applicants should be evaluated to discover how effective the process has been in reaching different parts of the community
- Any complaints from applicants about unfair and discriminatory treatment should be treated seriously and investigated promptly and objectively
- Any reviews or monitoring of progress or achievement which take place throughout the apprenticeship should not be based on unjustified requirements which may discriminate on the grounds of age, gender, marital status, racial group or disability

Ttento monitors the effectiveness of the equal opportunities strategy in relation to the take-up and completion of Modern Apprenticeships. This information will help Ttento to identify groups which are under-represented in the apprenticeship programme, and will allow these groups to be targeted in any future promotion of the apprenticeship undertaken by Ttento.

7 Health and safety

It is a requirement of Ttento's Modern Apprenticeship that all aspects of health and safety at work be recognised and all statutory requirements be adhered to. The Health and Safety at

Work Act, 1974, the regulations on the Control of Substances Hazardous to Health (COSHH), and all relevant EU Health and Safety Directives form a central part of this requirement.

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. Similarly, the LEC must also be satisfied with the Health and Safety policy and systems of any organisation approved to offer training and development related to the Modern Apprenticeship Framework. This is achieved in the context of Scottish Quality Management Systems (SQMS) requirements.

8 Contracts

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

- 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 Training Agreement - signed by the Employer, Modern Apprenticeship Centre (where this is not the employer) and the Modern Apprentice. This agreement outlines the basis of the Modern Apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 4 Individual Training Plan¹. This plan outlines the selected outcomes and the expected duration of the apprenticeship. Training Plans may be modified to reflect changing circumstances.

In the case of the employer being unable to complete the apprenticeship then they, together with Ttento, must adopt the primary role in attempting to find another employer who would help the apprentice complete his or her training and development. Ttento will act as a clearing-house for any such vacancies, and should therefore be kept informed of such situations.

9 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. **All apprentices must be employed.**

10 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.

¹ Please note that the Individual Training Plan can be the same as the LEC Training Plan, providing it contains all the required information as shown at appendix 6

11 Training and development

Delivery

Under the Modern Apprenticeship system training delivery can take many different forms. Much of the training and development can take place 'on the job'. In certain circumstances there may be a requirement to have qualified training personnel. Some organisations may become approved S/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/S/NVQ.

To ensure continuity of standards all local delivery of Modern Apprenticeship training will be subject to Scottish Quality Management Systems (SQMS).

It should be noted that the availability of local training provision may affect the choice of traditional training and development options chosen by the apprentice and the employer. LECs may be able to advise employers about which options are available in their local area.

The Training Plan

At the start of the programme, each Modern Apprentice will agree an individual training plan with their employer. Involvement of an outside training provider is also recommended where appropriate. Guidance on the content of the training plan is provided at Appendix 6.

This plan will need to specify what training will be necessary in order to achieve the outcomes within the phase being followed. It will also show how this training will be delivered (i.e. whether on job, off job, through a formal course, flexible learning) and the ongoing review process.

12 Career progression

Modern Apprentices in Travel Services will be employed within one of the following 3 main sectors:-

- Leisure Travel
- Business Travel
- Tour Operations

Opportunities exist for Modern Apprentices in all of the above sectors. With no prior experience it is likely that initial employment will be as a junior consultant. The travel industry is keen to promote young people, however, and for some apprentices who demonstrate a high level of ability it is possible that by the end of the apprenticeship they could be a senior consultant or even in a supervisory position.

Progression may vary between different employers and sectors but some examples of the usual progression routes are shown as follows:

Leisure & Business Travel	Children's Rep. ²	Resort Rep.
Junior Consultant ↓ Consultant ↓ Senior Consultant ↓ Assistant Manager ↓ Manager ↓ Area Manager	Children's Rep. ↓ Children's Rep. Supervisor ↓ Team Leader ↓ Resort Manager	Resort Rep. ↓ Team Leader ↓ Supervisor ↓ Resort Manager

13 Quality assurance

Organisational responsibilities

In establishing the Modern Apprenticeship system the Government intends that they should be highly regarded awards. A number of quality control systems have been established to monitor standards of training and development, assessors and assessment, and to ensure continuity between employers and training providers. These systems are centred on the three types of organisations most closely involved the:

- NTOs (National Training Organisations)
- LECs (Local Enterprise Companies)
- awarding bodies.

