

apprenticeship FRAMEWORK

Aviation Operations on the Ground - non-statutory (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

Issue date: [31 May 2011]

Published By

[People 1st]

Apprenticeship Certification
Wales

<https://acwcerts.co.uk/web/>

Document Status:

[Issued]

Aviation Operations on the Ground - non-statutory (Wales)

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Framework information

Information on the Issuing Authority for this framework:

[People 1st]

[The Apprenticeship sector for occupations in passenger transport.]

Issue number: [1]	This framework includes:
Framework ID: [FR00289]	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: [01/04/2014]	This framework is for use in: Wales

Short description

[The purpose of the Apprenticeship is to train new entrants and upskill the existing workforce to the industry recognised standard of competency in Aviation Operations on the Ground. The apprenticeship covers the following areas: Providing Airside Ramp Services; Providing Safe Airside Operations (Airports); Supporting Aircraft Operations; Handling Air Passengers. The Apprenticeship is also flexible enough to support roles which cover a combination of these areas.]

Contact information

Proposer of this framework

This framework is published by GoSkills on a non-statutory basis prior to the designation of Issuing Authorities for Wales. The framework has been developed at the request of employers, in particular Servisair, the Ministry of Defence, British Airways, Flybe, Menzies

Developer of this framework

Name: [Kathryn O'Regan]

Organisation: [GoSkills]

Organisation Type: [Sector Skills Council]

Job Title: [Apprenticeship Manager]

Phone: [0121 635 5520]

Email: [kathryn.oregan@goskills.org]

Postal address: [GoSkills
Concorde House
Trinity Park
Solihull
B37 7UQ]

Website: [www.goskills.org]

Issuing Authority's contact details

Issued by: [Issuing Authority Name]

Issuer contact name: [N/A]

Issuer contact phone: [N/A]

Issuer Email: [Email address]

Contact Details

Who is making this revision [Name]

Your organisation [Organisation Name]

Your email address: [Email address]

Revising a framework

Why this framework is being revised

[Framework Developer to complete with relevant info]

Summary of changes made to this framework

[Framework Developer to complete with relevant info]

Qualifications removed

[Framework Developer to complete with relevant info]

Qualifications added

[Framework Developer to complete with relevant info]

Qualifications that have been extended

[Framework Developer to complete with relevant info]

Purpose of this framework

Summary of the purpose of the framework

The aviation industry covers three sub-industries: airlines, airports and ground handling agents. A brief summary of the three sub-industries follows.

- Airlines - airlines provide budget, long-haul, short-haul, scheduled and chartered flights to both UK and international destinations.
- Airports – there are 57 commercial airports in the UK. Airports provide a wide variety of services including air traffic control, security and management of facilities.
- Ground Handling Agents – Ground handling staff provide ground support for the airlines including check-in, passenger support, baggage handling, aircraft preparation, aircraft despatch and rampside services such as push-back.

The Aviation Operations on the Ground framework covers ground operations and therefore covers relevant occupations within airports and ground handling agents. The framework is currently used within both the public and private sector.

The purpose of the Apprenticeship is to train new entrants and upskill the existing workforce to the industry recognised standard of competency in Aviation Operations on the Ground. The apprenticeship covers the following areas: Providing Airside Ramp Services; Providing Safe Airside Operations (Airports); Supporting Aircraft Operations ; Handling Air Passengers. The Apprenticeship is also flexible enough to support roles which cover a combination of these areas.

Employers in the aviation industry have helped to design this framework and its component qualifications to meet their current and future skills needs. Employers have identified the following ways in which the Apprenticeship can help the aviation industry:

- enabling succession planning to attract new recruits into aviation operations on the ground roles
- providing career and progression opportunities in the industry
- providing a structured training programme to help develop and upskill the workforce
- establishing and maintaining common national standards that enable individuals to move between employers
- developing transferable and employability skills
- to support retention, motivation and performance through employer investment in apprentices

This Apprenticeship builds on the success of the previous apprenticeship and contributes to meeting the skills priorities for Wales as follows:

- Incorporating Essential Skills Wales thereby improving the levels of basic literacy and numeracy skills in the workforce;

- Providing qualifications for competence and knowledge, approved by employers to meet the skills mix they require
- Incorporating employment responsibilities and rights, recommending a minimum number of hours for induction and mentoring to develop employability and learning skills ;
- Providing a progression pathway from level 2 to intermediate and higher -level skills and a route to higher level qualifications within the aviation industry

Employers and partners consulted indicated that ICT would be part of the job role in the Level 3 Apprenticeship but at level 1, which would not comply with the SASW. ICT, therefore has not been included as a mandatory requirement of this framework. This will be revisited at the first evaluation of the framework.

