

apprenticeship FRAMEWORK

Trade Business Services (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

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Wales

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Trade Business Services (Wales)

Contents

Contents

Framework information	4
Information on the Issuing Authority for this framework:	4
Short description	4
Contact information	5
Proposer of this framework	5
Revising a framework	7
Why this framework is being revised	7
Summary of changes made to this framework	7
Qualifications removed	7
Qualifications added.....	7
Qualifications that have been extended	7
Purpose of this framework	8
Summary of the purpose of the framework	8
Aims and objectives of this framework (Wales).....	9
Entry conditions for this framework	11
Level 2, Pathway 1: Trade Business Services	13
Entry requirements for this pathway in addition to the framework entry requirements	13
Qualifications.....	15
Competence qualifications available to this pathway	15
Knowledge qualifications available to this pathway	15
Combined qualifications available to this pathway	16
Relationship between competence and knowledge qualifications.....	16
Essential Skills.....	17
Communication	17
Application of Number.....	17
Inclusion of Digital Literacy (ICT).....	18
Progression routes into and from this pathway	19
UCAS points for this pathway:.....	20
Employee rights and responsibilities	21
Delivery and assessment	21

How equality and diversity will be met22

On and off the job training24

 Off-the-job training.....24

 On-the-job training.....25

Wider key skills assessment and recognition27

 Improving own learning and performance27

 Working with others.....27

 Problem solving.....28

Framework information

Information on the Issuing Authority for this framework:

People 1st

Apprenticeship sector for occupations in hospitality, catering, retail, leisure, travel, tourism and passenger transport.

Issue number: [1]	This framework includes:
Framework ID: [FR02438]	Level 2 <input checked="" type="checkbox"/> Level 3 <input type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: [31/10/2018]	This framework is for use in: Wales

Short description

The Trade Business Services Intermediate framework at Level 2 has been designed to provide apprentices with the knowledge, skills and understanding they require to carry out their job role and support future progression within the sector. Apprentices taking this framework will train as Trade Business Depot Personnel within in a business-to-business environment usually trading out of depots/warehouses. The role of Depot personnel within Trade Businesses can cover multiple functions which may include elements of: customer services; administration; business development and customer accounts management; sales including counter sales and conducting trade over the telephone and online; warehousing duties and; some design work, in order to build relationships with local trades people, supporting them to meet the needs of their customers.

Contact information

Proposer of this framework

Pearson Education Ltd collaborated with major Trade Business Services employers, including Howdens Joinery, Screwfix and Wolseley UK, to design a framework flexible enough to cover multiple Trade Business roles whilst recognising the core essence of all jobs within the sector. Each employer identified the unique requirements and mix of skills needed in their business based upon existing in-house training programmes. Pearson has continued to work with its partners to ensure the final offer will develop apprentices in each area of the organisation.

Developer of this framework

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Who is making this revision [Name]

Your organisation [Organisation Name]

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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

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The Trade Business Services Industry

Trade business refers to business-to-business selling, normally in bulk. Trade businesses do not sell to the public and are usually membership organisations. Typically, they are multi-channel and usually trade out of depots or warehouses. A significant proportion of trade will be conducted over the telephone and via the internet and not necessarily face to face. Consequently, job roles and functions may differ from those of staff within retail businesses.

The Trade Business Services Apprenticeship framework provides for learners operating in an workplace where the product and services offered are directed towards other businesses. Learners will typically be part of a team working with staff responsible for a variety of activities including stock control, ongoing sales, sales generation, account management or design services.

This sector has traditionally recruited staff with low or no directly relevant skills. It is a sector that has met growth through the development of in house training programmes in the absence of any externally recognised framework. This qualification builds on the established good practices in the sector but also provides rigour and a starting point for all existing employees and new apprentices to attain.

There is a consistent need to adapt to new business methods including technological changes in the industry that include; stock management and control, on line sales and after care,

customer loyalty, design, promotion and business performance management.

Legal changes are numerous and focus on sustainability, employment, development of new sites, business performance and compliance and regulatory practice. Markets changes are affected by external factors including the recession that drives up demand for home improvements, compliance and safety in leased properties and inclusive living. Whilst overall demand may be higher spending power can be reduced.