Ttento – The Travel, Tourism Services & Events National Training Organisation

Following endorsement of this framework by the Modern Apprenticeship Implementation Group (MAIG), Ttento will have responsibility for the promotion and implementation of this

² It should be noted that Children's Representatives must be at least 18 years old

framework in Scotland. Ttento will act as the first point of contact for those wishing further information about the framework. Ttento's contact details are given on page 7.

Ttento is responsible for the following:

- approval of Scottish Modern Apprenticeship Centres (MACs) for the delivery of the apprenticeship (see Appendix 4)
- registration and monitoring of individual modern apprentices
- certification of the successfully completed apprenticeship
- the review of the framework in light of future experience.

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

The Local Enterprise Company (LEC)

Funding for 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).

Although Skillseekers is a national funding programme available throughout Scotland, each LEC has powers of discretion which enable it to prioritise funding within its own area. As a result, the basis on which funding for the Scottish Modern Apprenticeships will be made available can and does vary from LEC to LEC.

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

The Awarding Bodies

Much of the Travel Service Modern Apprenticeship is based on the assessment of the apprentice against the S/NVQ 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.

In Scotland, City & Guilds and Edexcel award the S/NVQs, Levels 2 & 3, applicable to this framework. Contact details are given on page 21.

14 Implementation and take up

Making both potential apprentices and employers aware of the opportunities presented by the development of a Modern Apprenticeship Framework for Travel Services is a key responsibility of Ttento. The Modern Apprenticeship offers new opportunities which need to be highlighted. These include:

- funding opportunities which will assist companies to fund training, and which may therefore encourage organisations with limited resources to recruit.
- qualifications where, traditionally, none have hitherto been available below the professional levels
- the potential to enable recruitment from the local area.
- the ability of the apprentices to attain high level skills and practical knowledge to a nationally recognised standard, whilst allowing employers to tailor the programme to their organisational needs.

The Modern Apprenticeship must be presented in a positive image with a clear distinction drawn between it and other post 16 training opportunities. It will be marketed as a high-quality training path to a career in the industry. Research has shown that potential apprentices become aware of opportunities through:

- the Careers Office
- schools and colleges
- parents
- to a lesser extent through newspapers.

These sources can be targeted with information about the apprenticeship using a mixture of presentations, literature and press releases. Information sheets outlining the Modern Apprenticeship, the career opportunities it presents and the selection criteria will be produced and circulated.

The Modern Apprenticeship offers companies an excellent opportunity to recruit and develop high quality people. Ttento, using its good links with the sector, will ensure that organisations with the potential to recruit Modern Apprentices are made aware of such opportunities. Such organisations will be targeted using literature and presentations. All promotional material will stress the business advantages of taking on a Modern Apprentice.

All LECs will be sent information about the Modern Apprenticeship in Travel Services so that they can market the framework to local employers.

Appendices

Appendix 1

List of Steering Group members:

Belinda Ryan	-	Ttento
Vivien Hillier	-	Ttento
Stuart McKenna	-	Scottish Council of National Training Organisations
Adam Weir	-	National Training Partnership
Christine Keenan	-	Scottish Qualifications Authority
Elaine Burgess	-	Scottish Enterprise Glasgow
Liz Wright	-	Lunn Poly

Ian Alexander	-	B & A Travel
Harry Kerr	-	Carlson Wagonlit
Eileen Cabuk	-	TTC Training
Sylvia Mackay	-	Discovery Training
Julie Watkinson	-	Pro-Action People
Brian Glendinning	-	Glendinning Associates

