

apprenticeship FRAMEWORK

IT Solutions Development & Support (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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IT Solutions Development & Support (Wales)

Contents

Contents

Framework information.....	4
Information on the Issuing Authority for this framework:	4
Short description.....	4
Contact information.....	6
Proposer of this framework.....	6
Revising a framework	8
Why this framework is being revised	8
Summary of changes made to this framework	8
Qualifications removed	8
Qualifications added	8
Qualifications that have been extended.....	8
Purpose of this framework	9
Summary of the purpose of the framework.....	9
Aims and objectives of this framework (Wales)	9
How is an apprenticeship delivered?	9
Entry conditions for this framework.....	11
Level 3, Pathway 1: All roles	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	15
Relationship between competence and knowledge qualifications.....	15
Essential Skills.....	16
Communication.....	16
Application of Number	16
Inclusion of Digital Literacy (ICT)	17
Digital Literacy (ICT)	17
Progression routes into and from this pathway	18
UCAS points for this pathway:	18

Employee rights and responsibilities	19
Delivery and assessment.....	19
Level 4, Pathway 1: All roles	21
Entry requirements for this pathway in addition to the framework entry requirements	21
Qualifications.....	23
Competence qualifications available to this pathway	23
Knowledge qualifications available to this pathway	23
Combined qualifications available to this pathway	23
Relationship between competence and knowledge qualifications.....	23
Essential Skills.....	24
Communication.....	24
Application of Number	24
Inclusion of Digital Literacy (ICT)	25
Digital Literacy (ICT)	25
Progression routes into and from this pathway	26
UCAS points for this pathway:	27
Employee rights and responsibilities	28
Delivery and assessment.....	28
How equality and diversity will be met.....	29
On and off the job training	30
Off-the-job training	30
On-the-job training	31
How this requirement will be met.....	31
Wider key skills assessment and recognition	32
Improving own learning and performance	32
Working with others	32
Problem solving	32

Framework information

Information on the Issuing Authority for this framework:

Instructus

The Apprenticeship sector for occupations in air conditioning, building services engineering, business and administration, cleaning, customer service, digital/information technology, electro technical, electrical and electronic servicing, enterprise and business support, facilities management, heating and ventilating, housing, human resources and recruitment, industrial relations, leadership and management, marketing and sales (also includes contact centres and third sector), plumbing, property and refrigeration.

Issue number: 2	This framework includes:
Framework ID: FR04272	Level 2 <input type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/>
Date this framework is to be reviewed by: FR04272	This framework is for use in: Wales

Short description

This Apprenticeship framework provides the skills, knowledge and competence required to become an IT Solutions Development & Support Professional in a wide range of job roles such as:

- Software Developer
- Web Developer
- Software Tester
- IT Software Support
- Database Administrator

The Apprenticeship programme combines skills and knowledge with employment in an IT Solutions Development & Support role, meaning that apprentices are paid throughout the programme. Apprentices can apply and improve their skills in the workplace to complement the instructor-led learning.

Contact information

Proposer of this framework

This Apprenticeship programme is designed for new entrants to a role in IT Solutions Development & Support, and to provide progression and re-skilling routes for existing IT Professionals. Apprentices can work in areas such as:

- Software Development
- Web Development
- Software Testing
- Software Support
- Software Project Management

What is included in this Apprenticeship?

The apprenticeship is made up of qualifications and learning that will provide apprentices with the skills and knowledge required to become competent in their chosen job role.

The framework includes a balance of content in technical, business and interpersonal areas, designed to ensure apprentices have an appropriate set of skills to operate in today's IT Solution Development & Support job roles.

The technical content includes units for Software Development, Web Development, Software Testing, Software Support and Databases. In addition to generic units, the apprenticeship contains 'vendor' and industry recognised content from Microsoft, Cisco, Oracle, VM Ware and CompTIA.

Developer of this framework

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Issuing Authority's contact details

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Your organisation | Instructus |

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Revising a framework

Why this framework is being revised

| Minor fixes to typographical errors. |

Summary of changes made to this framework

| Minor fixes to typographical errors. |

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

IT is a key sector for Wales as the application of IT drives productivity and competitiveness across the whole economy. The IT sector in Wales spans electronics, software development and new technologies with a mix of large multinationals and indigenous businesses.