Aims and objectives of this framework (Wales)

The aim of this Apprenticeship is to train new entrants and upskill the existing workforce to the industry recognised standard of competency in Aviation Operations on the Ground to meet their current and future skills needs by supporting retention, motivation and performance.

The objectives of this level 2 Foundation Apprenticeship and level 3 Apprenticeship framework are to:

- attract new recruits into aviation operations on the ground roles to help employers with succession planning and increase the diversity of the workforce
- provide career and progression opportunities in the industry
- provide a structured training programme to help develop and upskill the workforce
- provide training to a common national standard that enable individuals to move between employers in the aviation industry
- develop transferable and employability skills.

Entry conditions for this framework

Employers are looking to attract applicants who have a keen interest in working in aviation operations on the ground and the willingness to work shifts.

Apprentices will need basic literacy, numeracy skills on which this Apprenticeship will build.

The idea is not to cut off any options so that applicants rule themselves out at the start.

Applicants will be a mix of age and experience. As a guide, applicants may come from a range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- achieved foundation learning at level 1
- achieved any of the Essential Skills Wales
- any of the (14-19) Diplomas or Welsh Baccalaureate
- academic qualification(s) such as one or more GCSEs

Many apprentices are trained in more than one role and the following is a list of some attributes which a typical apprentice would be expected to appreciate:

- a clean CRB record and ability to provide 5 years continuous references to obtain an airport security pass
- a willingness to take an airside driving test for airside roles in addition to other training requirements
- the willingness to communicate effectively with a range of people.

This list is not exhaustive and is intended to be a guide only. There is no specific minimum age requirement for the Apprenticeship however a number of airside roles require individuals to hold a driving licence.

RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in SASW,

however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

1. Essential Skills Wales.

- If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.

- Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales (ESW), however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

2. Knowledge qualifications. If applicants already have one of the Level 2 KNOWLEDGE qualifications before they started their Apprenticeship, they can count this and do not have to redo the qualification, providing that they have achieved this qualification within five years of applying for the apprenticeship certificate. For example they may have already achieved the KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

3. Competence qualifications. If applicants already have the Level 2 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the apprenticeship certificate and they will still have to demonstrate competence in the workplace.

4. Prior experience. Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

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Level 2

Title for this framework at level 2

Foundation Apprenticeship in Aviation Operations on the Ground

Pathways for the framework at level 2:

Pathway 1: Aviation Operations on the Ground

Level 2, Pathway 1: Aviation Operations on the Ground

Description of this pathway

Aviation Operations on the Ground

The total credit value for this pathway is 62.

Entry requirements for this pathway in addition to the framework entry requirements

There are no further entry requirements over and above those previously stated.

Job title(s)	Job role(s)
Passenger service agent	Responsible for looking after passengers booking onto and boarding an aircraft. The role includes working at the check-in desk, boarding gate and helping resolve problems
Ramp Agent	Responsible for a range of duties such as marshalling, loading the aircraft, turning the aircraft round into the correct position for take-off, safely and quickly loading and unloading airline passengers' luggage and cargo from aircraft as well as moving it around the airport
Aircraft Dispatch Agent	Responsible for all activities involved in aircraft turn-around processes including coordinating service providers e.g. fueling, catering, cleaning, passenger services, ramp services. Monitor and control the effective implementation of loading instructions.
Airfield maintenance	Responsibilities include checking runway/taxiway surfaces for obstructions such as birds and other wildlife; checking markings, airfield lighting and signage
Aircraft Operations Agent	Responsibilities include monitoring aircraft departures and arrivals including liaison with airlines, air traffic control, ramp services and flight dispatch; coordinating slot requests and allocating slot times; implementing delay procedures
Load Control Agent	Responsibilities include liaison with airlines to produce load instructions for the safe and effective loading of aircraft. This includes liaison with airlines, flight crew, dispatch and operations.

