

apprenticeship FRAMEWORK

Facilities Management (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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Facilities Management (Wales)

Contents

Contents

Framework information.....	3
Contact information.....	4
Revising a framework.....	5
Purpose of this framework	6
Entry conditions for this framework.....	8
Level 2: Foundation Apprenticeship in Facilities Services.....	10
Pathway 1: Facilities Services	11
Level 3: Apprenticeship in Facilities Management.....	20
Pathway 1: Facilities Management.....	20
Level 4: Higher Apprenticeship in Facilities Management.....	30
Pathway 1: Facilities Management (Generic)	29
Pathway 2: Facilities Management (Building Services)	36
Level 5: Higher Apprenticeship in Facilities Management.....	47
Pathway 1: Facilities Management (Generic).....	44
Pathway 2: Facilities Management (Building Services)	50
Equality and diversity	561
On and off the job training	583
Wider key skills assessment and recognition	63

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: [7]	This framework includes:
Framework ID: [FR05045]	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/>
Date this framework is to be reviewed by: [DD/MM/YYYY]	This framework is for use in: Wales

Short description

[This Apprenticeship framework, ranging from Foundation to Higher level has been designed with the help of employers to attract new people into the Facilities Management (FM) sector and to upskill the existing workforce with qualifications. FM involves providing a quality and cost effective maintenance and care service for a wide range of commercial and public buildings, such as hotels, hospitals, office and shopping complexes, arenas, educational or convention centres. Facilities Managers make sure that facilities such as security, catering and cleaning (referred to as 'soft services') and maintenance and building services (referred to as 'hard services') run smoothly, so that customers can run their businesses efficiently. The sector is also responsible for property and estates management, including energy management and environmental protection.

At the Higher levels there are two pathways; a generic or soft services route, and a building services or hard service route. HE qualifications are part of the building services pathway. Roles in this framework are likely to fit into Standard Occupational Code (SOC): 12 |

Contact information

Proposer of this framework

Instructus Skills (formerly Skills CfA) on behalf of employers within the sector. Employers who played a major part in the development of this framework include Interserve, Compass, G4S and MITIE.

Developer of this framework

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Revising a framework

Why this framework is being revised

| Removal of 2 C&G qualifications from L2 Pathway 1 "Facilities Services" |

Summary of changes made to this framework

| Removal of 2 C&G qualifications from L2 Pathway 1 "Facilities Services" |

Qualifications removed

| L2 Certificate in Facilities Services 600/5476/1

| L2 Certificate in Facilities Services Principles 600/5477/3

Qualifications added

| N/A

Qualifications that have been extended

| N/A

Purpose of this framework

Summary of the purpose of the framework

Facilities Management (FM) involves providing a quality and cost effective maintenance and care service for a wide range of commercial and public buildings, such as hotels, office and shopping complexes, arenas, educational or convention centres. Facilities Managers make sure that facilities such as security, catering, and cleaning (referred to as 'soft services') and maintenance and building services (referred to as 'hard services') run smoothly, so that customers can run their businesses efficiently with the minimum disruption to services. The sector is also responsible for property and estates management, including energy management and environmental protection.

FM is a growing industry in Wales. FM workplaces are mainly small organisations, employing less than ten people. It is likely that the number of people employed in FM is significantly higher. The FM industry is currently difficult to quantify due to the lack of data under a specific standard industry classification code.

Facilities Management plays a key role in the Business Services sector, and has been identified by the UK Government as one of the six areas of future growth. There is the potential to expand into new areas such as education, leisure and manufacturing sectors and the Green Agenda which is increasingly important, however employers report that around a third of their staff do not have the skills to make this happen.

Challenges faced by Facilities Management companies include:

- staffing & training - finding the right staff with the right skills and retaining skilled staff and helping staff get to grips with technical, procurement, energy management, customer service aspects of the job and encouraging managers to complete training;
- attracting more young people into Facilities Management which, as a fairly new profession is not seen by young people as a career option, to counter act an ageing workforce;
- internal factors such as increasing efficiency, managing with budget cuts and keeping costs down, as well as securing funding and getting clients to pay on time;
- market share - competition from other organisations and the impact this is having on the ability of companies to retain existing business and secure new contracts;
- legislation - the need to keep up to date with new legislation, particularly around the low carbon agenda as well as other areas, such as health and safety;
- technical skills gaps - within FM a lack of skills in this area may result in an inability to effectively maintain or repair building systems which will have an adverse effect on energy management
- just under a third of the workforce have qualifications below Level 2 or no qualification at all.