Demographic changes include the impact of an ageing population that will shape product choice and demand in the future. External demographic change will impact with the need as it could lead to demand for products being greater in areas of greatest population shift.

The sector has traditionally not been successful in recruiting young people. The apprenticeship framework will increase the exposure of the trade business sector to school leavers, parents and carers, and careers staff across the UK. The framework provides increasing opportunities to develop staff to meet the sector needs and therefore will reduce performance issues.

The framework contributes to the Government's agenda in upskilling all sectors. The broad range of job roles provides meaningful opportunities to school leavers and those unemployed. The attainment of a full level 2 qualification has been the benchmark of skills agenda and is proven to increase business performance and personal wealth.

Aims and objectives of this framework (Wales)

Aim of the framework

This apprenticeship framework will:

- contribute to meeting the skills shortages in the sector,
- attract new people in to Trade Business Services and;
- promote the sector as a career of choice to the wider community.

Objectives

This framework:

- Provides Trade Business employers with a flexible and quality framework that meets the needs of Depot Personnel operating across multiple functions
- Contributes to increasing the number of existing staff qualified at Level 2.
- Attracts more applicants in the 16-18 age bracket/new talent into Trade Business Services to contribute to meeting skill shortages.
- Develop skills in business to business selling; customer account management, customer services and customer relationship management, business administration, stock control and elements of design.
- Meets compliance issues and strengthens good working practices

- Raises the profile of this sector as a viable career and working opportunity among young people and their key decision makers.

Entry conditions for this framework

This framework does not impose any entry restrictions as trade business employ individuals from all abilities.

Employers are looking for applicants who have a keen interest in providing high levels of customer service and can be flexible with their skills.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs. This process will identify prior qualifications and experience which may count towards achievement of the framework. Where this is the case, apprentices will be encouraged to undertake new learning at a higher level and develop new skills.

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Trade Business Services

Pathways for the framework at level 2:

Pathway 1: Trade Business Services

Level 2, Pathway 1: Trade Business Services

Description of this pathway

Foundation Level Apprenticeship in Trade Business Service

Total minimum credits: 50 credits, representing:

- Competence: 27 credits;
- Knowledge: 13 credits;
- Functional Skills in English and Maths: 10 credits.

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

There are no additional requirements other than the general entry conditions.

Job title(s)	Job role(s)
Trade Business Depot Operative	Servicing and building relationships with local trade's people to support them in the design, ordering, purchasing and delivery of materials for trade jobs. Personnel may hold responsibility for a range of functions including opening and maintaining trade accounts, local marketing and sales activity.

Qualifications

Competence qualifications available to this pathway

C1 – Pearson Edexcel Level 2 Certificate in Trade Business Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	601/1292/X	Pearson Education Ltd	27	161-229	N/A

C2 – Pearson Edexcel Level 2 Diploma in Trade Business Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	601/1291/8	Pearson Education Ltd	37	229-299	N/A

Knowledge qualifications available to this pathway

K1 – Pearson BTEC Level 2 Certificate in Principles of Trade Business Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	601/1224/4	Pearson Education Ltd	13	108-124	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

All apprentices will undertake one of the following competency qualifications depending on the scope of their role. For example, some learners may not have the design or warehousing elements in their role but will still cover the account management, sales, administration and customer service functions and therefore will be better suited to the Certificate. Learners that have wider scope in their role, such as those that include warehousing and basic kitchen and bathroom layout design may find the Diploma more appropriate, allowing them to achieve credit that recognises the breadth of their job. The Apprentice and their manager/employer should determine which of the qualifications best meets the needs of the Apprentice at the start of the programme.

- Level 2 Certificate in Trade Business Services; or
- Level 2 Diploma in Trade Business Services.

All roles will undertake the **Level 2 Certificate in Principles of Trade Business Services** knowledge qualification.

Employers will select the relevant optional units for both competence and knowledge to reflect the role of the Apprentice.

Apprentices who have already achieved competence and/or knowledge qualifications before entry to the Apprenticeship must select options which will equip them with new skills and learning. |

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 routes into the Intermediate Apprenticeship in Trade Business Services

Examples of progression routes into this pathway include:

- Work experience or experience of working in trade business services; retail; design or customer services;
- Level 1 QCF qualification in Retail, Customer Service, Design;
- GCSEs in English and Maths

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this apprenticeship.