Wales has approximately 25,000 people directly involved in the IT industry. There are nearly 3,000 operations in Wales – among them Fujitsu Services, BT, Mitel, Logica, Cassidian, General Dynamics UK, SAIC, Sony UK, Logica and IBM, contributing around £1 billion to the Welsh economy annually. In addition major government agencies such as the ONS and DVLA are major users and developers of IT systems. Welsh higher and further education institutions produce more than 3,500 graduates every year in IT-related disciplines.

This framework will contribute towards meeting the following skills priorities for Wales:

- Skills for Jobs: The National Strategic Skills Audit for Wales; June 2011
- The Minister's response to the WESB report on Skills for Jobs Priorities
- Growth and Sustainable Jobs
- Digital Wales

Aims and objectives of this framework (Wales)

Research has indicated a continuing need for new entrants into IT professional occupations. Solutions Development and Support is a particularly important area.

Apprenticeship programmes provide a vital route to bring new entrants into this growing area. The sector required new entrants both from full-time education, but also from roles in other sectors and other sources (such as returners to work and unemployed), which could also be well suited to apprenticeship training.

How is an apprenticeship delivered?

An Apprenticeship programme is fundamentally designed to be a work-based programme, whereby instructor-led learning can be immediately applied by apprentices in a real work context.

The qualifications contained in the framework reflect the overall design of an apprenticeship. Some units from the combined qualification must be assessed in the workplace, and wherever possible, it is recommended that all other units should also be assessed in this context.

Knowledge will generally be taught in an off-the-job setting, and assessed using assignments or tests, in order to ensure the apprentice has gained the underpinning theory and principles required for the role.

Entry conditions for this framework

There are no specific entry criteria for this framework.

However, in general, learners should possess qualifications (or equivalent experience) at the levels at or immediately below the level of the award. For example, candidates may have a qualification at CQFW levels 2,3 or 4. In particular qualifications at these levels in Mathematics would be an advantage.

Alternatively, candidate may have successfully completed an Apprenticeship at CQFW Level 2 or 3. There is no absolute requirement that learners possess Computing or IT qualifications prior to undertaking this framework, however given the cognitive demands of the underpinning qualification, it is unlikely that candidates will successfully complete without some knowledge and experience of computers and/or demonstrable intellectual skills at an appropriate level.

Level 3

Title for this framework at level 3

Level 3 IT Solutions Development & Support

Pathways for the framework at level 3:

Pathway 1: All roles

Level 3, Pathway 1: All roles

Description of this pathway

This pathway covers all roles in solution development and support.

A minimum of 114 credits is required.

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)
Analyst Programmer	Assisting with the analysis of user requirements; researching, designing and writing components of new software programs to meet customer needs
Software Engineer	Contributing to the resolution of operational problems encountered with computer programs and applications
Application Developer	Translating software requirements into workable programming code elements and maintaining programs for business or personal use.
Mobile Application Developer	Contributing to creating code and maintaining and developing programs for mobile platforms.
Web Developer	Designing, developing and maintaining web pages for business or personal use.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 – Diploma in IT Solution Development Level 3

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	C00/1233/2	Agored Cymru	96	300	N/A

Relationship between competence and knowledge qualifications

The qualification structure of the combined qualification requires the achievement of a minimum number of credits from units assessed in the workplace (competence element), exceeding the minimum required by the SASW

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**

Digital Literacy (ICT)

Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).

For the current **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 Digital Literacy (ICT) achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for **Digital Literacy (ICT)** and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Progression routes into and from this pathway

Entry into this apprenticeship programme may be:

- directly from school or college with the relevant level of academic qualifications
- directly from university with an IT or other degree
- as a career transition from a general IT role or business role.

The Level 3 Apprenticeship programme offers successful apprentices the opportunity to further progress in their studies and go on to undertake a related degree programme. They could select from Bachelors degrees, Foundation degrees, Higher Nationals or another higher level qualification. Apprentices may also elect to continue within their job role and pursue their learning by undertaking additional technical, business or managerial level training and qualifications.