List of organisations consulted

Home & Away Travel, Glasgow
Bell Travel, Bridge of Allan
Barrhead Travel, Glasgow
Kenneth Macleod Travel, Glasgow
Alba Travel, Inverness
Classic Travel, Glasgow
Shetland Travelscope, Lerwick
Clan Travel Worldchoice, Banff
Charlie Reid Travel, Kirkcaldy
Canvas Holidays Ltd, Dunfermline
Caledonia Travel, Inverkeithing
Burnside Travel, Glasgow
Universal Travel Agency, Glasgow
Viatours Ltd, Edinburgh
Villafind Ltd, Bridge of Weir
Voyager Travel Ltd, Glasgow
Worldbeater Travel Service Ltd, Edinburgh
Beaches Travel Ltd, Glasgow
Robert Jackson Travel, Glasgow
Blue Chip Travel, Edinburgh
Blane Travel, Kilmarnock
Border Travel, Dumfries
Bryton Travel, Edinburgh
A.U.U. Trading Co. Ltd, Aberdeen
A. Robertson Travel, Isle of Bute
1 Up Travel, Montrose
A T M Moffat Travel, Saltcoats
Swan Travel Centre, Glasgow
Solemar International Travel, Glasgow
Stepek Travel, Hamilton
Stewart Travel Centre, Prestwick
Strathmore Travel Group, Glasgow
O.P. & L. Travel, Dundee
Connoisseur Travel Services Ltd, Edinburgh
Clwyd Travel, Hawarden
Tawse Travel, Ellon
Anglo World Travel, Edinburgh
Allan Watson Travel, Canchory
All-Ways (Aberdeen) Lts, Bridge of Don
David Urquhart Sky Travel Ltd, Glasgow
Direct Holidays Plc, Glasgow
Dixon Travel, Glasgow
Donald Mackenzie (Travel) Ltd, Glasgow
Dunbar Travel Bureau, Dunbar
Eric Smith World Travel Worldchoice, Oban
Forth Valley Travel Ltd, Falkirk
Forfar Travel Bureau, Forfar
Great Holidays Ltd, Prestwick
Glen Travel Ltd, Blantyre
Geddes Travelcenter, Greenock
Frutin Travel Ltd, Edinburgh
G.S. Travel Ltd, Campbeltown
Frasers Travel Ltd, Saltcoats
Harry Hynds Travel, Glasgow
I.W. Travel, Glasgow
Ian Dickson Travel Ltd, Edinburgh
Ian Kerr Travelcare Ltd, Glasgow

J.H. Murray & Biggar, Helensburgh
Jascot Travel Agency Ltd, Edinburgh
John Leask & Son, Lerwick
John Semple Travel, Dumbarton
Kelvin Travel, Perth
Keystone Leisure (Scotland) Ltd, Aviemore
King World Travel, Ayr
Kinnaird Worldchoice, Fraserburgh
Lawrie's Travel, Edinburgh
M&W Enterprises Ltd, Canonbie
Macrae's Travel, Nairn
Martin Singer Travel, Inverurie
McCarthy Travel, Bathgate
Menzies Travel, Cumnock
Montrose Travel Agency, Montrose
Moulin Travel, Dunoon
Muirfield Travel, East Lothian
Munro's Tourist Agency, Aberdeen
Murray Travel, Edinburgh
Newark Travel, Glasgow
Osprey Holidays, Edinburgh
Quartz Travel, Glasgow
Ramsay World Travel, Dundee
Ridgway Travel, Kirkwall
Robert Sibbald travel, Edinburgh
S.V. International Travel Service Ltd, Glasgow
S.E.T (Scotland), Dunlop
Paterson Travel & Tours Ltd, Glasgow
The IBT Travel Group, Prestwick
Trans-Continental Travel Service (Scotland) Ltd, Glasgow

Appendix 2

Contacts for further qualification information

Further information about the S/NVQs referred to in the framework can be obtained from:

The Scottish Qualifications Authority
Hanover House
24 Douglas Street
Glasgow
G2 7NQ

Tel: 0141242 2214

City & Guilds
22 Walker Street
Edinburgh
EH3 7HR

Tel: 0131 226 1556

Edexcel
Stewart House
32 Russell Square
London
WC1B 5DN

Tel: 020 7758 6800

Scottish Core Skills are awarded by a number of Awarding Bodies in Scotland, including City & Guilds and SQA. For a list of current Awarding Bodies, contact SQA Accreditation Unit on 0141 242 2480.