Future competencies required by the sector include:

- knowledge of outsourcing strategies;
- a broader set of generic management skills linked to customer service and relationship management;
- sustainability in its broadest definition and greater skills will be required in this area as a result;
- enhanced IT skills – due to the growth of intelligent buildings linked to the design of energy efficient systems;
- skills and knowledge relating to legislation and regulation, including TUPE, health, safety and environmental protection;
- commercial awareness and financial skills in relation to managing budgets and profits.

Facilities Management is a new industry and there has not been a traditional route into the sector. The FM apprenticeship will help to address this and to professionalise the role.

Employers have been involved with the design of the qualifications in this framework which will develop the critical skills required within the sector and the framework has also been updated to meet the requirements of the new Specification of Apprenticeship Standards for Wales.

Foundation apprentices will work as multi-skill facilities operatives, reporting to Facilities Managers, and will undertake a variety of duties depending on customer and organisational requirements. Apprentices will work as a Assistant Facilities Manager, team leader or be employed in a trainee role, resolving problems and ensuring the smooth running of facilities and services. Higher level apprentices will be a Facilities Manager or Building Services Manager. At level 5 the job roles will have added responsibility such as managing larger or multi-site contracts.

Aims and objectives of this framework (Wales)

[N/A]

Entry conditions for this framework

Employers are looking to attract applicants from a wide range of backgrounds and experience and are particularly keen to hear from applicants who have experience in related sectors such as catering, cleaning, customer service, construction, engineering and hospitality.

Applicants will be expected to have basic literacy and numeracy skills on which this apprenticeship will build, be willing to work as part of a team and have a keen interest in providing high standards of customer service.

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, recognising prior qualifications and experience.

For more information on entry conditions please refer to the Foundation, Apprenticeship and Higher level specific guidance.

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 GCSE's in English, Maths and/or Information and Information Communications Technology (ICT)/Digital Literacy they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.

2. Knowledge Qualifications

If applicants already have one of the knowledge qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within three 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 3 competence qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within three years of applying for the apprenticeship certificate and they will still have to demonstrate competency 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 competency and the knowledge qualifications in this framework.

In the case of accredited prior learning (APL) for competence, knowledge or ESW the apprenticeship programme must be tailored to allow the apprentice to undertake new learning, including learning at a higher level and develop new skills.]

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Facilities Services

Pathways for the framework at level 2:

Pathway 1: Facilities Services

Level 2, Pathway 1: Facilities Services

Description of this pathway

Total number of credits for this pathway is **45**. This is made up of the following:

Competency qualification = 20

Knowledge qualification = 13

ESW = 12 for Communication and Application of Number

Essential Digital Literacy Skills ESW is not a requirement of this framework. A review of job roles shows that formal ICT/Digital Literacy are not necessary. Apprentices do not have access to computers and would tend to use portable Personal Digital Assistant (PDA) units for communication purposes. In-house training will be given to use the Building Management systems.

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

There are no minimum requirements and formal qualifications are not necessary. However, some duties may involve working at heights, working in enclosed spaces and outdoor work in all weather conditions.

Job title(s)	Job role(s)
Facilities Services Operative	Duties include all or some of the following: securing the site, setting up rooms for events, assist with cleaning, site emergency and evacuation procedures, portage, carrying out minor maintenance repairs, reading energy meters and using the intelligent BMS to control heating and ventilation.

Qualifications

Competence qualifications available to this pathway

C1 – Level 2 Certificate in Property, Caretaking and Facilities Services

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1b	600/0026/0	WAMITAB	20	149	122

C2 – Level 2 Certificate in Facilities Services

C2a	600/5859/6	Pearson	20	149	200
C1b	600/6925/9	BIFM	20	149	200
C1c	600/8159/4	IQ	20	149	200
C1d	601/1752/7	NOCN	20	149	200
C1e	601/3810/5	FAQ	20	149	200

Knowledge qualifications available to this pathway

K1 – Level 2 Certificate in Facilities Services Principles

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/5449/9	Edexcel	13	103	130
K1b	600/6308/7	WAMITAB	13	103	69
K1c	600/6861/9	BIFM	13	103	130
K1d	600/8259/8	IQ	13	103	130
K1e	600/7959/9	NOCN	13	103	130
K1f	601/3693/5	FAQ	13	103	130

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

[The knowledge qualification provides a broader understanding of knowledge requirements for the sector.]