Apprentices who have completed a Level 3 apprenticeship programme have often progressed within their career to take on team leader or senior level positions, utilising their expanding technical expertise – and guiding and training others within the organisation.

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

[Empty form area for delivery and assessment details]

Level 4

Title for this framework at level 4

IT Solutions Development & Support

Pathways for the framework at level 4:

Pathway 1: All roles

Level 4, Pathway 1: All roles

Description of this pathway

This pathway covers all roles in solution development and support.

A minimum of 168 credits is required.

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

Candidates wishing to enter a Higher Apprenticeship will need to have achieved or demonstrated one of the following:

- A Levels, or equivalent educational attainment, including the Level 3 IT Diploma, Welsh or International Baccalaureate or other relevant Level 3 or 4 qualifications
- An Apprenticeship (Level 3)
- Employment within the technology/telecommunications industry for a number of years and demonstrated to their employer that they have a reasonable expectation of achieving the required outcomes of the Higher Apprenticeship. This can be supported by the demonstration or evidence of prior achievement or performance in the role prior to starting the Higher Apprenticeship.

Potential apprentices should bear in mind that a Higher Apprenticeship combines the challenges of higher-level education with full-time employment, and should be prepared for the greater volume and level of study than in the Apprenticeship or another Level 3 qualification

Job title(s)	Job role(s)
Analyst Programmer	Analysing user requirements; researching, designing and writing new software programs to meet customer needs
Software Engineer	Resolving operational problems encountered with computer programs and applications
Application Developer	Translating software requirements into workable programming code and maintaining and developing programs for business or personal use.
Mobile Application Developer	Programming code and maintaining and developing programs for mobile platforms. Web Developer
Web Developer	Designing, developing and maintaining websites for business or personal use.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 – Diploma in IT Solution Development Level 4

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	C00/1233/8	Agored Cymru	150	1000	N/A

Relationship between competence and knowledge qualifications

The qualification structure of the combined qualification requires the achievement of a minimum number of credits from units assessed in the workplace (competence element). This exceeds the minimum required by the SASW.

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:

Communication Essential Skills required at Level 3

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:

Application of Number Essential Skills required at Level 3

Inclusion of Digital Literacy (ICT)

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

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

Digital Literacy (ICT)

Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).

For the current **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 Digital Literacy (ICT) achievement above the minimum SASW requirement? **YES** **NO**

If YES, please state the grade/level required for **Digital Literacy (ICT)** and give a brief **REASON** as to why this is required:

Digital Literacy Essential Skills required at Level 3

Progression routes into and from this pathway

Candidates wishing to enter a Higher Apprenticeship will need to have achieved or demonstrated one of the following:

- A Levels, or equivalent educational attainment, including the Level 3 IT Diploma, Welsh or International Baccalaureate or other relevant Level 3 or 4 qualifications
- An Apprenticeship (Level 3)
- Employment within the technology/telecommunications industry for a number of years and demonstrated to their employer that they have a reasonable expectation of achieving the required outcomes of the Higher Apprenticeship. This can be supported by the demonstration or evidence of prior achievement or performance in the role prior to starting the Higher Apprenticeship.

Potential apprentices should bear in mind that a Higher Apprenticeship combines the challenges of higher-level education with full-time employment, and should be prepared for the greater volume and level of study than in the Apprenticeship or another Level 3 qualification

Following the completion of the Level 4 Higher Apprenticeship framework, successful apprentices will be able to follow up on their knowledge studies and continue on to complete full Honours degree programmes.

Or other industry recognised, role-specific qualifications:

- Project Management training and accreditation (PRINCE2, MSP, PMI, APM and Agile)
- Service Management training and accreditation (ITIL, SDI and ISO/IEC 2000 training)
- Management and Personal Development Training

A wide range of vendor and core technology training – leading to industry recognised qualifications are also available.

Some qualifications entitle membership of a professional organisation, offering networking and career advancement opportunities. For example, becoming a member of a professional organisation:

- The British Computer Society (BCS)
- The Institute of Engineering and Technology (IET)

The Tech Partnership Solutions Development & Support Framework offers no barriers to entry and is intended to accommodate all learners regardless of gender, age, disability or ethnic

origin.