Appendix 3

The outputs of the first part of the programme for S/NVQ 2 are:

S/NVQ level 2 in Travel Services

Candidates must achieve

Leisure Travel, Business Travel & Call Centres (City & Guilds Q1053833 – Edexcel Q1054203)
--

4 Mandatory Common Core Units

- 2.17 Develop customer relationships (*Customer Service*)
- 2.22 Contribute to the effectiveness of the work flow (*Administration*)
- 2.25 Receive and transmit information (*Administration*)
- 2.27 Operate effectively in the workplace

Plus one of the following strand sets

Leisure Travel (one unit)

- 2.01L Achieve sales of standard leisure travel products and services

Business Travel (two units)

- 2.01B Arrange standard business travel
- 2.07 Achieve sales of standard business travel ancillary products and services

Call Centre Operations (two units)

- 2.01C Achieve sales of standard leisure travel products and services on offer in a call centre
- 2.09 Provide routine post booking/pre-departure assistance to customers

Plus one or two of the following Optional Units (Leisure Travel candidate choose two units; Call Centre Operations and Business Travel candidates choose one unit)

- 2.02 Arrange standard air travel (Not for Business Travel)
- 2.03 Arrange Rail travel
- 2.04 Arrange coach travel
- 2.05 Arrange visa and passport services
- 2.06 Provide foreign exchange and currency services
- 2.18 Display travel information and publicity materials
- 2.23 Receive and reconcile payments
- 2.36 Provide input to team meetings

Tour Operations – Head Office Operations
(City & Guilds Q1053831 – Edexcel Q1054186)

4 Mandatory Core Units

- 2.17 Develop customer relationships (*Customer Service*)
- 2.22 Contribute to the effectiveness of the work flow (*Administration*)
- 2.25 Receive and transmit information (*Administration*)
- 2.27 Operate effectively in the workplace

Plus one of the following units

- 2.01T Achieve sales of standard holiday packages
- or
- 2.09 Provide post booking/pre-departure assistance to customers

Plus 2 of the following Optional Units

- 2.01T Achieve sales of standard holiday packages
- 2.08 Assist with minimising problems and emergencies affecting tour operators' customers
- 2.09 Provide post booking/pre-departure assistance to customers
- 2.26 Prepare documents (*Administration*)

Tour Operations – Resort Operations
(City & Guilds Q1053829 – Edexcel Q1054184)

All of the following mandatory units

- 2.11 Deal with on-site emergencies
- 2.22 Contribute to the effectiveness of the work flow (*Administration*)
- 2.31 Ensure your own actions reduce risks to health & safety (*Employment – Health & Safety*)
- 2.32 Support the work of a team (*Sport & Recreation*)

Plus one of the following Strand sets

Resort Representatives

- 2.10 Provide practical information, advice and assistance to customers
- 2.17 Develop customer relationships (*Customer Service*)
- 2.28 Assist with maintaining the quality of goods and services provided to customers

Children's Representatives

- 2.33 Contribute to positive relationships with children and their parents/carers (*Sport & Recreation*)
- 2.34 Prepare for children's play (*Sport & Recreation*)
- 2.35 Contribute to children's development through play (*Sport & Recreation*)

Plus one of the following optional units

- 2.10 Provide practical information, advice and assistance to customers (not RR)
- 2.12 Achieve on-site sales of products and services
- 2.13 Lead groups of customers
- 2.19 Assist with on-site promotional activities
- 2.23 Receive and reconcile payments
- 2.24 Receive and reconcile advances
- 2.25 Receive and transmit information (*Administration*)
- 2.26 Prepare documents (*Administration*)
- 2.28 Assist with maintaining the quality of goods and services provided to customers (not RR)

The outputs of the second part of the programme for Travel Services S/NVQ 3 and / or S/NVQ 3 (Supervising) are:

S/NVQ 3 in Travel Services

Candidates must achieve...

Leisure & Business (City & Guilds Q1053834 – Edexcel Q1054188)
--

4 Mandatory Common Core Units

- 3.17 Improve the customer relationship (*Customer Service*)
- 3.22 Manage yourself (*Management*)
- 3.23 Create, develop and maintain effective working relationships (*Administration*)
- 3.28 Contribute to maintaining the quality, safety and security of services and operations

Plus one of the following Strand Sets

Leisure

- 3.01L Complete complex, non-standard leisure travel arrangements for customers
- 3.03 Optimise sales of travel products and services

or

Business

- 3.01B Arrange Business travel
- 3.04 Achieve sales of business travel ancillary products and services