Qualifications

Competence qualifications available to this pathway

C1 – Level 2 Diploma in Aviation Operations on the Ground

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	501/0865/7	City and Guilds	37	312	N/A
C1b	501/0989/3	Edexcel	37	312	N/A

Knowledge qualifications available to this pathway

K1 – Level 2 Certificate in Aviation Operations on the Ground (Knowledge)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	501/0814/1	City and Guilds	13	108	N/A
K1b	501/0488/3	Edexcel	13	108	N/A
K1c	501/0433/0	Ascentis	13	89	N/A
K1d	501/1281/8	NCFE	13	108	N/A

Combined qualifications available to this pathway

N/A |

Relationship between competence and knowledge qualifications

[There are no fixed pathways for this framework however the competence and knowledge qualifications have been developed to support job roles in the following areas: Providing Airside Ramp Services; Providing Safe Airside Operations (Airports); Supporting Aircraft Operations; Handling Air Passengers. The qualifications within the apprenticeship are also flexible enough to support roles which cover a number of these areas.

K1 provides the underpinning knowledge and understanding for C1.]

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? YES NO

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

[Enter alternative grade/level requirements and reasons here.]

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? YES NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

[Enter alternative grade/level requirements and reasons here.]

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

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Progression routes into and from this pathway

Progression into pathway

Learners commencing this Level 2 framework may have progressed from

- GCSEs,
- the Welsh Baccaulaureate,
- related vocational education courses

Progression from pathway

On completion of the level 2 Apprenticeship in Aviation Operations on the Ground, successful apprentices may continue to work in one of the following roles:

- Passenger Service Agent
- Ramp Agent
- Aircraft Dispatch Agent
- Airfield Maintenance
- Aircraft Operations Agent
- Load Control Agent

Successful apprentices may also broaden workplace skills by taking on additional roles and responsibilities for example:

- senior agents
- mentoring new staff
- working on specialist airline systems

Other progression routes include career development into supervisory roles which may provide access to the Level 3 Advanced Apprenticeship in Aviation Operations on the Ground.

UCAS points for this pathway:

[Framework Developer to complete with relevant info]

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

There are nine national outcomes/standards for ERR as set out in the SASW. The SASW specifies that the course of training in ERR must be designed so that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme; knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities
- knows where and how to get information and advice on their industry, occupation, training and career;
- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry.

ERR is covered by completion of the Employment Rights and Responsibilities unit contained as an additional unit within the knowledge qualification in the framework. This unit has been specifically developed by GoSkills to cover all nine national outcomes for ERR. ERR will automatically be evidenced at certification by the achievement of the qualification.

For the Foundation Apprenticeship framework (at level 2) the knowledge qualification is the Level

2 Certificate in Aviation Operations on the Ground (Knowledge) the awarding organisations offering this qualification are listed below:

- Ref: 501/0814/1 City and Guilds
- Ref: 501/0488/3 Edexcel
- Ref: 501/0433/0 Ascentis
- Ref: 501/1281/8 NCFE

For the Apprenticeship framework (at level 3) the knowledge qualification is the Level 3 Certificate in Aviation Operations on the Ground (Knowledge) the awarding organisations offering this qualification are listed below:

- Ref: 501/2261/7 City and Guilds
- Ref: 501/2304/X Edexcel |

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Level 3

Title for this framework at level 3

Apprenticeship in Aviation Operations on The Ground

Pathways for the framework at level 3:

Pathway 1: Aviation Operations on the Ground

Level 3, Pathway 1: Aviation Operation on the Ground

Description of this pathway

This pathway covers all job roles within the framework at Level 3.

The total number of credits for this pathway is 62.

Entry requirements for this pathway in addition to the framework entry requirements

As well as satisfying the general framework entry requirements, individuals working towards the level 3 framework should hold a good level of literacy and numeracy and the ability to achieve these at Essential Skills Wales level 2.