Progression from the Intermediate Apprenticeship in Trade Business Services

Apprentices will be able to continue in their Trade Business Depot Operative Role as a fully competent team member, working without additional support/supervision that may have been required during their apprenticeship; or they can move sideways into either a specialist Business Development/Administration, Counter Sales or Warehouse role. All employees then have the opportunity to follow the career progression routes in to depot, area and regional management or into central services e.g. training, marketing, HR and credit control.

Advanced Apprenticeships:

Apprentices may progress from their Intermediate Apprenticeship into Advanced Apprenticeships in areas such as the following:

- Retail Management or Retail Sales Professional Advanced Apprenticeship
- Warehousing and Storage Advanced Apprenticeship
- Customer Services Advanced Apprenticeship
- Sales and Telesales Advanced Apprenticeship
- Business Administration Advanced Apprenticeship.
- Management Advanced Apprenticeship.

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

[Employee Rights and Responsibilities is evidenced through the completion of the mandatory ERR unit ' Understanding employment responsibilities and rights' (D/602/4769) contained within the knowledge component of the apprenticeship.

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[

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

How equality and diversity will be met

Trade Business Services is a sub-sector of the Retail Industry. Retail's gender profile is 60:40 women to men and this is even more weighted towards men in the Trade Business subset. Unlike retail in general, employers in the Trade Business Services sector are facing issues due to their ageing workforce as they are struggling to take on new recruits and make the sector attractive enough for school and college leavers. The apprenticeship, through promotion from employers and the awarding organisation, raises the profile of this sector and provides increased opportunities for prospective apprentices to consider entry into a growing sector which does not have a significant presence in the careers curriculum.

Profile of the Retail and Trade Business Services Apprentices

The number of Retail apprenticeships has increased significantly over the years. This is encouraging for the Trade Business Services Apprenticeship and although the overall uptake will not be as large as the general retail route, the expectation is for a significant number of apprentices to take up this opportunity and benefit from the same impact on equality and diversity trends. One of the employers involved in the development of the framework is making the apprenticeship mandatory for all new recruits to the company and estimates registrations for up to 500 apprentices per annum. From the outset, the focus of this apprenticeship is to spark interest in new recruits and to support succession planning in an ageing sector. There is also a need in some areas to encourage greater numbers of women and men e.g. women into warehouse apprenticeships and men into business administration apprenticeships.

Skillsmart Retail UK will be monitoring the take up of apprenticeships by the under-represented groups to ascertain any barriers and ways of overcoming them.

Actions being taken to address imbalances in the workforce:

- The diversity and distributed nature of trade business services has meant that the component qualifications within the apprenticeship frameworks have had to be developed to ensure flexibility and choice within the rules of combination. Similarly, the units have been written, in collaboration with a selection of

trade-based employers to ensure that they are free from bias, accessible to all learners and are applicable to a wide range of roles and businesses within the trade business sector.

- In order to ensure that the major trade-based retailers are also able to engage with the apprenticeship framework, the developer has worked to develop an Apprenticeship delivery model which is focused on a 'business as usual' approach for trade based retail organisations. This approach is predicated on the use of employers' in-house training programmes being mapped, according to strict quality assurance guidelines, against the competence and knowledge components of the frameworks;
- The component qualifications are designed to be flexible but also ensure that learners are not presented with any unnecessary barriers that would prevent them from undertaking any of the units. Flexibility has been written into the assessment practices to allow for simulation in the competence-based qualification where an unnecessary barrier may be presented
- Use of case studies to inspire employers and employees to engage in apprenticeships Apprenticeships are seen as a vital route to attract a greater diversity of individuals into the industry; therefore, entry conditions to this framework have been made extremely flexible.
- Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the Industry, using the 9 protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation

Download the guidance on the Equality Act here:

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/> Skillsmart Retail UK will monitor take up and achievement of all Apprenticeships through its industry expert groups and take steps to address any barriers to take up and achievement. |

On and off the job training

Summary of on- and off-the-job training

The training required to complete the Apprenticeships in Trade Business Services at level 2 is categorised as either being delivered on or off the job. The following sections provide information about the number of training hours that an apprentice must receive either on or off the job, in order to achieve the specific Apprenticeship pathways.