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, and Digital Literacy (where required).

ESSENTIAL SKILLS WALES

Communication	Min.Level 1
Application of Number	Min.Level 1
IT/Digital Literacy	N/A

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.



Progression routes into and from this pathway

Progression into this Foundation level

Apprentices can enter this level from any background and qualifications are not essential.

Possible progression routes could be as follows:

- Advanced Apprenticeship in Facilities Management
- Progression to team leader, supervisor roles
- Level 3 Diploma in Property, Caretaking and Supervision Skills
- First Line Management qualifications at Level 3
- Lateral move to a Foundation level Building Services framework
- Possible progression to a Building Services Apprenticeship (subject to relevant work experience)

Ultimately the apprentice could progress to a higher level management position in Facilities Management, managing several contracts and a large number of staff.

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

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Instructus Skills FAQ (formerly Skills CFA)

2. ERR Workbook:

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - The workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. 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;
3. 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;
4. understands the role played by their occupation within their organisation and industry;

5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

As ERR is part of the Apprentice Certificate Claim Form, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.]

Level 3

Title for this framework at level 3

Apprenticeship in Facilities Management

Pathways for the framework at level 3:

Pathway 1: Facilities Management

Level 3, Pathway 1: Facilities Management

Description of this pathway

The minimum number of credits for the Facilities Management Apprenticeship is **64** credits.

This is made up of the following:

Competency qualification = 31

Knowledge qualification = 21

ESW = 12 for Communication and Application of Number

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

There are no minimum requirements and formal qualifications are not necessary, but employers are keen to hear from applicants who have experience in related sectors such as catering, cleaning, customer service, construction, engineering and hospitality.

Please note that ICT/Digital Literacy is not included in this pathway. The work roles have varying levels of ICT requirements and the generic ICT Functional Skills are too broad to accommodate this. Training will be given to apprentices to use specialist in-house software systems.

Job title(s)	Job role(s)
Trainee/Assistant Facilities Manager	The Assistant FM will manage a small team in one, or more facilities. They will be responsible for budgets, business planning, health and safety, energy management, customer service and relationship management. Depending on the role they may have to operate intelligent building systems.
Facilities Services Team Leader	Supervising a small team in one or more facilities or types of service. Types of facilities would be building maintenance, catering, cleaning, reception and security. Similar duties to the Trainee/Assistant Facilities Manager but on a smaller scale.

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 Certificate in Facilities Management Practice

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0031/4	WAMITAB	31	154-211	107
C1c	600/0486/1	Pearson	31	139-211	310
C1e	600/6533/3	IQ	31	154-216	310
C1f	600/7751/7	BIFM	28	142	280

Knowledge qualifications available to this pathway

K1 – Level 3 Certificate in Facilities Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/5685/X	ILM	21	72-92	210
K1b	601/1722/9	WAMITAB	21	82-110	76
K1c	601/5379/9	Pearson	21	91-115	210
K1d	601/5323/4	NOCN	21	82-92	210
K1e	600/8163/6	IQ	21	82-92	210
K1f	600/7750/5	BIFM	28	107-135	280

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The knowledge qualification provides the underpinning knowledge for the competency qualification and a broader understanding of issues within the sector.

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, and Digital Literacy (where required).

ESSENTIAL SKILLS WALES

Communication	Min.Level 2
Application of Number	Min.Level 2
IT/Digital Literacy	N/A

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.

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Progression routes into and from this pathway

Progression into this Apprenticeship

Applicants will come from a variety of routes which may include any of the following:

- Previous experience in, or a Foundation Apprenticeship in Building Services, Construction, Catering, Cleaning, Customer Services, Business Administration and Team Leading
- Foundation Apprenticeship in Facilities Services
- Welsh Baccalaureate and experience in one of the areas mentioned above

Progression from this Apprenticeship

- Level 4 Certificate in Facilities Management Practice, or the British Institute of Facilities Management (BIFM) qualifications at Level 4, 5 and 6
- Into high level management positions as a Senior Manager , managing multiple contracts with numerous staff
- Into further and higher education for example Foundation degree in Facilities Management
- Progression through membership of professional organisations

On completion of the apprenticeship apprentices can apply for Associate membership of the Royal Chartered Institute of Surveyors (RICS) and the British Institute of Facilities Management (BIFM).