In order to provide effective supervision/control responsibilities, individuals should also have experience working within the aviation sector in a level 2 role. Although there is no minimum experience stipulated, it is recommended that this be a period of not less than eighteen months.

Job title(s)	Job role(s)
Passenger Service Lead/Senior Agent	Responsible for first line monitoring of Passenger Service Agents (PSA) and service delivery to passengers. Duties include providing support, advice and guidance to PSAs, managing service level agreements for customers; coordinating local resources through liaison with Supervisors and Duty Managers.
Ramp Team Leader	Responsible for coordinating the team of Ramp Agents working with aircraft on the ground (delivering e.g. marshalling, loading, unloading, pushback). Acting as Liaison between Dispatch/Load Control and the Ramp team including matters relating to Load Instructions and security "Triple A" procedures.
Dispatch Allocator	Responsible for coordinating local resources, including Dispatch Agents, to service aircraft arrivals and departures. Acting as key contact between operational staff and Duty Managers. Duties also include coordinating shift-times, attendance and break periods.
Operations Watch Controller	Operational management responsibility for aircraft arrivals and departures, including liaison with aircraft (ground to air radio), airline and service provider Controllers. Responsible for processing timely and accurate aircraft movement information.
Load Control Senior Agent	Responsible for first line monitoring of Load Control Agents and service delivery to airline customers. Duties include preparing and communicating aircraft loading instructions and producing documentation within operational and airline guidelines and procedures and acting as support to managers.

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 Diploma in Aviation Operations on the Ground

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	501/0844/X	City and Guilds	37	251	N/A
C1b	501/0990/X	Edexcel	37	253	N/A

Knowledge qualifications available to this pathway

K1 – Certificate in Aviation Operations on the Ground (Knowledge)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	501/2261/7	City and Guilds	13	106	N/A
K1b	501/2304/X	Edexcel	13	106	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for C1.

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Communication achievement above the minimum SASW requirement? YES NO

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Application of Number achievement above the minimum SASW requirement? YES NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? **YES** **NO**

Progression routes into and from this pathway

Progression into pathway

Individuals undertaking the advanced apprenticeship pathway should have experience working within the sector in a level 2 role for example:

- Passenger Service Agent
- Ramp Agent
- Aircraft Dispatch Agent
- Airfield Maintenance
- Aircraft Operations Agent,
- Load Control Agent

Although there is no minimum experience stipulated, it is recommended that this be a period of not less than eighteen months.

Progression from pathway

On completion of the Level 3 Advanced Apprenticeship in Aviation Operations on the Ground, successful apprentices may work in one of the following roles:

- Passenger Service Lead/Senior Agent
- Ramp Team Leader
- Dispatch Allocator
- Operations Watch Controller
- Load Control Senior Agent

Successful apprentices may broaden workplace skills further by taking on additional roles and responsibilities e.g. mentoring new staff, working on specialist airline systems. Progression from the level 3 roles could be on to training, mentoring, or higher management roles within the aviation industry. Successful apprentices may also go on to study for a Foundation Degree. The following relevant Foundation Degrees are currently available:

- Airline and Airport Management FdA Thames Valley University (University Of West London)
- Aviation Management and Operations FdSc (London Metropolitan University)
- Airline and Airport Management FdA (Newcastle College)
- Tourism Management (Aviation Management & Operations) Foundation Degree (New College Nottingham)

UCAS points for this pathway:

N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

There are nine national outcomes/standards for ERR as set out in the SASW. The SASW specifies that the course of training in ERR must be designed so that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
- knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
- understands the role played by their occupation within their organisation and industry;
- has an informed view of the types of career pathways that are open to them;
- knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities
- knows where and how to get information and advice on their industry, occupation, training and career;

- can describe and work within their organisation's principles and codes of practice;
- recognises and can form a view on issues of public concern that affect their organisation and industry.

ERR is covered by completion of the Employment Rights and Responsibilities unit contained as an additional unit within the knowledge qualification in the framework. This unit has been specifically developed by GoSkills to cover all nine national outcomes for ERR. ERR will automatically be evidenced at certification by the achievement of the qualification.