Plus two of the following Optional Units

- 2.02¹ Arrange standard air travel (Not BT)
- 3.02¹ Arrange air travel (Not BT)
- 3.05 Manage branch foreign exchange and currency services
- 3.16 Contribute to running local promotions
- 3.18 Monitor and solve customer service problems (*Customer Service*)
- 3.26 Receive, reconcile and process payments
- 3.27 Research, prepare and supply information (*Administration*)
- 3.32 Facilitate individual learning through coaching (*Employment – Training & Development*)

Note:

¹ These two units cannot both be selected as optional units

Tour Operations – Head Office Operations (City & Guilds Q1053832 – Edexcel Q1054187)
--

4 Mandatory Common Core Units

- 3.17 Improve the customer relationship (*Customer Service*)
- 3.22 Manage yourself (*Management*)
- 3.23 Create, develop and maintain effective working relationships (*Administration*)
- 3.28 Contribute to maintaining the quality, safety and security of services and operations

Plus one of the following units

- 3.01T Achieve sales of complex holiday arrangements

or

3.19 Provide post booking/pre-departure assistance to customers

Plus 2 of the following Optional Units

- 3.01T Achieve sales of complex holiday arrangements
- 3.06 Contribute to minimising on-site situations and emergencies affecting customers
- 3.18 Monitor and solve customer service problems (*Customer Service*)
- 3.19 Provide post booking/pre-departure assistance to customers
- 3.20 Contribute to the development of travel products and services
- 3.21 Contribute to securing travel services supplies
- 3.24 Obtain, organise and monitor the use of materials and equipment (*Administration*)
- 3.26 Receive, reconcile and process payments
- 3.27 Research, prepare and supply information (*Administration*)
- 3.32 Facilitate individual learning through coaching (*Employment – Training & Development*)

Tour Operations – Resort Operations (City & Guilds Q1053830 – Edexcel Q1054185)

All of the following Mandatory Units

- 3.22 Manage yourself (*Management*)
- 3.23 Create, develop and maintain effective working relationships (*Administration*)
- 3.28 Contribute to maintaining the quality, safety and security of services and operations

Plus one of the following Strand sets

Resort Representatives

- 3.07 Resolve on-site emergencies and problems
- 3.12 Provide practical information, advice and assistance
- 3.17 Improve the customer relationship (*Customer Service*)

Children's Representatives

- 3.40 Promote positive relationships in the play environment (*Sport & Recreation*)
- 3.41 Provide a child-centred play environment (*Sport & Recreation*)
- 3.42 Promote and maintain the health and safety of children (*Sport & Recreation*)

Plus two of the following Optional Units

- 3.07 Resolve on-site emergencies and problems (Not RR)
- 3.11 Lead groups of people
- 3.12 Provide practical information, advice and assistance (Not RR)
- 3.13 Optimise on-site sales of products and services
- 3.16 Contribute to running local promotions
- 3.20 Contribute to the development of travel products and services
- 3.21 Contribute to securing travel services supplies
- 3.24 Obtain, organise and monitor the use of materials and equipment (*Administration*)
- 3.26 Receive, reconcile and process payments
- 3.27 Research, prepare and supply information (*Administration*)
- 3.32 Facilitate individual learning through coaching (*Employment – Training & Development*)
- 3.35 Draft and prepare documents (*Administration*)
- 3.39 Deal with accidents and emergencies (Not RR) (*Sport & Recreation*)
- 3.34 Contribute to children's health and well-being (*Sport & Recreation*)
- 3.44 Promote children's development through play (*Sport & Recreation*)

NVQ 3 (Supervising)
(City & Guilds Q1053837 – Edexcel Q1054189)

All of the following Mandatory Units

- 3.22 Manage yourself (*Management*)
- 3.28 Contribute to maintaining the quality, safety and security of services and operations
- 3.33 Create effective working relationships (*Management*)
- 3.34 Lead the work of teams and individuals to achieve their objectives (*Management*)
- 3.38 Manage information for action (*Management*)

Plus two of the following Optional Units

- 3.06 Contribute to minimising on-site situations and emergencies affecting customers
- 3.18 Monitor and solve customer service problems (*Customer Service*)
- 3.30 Contribute to the selection of personnel for activities (*Management*)
- 3.31¹ Contribute to the development of teams and individuals (*Management*)
- 3.32¹ Facilitate individual learning through coaching (*Employment – Training & Development*)
- 3.36 Respond to poor performance in your team (*Management*)
- 3.37 Support the efficient use of resources (*Management*)