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

Delivery and assessment of ERR

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Instructus Skills FAQ (formerly Skills CFA)

2. ERR Workbook:

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - The workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. 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;
3. 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

4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

As ERR is part of the Apprentice Certificate Claim Form, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 4

Title for this framework at level 4

Higher Apprenticeship in Facilities Management

Pathways for the framework at level 4:

Pathway 1: Facilities Management (Generic)

Pathway 2: Facilities Management (Building Services)

Level 4, Pathway 1: Facilities Management (Generic)

Description of this pathway

The minimum number of credits for this pathway is **113**. This is made up of the following:

Competency qualification = 47 credits

Knowledge qualification = 48 credits

ESW = 18 for Communication, Application of Number and ICT/Digital Literacy

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

As the job role will require formal written communication skills and managing budgets, it is preferred if apprentices have an A to C grade in English and Maths, or level 2 ESW.

The ESW Essential Communication Skills requirement for this framework is level 3. The higher level frameworks are not suitable for pre-18 learners.

Job title(s)	Job role(s)
Facilities Manager -Soft Services (In-house)	Managing a range of services for one site; supervising of contractors and in-house staff, procuring services, calculating and comparing costs to ensure that services achieve maximum value and remain on budget, implementing new systems and procedures and project management
Facilities Manager -Soft Services (Outsourced)	Managing a range of services for one client site, ensuring that the services provided meet the client's needs and comply with the terms of the contract, ensuring that goods or services achieve maximum value and remain on budget, liaising with the client and involvement in project management

Qualifications

Competence qualifications available to this pathway

C1 – Level 4 Diploma in Facilities Management Practice

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/5065/2	BIFM	47	220	470
C1b	600/0502/6	WAMITAB	47	220	165

Knowledge qualifications available to this pathway

K1 – Level 4 Diploma in Facilities Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/8381/8	BIFM	48	196	480

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 4 Diploma in Facilities Management (knowledge) qualification provides wider underpinning knowledge to complement the Level 4 Diploma in Facilities Management Practice (competency) qualification.

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, and Digital Literacy (where required).

ESSENTIAL SKILLS WALES

Communication	Min.Level 3
Application of Number	Min.Level 2
IT/Digital Literacy	Min.Level 2

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.

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Progression routes into and from this pathway

Progression into this Higher Apprenticeship from one of the following:

- Relevant experience in the sector
- Apprenticeship in FM
- Apprenticeship in Catering, Security, Business Administration, Building Services
- Level 3 vocational qualifications in a relevant area

Progression routes from this Higher Apprenticeship:

- Level 5 apprenticeship in FM
- British Institute of Facilities Management (BIFM) qualifications at Level 5
- Specialised job roles in FM such as contract management, Site Planning Manager and Compliance Manager
- Membership of professional organisations

Apprentices will be able to apply for BIFM and the Royal Institution of Chartered Surveyors (RICS) associate membership. The apprentice will learn about the range of professional organisations as part of Employment Rights and Responsibilities.

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

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Instructus Skills FAQ (formerly Skills CFA)

2. ERR Workbook:

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - The workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. 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;
3. 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
4. understands the role played by their occupation within their organisation and industry;

5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

As ERR is part of the Apprentice Certificate Claim Form, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 4, Pathway 2: Facilities Management (Building Services)

Description of this pathway

The minimum number of credits for this pathway is **185**. This is made up of the following:

Competency qualification = 47 credits

Knowledge qualification = 120 credits

ESW = 18 credits for Communication, Application of Number and ICT/Digital Literacy

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

As the job role will require formal written communication skills and a requirement for mathematical applications to problems, it is preferred if apprentices have an A to C grade in Maths and English or level 2 ESW.

The ESW Essential Communication Skills requirement for this framework is level 3. The higher level frameworks are not suitable for pre-18 learners.

Job title(s)	Job role(s)
Building Services Manager	Managing a team who maintain and repair the building fabric; operate and maintain the heating, ventilation, lighting and plumbing systems; operate and maintain the intelligent building management system; analysis of energy usage, project management and managing budgets

Qualifications

Competence qualifications available to this pathway

C1 – Level 4 Diploma in Facilities Management Practice

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/5065/2	BIFM	47	220	470
C1b	600/0502/6	WAMITAB	47	220	165

Knowledge qualifications available to this pathway

K1 – Level 4 Higher National Certificate in Construction and the Built Environment (Building Services Engineering)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1b	603/0465/0	Pearson	120	480	1200

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Building services pathway requires detailed technical knowledge which is applied to the context of FM.