For the Apprenticeship framework (at level 3) the knowledge qualification is the Level 3 Certificate in Aviation Operations on the Ground (Knowledge). The awarding organisations offering this qualification are listed below:

- Ref: 501/2261/7 City and Guilds
- Ref: 501/2304/X Edexcel

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The aviation industry has the highest proportion of female employees (37%) of any of the passenger transport industries. This is tempered by the fact that female workers are not spread evenly across the industry but instead are concentrated on jobs such as cabin crew and check in staff which are often perceived as generally female roles. There is work to do in encouraging women into traditionally male dominated ramp side occupations. There is a mis-perception that ramp side roles are only suitable for men however physical fitness applies to both males and females. Those from Black and minority ethnic groups (BAME) are relatively well represented, making up about 11% of the aviation workforce, often in service roles and this is reflected in take up figures in the previous Aviation Operations on the Ground framework. Unlike other parts of the passenger transport industry, the aviation sector has a relatively young workforce. The industry has reported that the workforce is generally aged over 25. GoSkills is actively engaging with employers across the UK to encourage greater take up of qualifications using existing specialist aviation FE provision.

The framework is currently used within both the public and private sectors. Our aspiration is to increase the number of employers using the framework. GoSkills will promote the framework through a range of approaches, including:

- Go for Excellence awards. This is an annual event which includes a category for Aviation apprentice of the year
- Raising awareness of the industry in schools through the Travel and Tourism Diploma (Travel and Tourism Principal Learning as part of the Welsh Baccalaureate in Wales).
- New Careers in Passenger Transport website which will highlight careers opportunities and relevant apprenticeship frameworks
- Developing case studies and encouraging employers to promote the sector to those from BAME

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry, therefore entry conditions to this framework are flexible. Training providers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the Industry, using the 8 protected characteristics of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or Belief
8. Sex or sexual orientation

GoSkills will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy. |

On and off the job training

Summary of on- and off-the-job training

The total on and off the job training is as follows:

- 521 hours for the Foundation Apprenticeship
- 477 hours for the Apprenticeship

Off-the-job training

Off-the job training is defined as time for learning activities away from normal work duties. For this framework the amount of off-the-job training will vary depending on the choice of optional units. The minimum is as follows:

- 209 hours for the Foundation Apprenticeship.
- 226 hours for the Apprenticeship.

How this requirement will be met

Training hours delivered under an apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for apprenticeship certification.

Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF. For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Foundation Apprenticeship Certificate.

Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see QCF Guidance on Claiming Credit for further details]. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF 'Recognition of Prior Learning' procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.

For apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within 5 years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for 12 months duration for the level 2 Foundation Apprenticeship or for 18 months duration for the level 3 Apprenticeship

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;

- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.]

On-the-job training

[On-the job training is defined as skills, knowledge and competence gained within normal work duties. For this framework the amount of on-the-job training will vary depending on the choice of optional units. The minimum is as follows:

- 312 hours for the Foundation Apprenticeship
- 251 hours for the Apprenticeship

How this requirement will be met

These hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL) procedures (as off-the-job above). The amount of on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'. Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For apprentices who have already achieved the relevant qualifications, they must have been

certificated within 5 years from the date of application for the Foundation Apprenticeship Certificate/Apprenticeship Certificate or have been continuously employed in the industry for 12 months for the Foundation Apprenticeship and 18 months for the Apprenticeship.

Job roles within Aviation Operations on the Ground require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the appropriate individual who can be satisfied that the records are accurate and valid e.g. the assessor, employer, mentor, training provider or other. These records of hours may need to be submitted to the Certifying Authority when applying for an apprenticeship completion certificate.

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

[Enter Qualification Names]

Improving own learning and performance

[The Wider Key Skill for Improving own Learning and Performance is not specifically included in the framework however it is considered that the requirements of this wider key skill are, in general, covered by the qualifications within the framework.]

Working with others

[The Wider Key Skill for Working with Others is not specifically included in the framework however it is considered that the requirements of this wider key skill are, in general, covered by the qualifications within the framework.]

Problem solving

[The Wider Key Skill for Problem Solving is not specifically included in the framework however it is considered that the requirements of this wider key skill are, in general, covered by the qualifications within the framework.]

apprenticeship FRAMEWORK

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