The learning content required for the off-the-job learning can be delivered in a number of different learning styles to accommodate learner requirements.

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

N/A

|

|

|

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

How equality and diversity will be met

Instructus Solutions Development & Support Framework offers no barriers to entry and is intended to accommodate all learners regardless of gender, age, disability or ethnic origin.

The learning content required for the off-the-job learning can be delivered in a number of different learning styles to accommodate learner requirements.

Instructus expects employers and training providers to comply with current Equality legislation to ensure that applicants are not discriminated against in terms of entry to, and progression within the sector, using the protected characteristics.

The following sections are included to identify workforce demographics. (Data refers to the UK as a whole and to the whole of the IT sector of which Solutions Development and Support is a part)

GENDER EQUALITY

Gender imbalance remains a significant issue for the IT sector. This under-representation of women has a number of causes including:

- a lack of awareness (by both individuals and career advisors) of the broad range of career opportunities available
- confusion in school teaching of ICT between IT User and IT professional roles

Instructus has initiated or participated in a number of programmes to address this gender gap and encourage girls to consider a career in IT.

ETHNICITY AND DISABILITY

The Information and communication technologies industry is one of the most ethnically diverse industries in the UK. There is significant provision for individuals with disabilities throughout the IT sector with many, varied opportunities for rewarding careers at all levels. This in turn means

that apprenticeships are available in a wide range of areas for those with differing levels of disability. |

On and off the job training

Summary of on- and off-the-job training

The total number of training hours which each apprentice must receive are

Level 3: 600 hours

Level 4: 1500 hours

Recognition of prior learning (RPL) is encouraged e.g. relevant content from the Welsh Baccalaureate.

Training hours are delivered during contracted working hours under an Apprenticeship Agreement or must have been completed no more than three years prior to commencing the apprenticeship.

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;
- may 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

Off-the-job training

Off-the-job training are those learning activities undertaken away from normal work duties.

At Level 3 the **minimum** required is 480 hours. This is made up of:

- Qualification units: 300 hours
- Essential Skills Wales (for apprentices without the required levels): 180 hours

At level 4 the minimum required is 1180 hours. This is made up of:

- Qualification units: 1000 hours
- Essential Skills Wales (for apprentices without the required levels): 180 hours

How this requirement will be met

Off-the-job learning will be required for the Apprentice to achieve the designated knowledge units of the combined Diploma qualification. This may involve a combination of day release, block release, web-based learning, mentoring and coaching.

Achievement of the designated knowledge units and Essential Skills (if required) will be evidence of completion of the required number of off the job GLH. |

On-the-job training

Level 3: An apprentice must receive a minimum of 120 hours on the job training

Level 4: An apprentice must receive a minimum of 3200 hours on the job training.

How this requirement will be met

An Apprenticeship programme is fundamentally designed to be a work-based programme, whereby instructor-led learning can be immediately applied by apprentices in a real work context.

The qualification contained in the framework reflects the overall design of an apprenticeship, containing some units which are designed to be delivered off-the-job and competence based units which are designed to be delivered on-the-job.

Wherever possible, the competences should be assessed holistically in the workplace, ensuring that any knowledge elements in the units are learned in the work and organisational context.

This can be recorded by any suitable means including, for example, portfolios of work, performance reviews and work logs/diaries.

The discrete knowledge units must be taught 'off-the-job' and assessed using assignments or tests in order to ensure the apprentice has gained an appreciation of the wider impact in business and society and understands the underpinning theory and principles required for their role.

An Apprentice can plan and review their use of predefined or commonly used tools and techniques for complex and non-routine activities. As a result of reviewing their work, they will be able to devise solutions in the use of these in order to improve productivity for themselves and others.

Through coaching on-the-job, they will develop transferable skills and techniques for self-help and in turn be prepared to offer support and advice to others.

Evidence of guided learning hours undertaken should be recorded in the apprentice's Individual Learning Plan, and updated at 12 week reviews throughout the programme. On completion of the Apprenticeship, the total number of guided learning hours can be evidenced through submission of the Combined Qualification, Essential Skills Wales and Employee Rights and

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

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

Working with others

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

Problem solving

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

apprenticeship FRAMEWORK

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