Notes:

¹ These two units cannot both be selected as optional units

Core Skills

Core Skill	Level	SQA Reference
Communication	Intermediate Level 2	D6C7 04
Working with others	Intermediate Level 1	D6CK 04
Numeracy	Intermediate Level 1	D6CA 04
Information Technology	Access 3	D6CN 04
Problem Solving	Intermediate Level 2	D6CF 04

**Only one awarding body number is given for each core skill unit – see appendix 2*

Appendix 4

Modern Apprenticeship Centres (MACs)

For each registered Travel Services Modern Apprenticeship in Scotland there must be a designated Modern Apprenticeship Centre (MAC), approved by and registered with Ttento. 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 Ttento, seeking registration 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 S/NVQ in Travel Services (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

- 3 Be accredited with the Scottish Quality Management System standard (SQMS) and
- 4 be committed to the implementation of the Travel Services Modern Apprenticeship and prepared to support Ttento where appropriate in the provision and marketing of the Modern Apprenticeship.

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

In addition Ttento will work with the appropriate Awarding Bodies to ensure that quality assurance is maintained within the centres.

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 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 candidate for the relevant mandatory S/NVQs in Travel Services and other selected units as appropriate.
- Registration with Ttento of the apprenticeship.
- Application on behalf of the modern apprentice for final certificate of modern apprenticeship accomplishment.
- Informing Ttento of any material alterations to the modern apprentice's training plan or desired changes to the selected framework outcomes.

Appendix 5

Model Training Agreement

This agreement is between

.....(Modern Apprentice's Name)

.....(Employer's Name)

and is made on (date)

The Employer's Responsibilities

- To provide paid employment to the Apprentice
- To agree an appropriate training plan with the Modern Apprentice, based on the content for the Modern Apprenticeship framework and which includes the requirements for on and off job training
- To provide the support, experience, facilities and training necessary within an agreed time scale, to achieve the objectives of the Modern Apprenticeship framework
- To provide records of all interim achievements made by the Modern Apprentice
- To fulfil contractual responsibilities and in particular to take responsibility for the health and safety of the Modern Apprentice, whilst at work and during training, bearing in mind that the Modern Apprentice also has responsibilities under the Health and Safety at Work Act
- To listen to feedback, both positive and negative, from the Modern Apprentice to enable a constructive and on-going process of review and evaluation
- To encourage continued employment and progression on completion of the Apprenticeship
- To identify a mentor who will be accessible to the Modern Apprentice.

The Modern Apprentice's Responsibilities

- To be employed and work for the employer named above
- To comply with the employer's terms and conditions of employment
- To be hard-working, thorough, punctual and committed in both work and training, to take assessments and keep records in order to achieve the objectives of the Modern Apprenticeship
- To behave in a safe and responsible manner, in accordance with Health and Safety at Work Act requirements which relate to the responsibilities of the individual, and to promote the best interest of the business
- To work towards continued employment and progression within the industry on completion of the Apprenticeship

We the undersigned agree to the terms contained within this document.

The Modern Apprentice

Signature

Name (caps):

Address:

Postcode:

Date:

The Employer

Signature

Name (caps):

Address:

Postcode:

Date:

The Training Provider

Signature

Name (caps):

Address:

Postcode:

Date:

Parent/Guardian (if under 18)

Signature

Name (caps):

Address:

Postcode:

Date:

Appendix 6

Guidance on the Training Plan

At the start of the programme, each Modern Apprentice should be given a copy of his/her individual training plan which has been agreed between the employer, the Modern Apprentice, and in some cases the LEC. Involvement of any outside training provider to be used is also recommended. Parental support is also encouraged. The plan should include:

- ▣▣▣ *The detailed content of the Induction, and the proposed route within the framework*
- ▣▣▣ *A broad outline of the skills and knowledge training to be followed*
- ▣▣▣ *The structure of the planned programme including:*
 - *formal and informal vocational training*
 - *work-based skills development*
 - *appropriate vocational education*
 - *evidence of prior learning where appropriate*
- ▣▣▣ *The delivery of the planned programme including:*
 - *who will be responsible for providing each aspect of the content*
 - *where the learning/training will take place*
 - *how progress will be reviewed and performance assessed*
 - *review of progress including:*
 - *the formal review procedure*
 - *who will take responsibility for what*
 - *frequency of interim reviews*
- ▣▣▣ *How assessment methods conform to the requirements of the relevant Awarding Body*
- ▣▣▣ *The identification of a mentor who will usually be a member of staff, or a visiting mentor as agreed between the employer and the Modern Apprentice*
- ▣▣▣ *That the training meets SQMS requirements*
- ▣▣▣ *Key stages, which may be linked to pay increases.*

Notes

While every Modern Apprentice should be given an individual copy of their training plan there is no reason why a group of Apprentices should not have identical training plans if this is appropriate to the particular circumstances. Review of the progress and assessment plans should, however, be individual.

The detail of the training plan may be varied during the course of the Apprenticeship to meet any changed circumstances, the requirements of the employer and the aptitudes and aspirations of the Modern Apprentice. Any variations to the plan should be in line with the regular review of progress but should be in line with the objectives of the Modern Apprenticeship framework.

It is expected that some larger businesses will carry out all or most of the training/assessment in-house. These businesses will have qualified staff to carry out training and assessment. Smaller businesses may need some of the training and assessment carried out by an external provider or assessor. This external training provision may be undertaken by any LEC approved training provider and the external assessment provision may be undertaken by any assessor approved to do so by the relevant Awarding Body.

Appendix 7

Scheme registration for Modern Apprenticeships in the travel industry in Scotland

Company Name.....
Address.....
.....
.....Postcode.....
Telephone.....Fax.....
email.....website.....
MA Contact Name.....Position.....

Employers with a LEC direct contract only

2. What delivery methods do you plan to use ?			
In-house	<input type="checkbox"/>	College	<input type="checkbox"/>
Training Provider	<input type="checkbox"/>	Consortium	<input type="checkbox"/>
Other (please state) <input type="checkbox"/>			

3. Are you approved for Scottish Quality Management System ?	
Yes	<input type="checkbox"/>
NO	<input type="checkbox"/>

4. Organisation Name.....	
Address.....	
.....Postcode.....	
Tel No.....Fax No.....	
Contact Name	
Is the training provider approved for Scottish Quality Management System (SQMS)	
Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
If you are using more than one provider please enclose a copy of relevant details	

5. Which of the following are you approved to offer ?

S/NVQ level 2 S/NVQ level 3 core skills

Awarding bodycentre number.....

6. Please state in which LEC area(s) you plan to offer Modern Apprenticeships

7. The mandatory requirements of the Induction phase of the framework are included in your scheme and all Apprentices will be given an induction

Confirmed

8. The requirements of the level 2 phase of the framework are included in your scheme and all Apprentices will cover a travel services S/NVQ 2 as stated in the framework

Confirmed

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

Confirmed

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

Confirmed

11. All Apprentices will be employed status

Confirmed

12. You will adhere to the end certification arrangements set out by Ttento in this framework

Confirmed

13. You agree to pay all invoices from Ttento within 28 days of receipt.

Confirmed

14. I understand that from time to time that Ttento will request relevant information from us and we will endeavour to provide this wherever possible

Confirmed



I understand that Ttento 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:

**Ttento
Claremont House
12-14 Claremont Road
West Byfleet
Surrey KT 14 6DY**

Email: info@ttento.com

Fax: 01932 355131

Tel: 01932 345835

Your registration will be confirmed in writing with 14 days of receipt

Appendix 8

Apprentice registration for the travel services framework

Company Name..... Contact Name.....

Address.....

Tel No..... ERS Registration Number.....LEC area.....

First Name	Surname	MA Route	Start date	D.O.B.	Exemption Requested (enc. C.V)	Employer Details	MAS Number	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 £30.00 per candidate
MADE PAYABLE TO: TTENTO

Please return this form to:

Ttento
Claremont House
12-14 Claremont Road
West Byfleet
Surrey KT 14 DY
Email: info@ttento.com
Fax: 01932 355131
Tel: 01932 345835

Your registration will be confirmed in writing within 14 days of receipt

Appendix 9

Modern Apprentices leaver form

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	
Destination not known	5	do not know where the young person has gone	

ADD ERR WORKBOOK