Level 2 Foundation Apprenticeship in Trade Business Services

The total amount of training hours which includes both on and off-the-job learning for this pathway is either 279 training hours if the Certificate is chosen for the competency component or 347 training hours if the Diploma is chosen. This is derived from a minimum of 118 training hours delivered off the job (which includes 10 hours from Essential Skills Wales) and a minimum of either 161 training hours (for the certificate) or 229 training hours (for the diploma) delivered on the job.

Training hours are delivered during contracted working hours under an Apprenticeship Agreement.

On and Off the job training hours:

- must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager;
- must allow training support via a tutor, teacher, mentor or manager;
- are 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.

Off-the-job training

Off the job training is defined as time for learning activities spent away from normal work duties. For this framework, the amount of off-the-job training is as follows:

Level 2 Foundation Apprenticeship in Trade Business Services

The total amount of off the job training for the Level 2 Foundation Apprenticeship is 118 hours (including 10 hours for Essential Skills Wales).

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 an 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

... Trade Business Services (Wales)

achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF; for example Principal Learning qualifications from within the Welsh Bacculaureate.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Apprenticeship certificate.

Off-the-job training needs to:

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

The off the job training requirement will primarily be satisfied through the successful completion of the Retail Knowledge and Essential Skills Wales qualifications. Individual Learning Plans (ILPs) should be used to identify and record when and how off the job learning is to be delivered. Where the delivery of the Principles of Trade Business Services qualification and Essential Skills Wales qualifications do not give the learner the opportunity to satisfy the minimum off-the-job training requirements, the Individual Learning Plan should be used to indicate where training has been delivered off the job. This could be through appraisals, mentoring sessions, health and safety presentations, induction programmes etc. On application for the certification of the overall Apprenticeship, confirmation will be sought to ensure the learner has received the minimum off the job training hours.]

On-the-job training

[On-the-job training is defined as skills, knowledge and competence gained within normal work

duties. For these frameworks the amount of on-the-job training is as follows:

Level 2 Foundation Apprenticeship in Trade Business Services

The total amount of on-the-job training for the Level 2 Foundation Apprenticeship in Trade Business Services is

- 161 hours if the certificate is taken as the competency component OR
- 229 hours if the diploma is taken.

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. 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 can be verified for apprenticeship certification.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the apprenticeship certificate.

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

The on the job training requirement will be satisfied by the successful completion of the competence-based elements of the Apprenticeship frameworks. The record 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

[There are no requirements for the Improving Own Learning and Performance Wider Key Skill qualification as it is already covered in the mandatory units of the Trade Business Services knowledge and competency qualifications.

The Trade Business Services mandatory units focus on the learner's ability to work through actions and complete tasks, seek support from others when it is needed and checking what they need to do to improve customer service offers.

Providers and apprentices are also encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL for these skills in the future. The Individual Learning Plan could prove to be an effective tool for identifying opportunities for the delivery of Wider Key Skills, and recording their achievement.]

Working with others

[There are no requirements for the Working with Others Wider Key Skills qualification as it is already covered in the mandatory units of the Trade Business Services knowledge and competency qualifications.

The Trade Business Services mandatory units focus on the learner's ability to understand what needs doing, carrying out tasks within their own responsibility that contribute to a wider goal and identifying how they can help each other achieve things.

Providers and apprentices are also encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL for these skills in the future. The Individual Learning Plan could prove to be an effective tool for identifying opportunities for the delivery of Wider Key Skills, and recording their achievement.]

Problem solving

[There are no requirements for the Problem Solving Wider Key Skill qualification as it is already covered in the mandatory units of the Trade Business Services knowledge and competency qualifications.

The Trade Business Services mandatory units focus on the learner's ability to confirm they understand problems and identify ways to tackle them; that they can follow up on actions associated with solving the problem and check the problem has been resolved.

Providers and apprentices are also encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL for these skills in the future. The Individual Learning Plan could prove to be an effective tool for identifying opportunities for the delivery of Wider Key Skills, and recording their achievement.]

apprenticeship FRAMEWORK

For more information visit-
www.acwcerts.co.uk/framework_library