The apprentice taking this pathway will choose optional units in the FM Practice qualification which relate to the maintenance of the building, as well as asset, property and energy management.

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, and Digital Literacy (where required).

ESSENTIAL SKILLS WALES

Communication	Min.Level 3
Application of Number	Min.Level 2
IT/Digital Literacy	Min.Level 2

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.

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Progression routes into and from this pathway

Framework Developer to complete with relevant info

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

The Employee Rights and Responsibilities component of the apprenticeship can be achieved through either:

1. A ERR Qualification/Unit:

- The L/506/1905 Employee rights and responsibilities unit - this is an optional unit included within the combined qualification
- The Level 2 Award in Employee Rights and Responsibilities - this qualification is offered by a range of organisations
- Any other approved unit or qualification listed in Instructus Skills FAQ (formerly Skills CFA)

2. ERR Workbook:

- The Instructus Skills (formerly Skills CFA) ERR workbook, available from the Instructus Skills E-learning portal (elearning.instructus.org) - The workbook has been designed to enable apprentices to work their way through a series of questions and activities which will bring ERR to life, making the learning more meaningful and long lasting and enhance the employability skills of the apprentice.

ERR National Outcomes

1. knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010, and Health and Safety legislation, together with the responsibilities and duties of employers;
2. 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;
3. 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

4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles of conduct and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry.

Evidence of achievement of ERR

As ERR is part of the Apprentice Certificate Claim Form, there is no longer a requirement to evidence ERR completion when applying for apprenticeship certificates. However, we recommend that an internal record of ERR achievement is retained.

Level 5

Title for this framework at level 5

Higher Apprenticeship in Facilities Management

Pathways for the framework at level 5:

Pathway 1: Facilities Management (Generic)

Pathway 2: Facilities Management (Building Services)

Level 5, Pathway 1: Facilities Management (Generic)

Description of this pathway

The minimum number of credits for this pathway is **66**. This is made up of the following:

Combined qualification = 48 credits

ESW = 18 credits for Communication, Application of Number and ICT/Digital Literacy

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

As the job role will require formal written communication skills and managing budgets, it is preferred if apprentices have an A to C grade in English and Maths, or level 2 ESW.

Please note the ESW Essential Communication Skills requirement for this framework is level 3. The higher level frameworks are not suitable for pre-18 learners.

Job title(s)	Job role(s)
Senior or Regional Facilities Manager	Managing soft FM services for a multi-site operation; developing services and mentoring site delivery teams; monitoring site performance against contract KPIs; planning and managing projects to ensure minimum disruption to the client; planning resource requirements and procuring services

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 – Level 5 Diploma in Facilities Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	500/8347/8	BIFM	48	220	480

B2 – Level 5 Diploma in Facilities Management Practice

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/5878/X	BIFM	48	220	480

Relationship between competence and knowledge qualifications

At level 5 Apprentices will have the choice between two combined qualifications: the Diploma in Facilities Management, owned by BIFM, and the Diploma in Facilities Management Practice, owned by Instructus Skills.

Level 5 Diploma in Facilities Management

A total of 48 credits must be achieved to gain the qualification as follows:

32 credits must be achieved from the Mandatory Units, which combine a minimum of 14 credits for knowledge and 18 credits for competency elements shown below:

Facilities Management development and trends - **6 knowledge credits**

- Organisational and facilities management strategy - **2 knowledge, 4 competency credits**
- Managing people in facilities management - **2 knowledge, 6 competency credits**
- Risk management in facilities management - **6 competency credits**
- Financial management in facilities management - **4 knowledge, 2 competency credits**

A minimum of 16 credits must be achieved from Optional Units, which combine knowledge and competence credits.

Level 5 Diploma in Facilities Management Practice

A total of 48 credits must be achieved to gain the qualification as follows:

Subject to the optional units selected the minimum number of knowledge and competency credits an apprentice can achieve is 34 knowledge and 14 competency credits as detailed below:

- Understand the Facilities Management industry - **6 knowledge credits**
- Manage working relationships in Facilities Management - **3 knowledge, 2 competency**
- Manage compliance with regulation and legislation in Facilities Management - **5 knowledge, 2 competency**
- Plan estates in Facilities Management - **7 knowledge, 3 competency**
- Strategically plan the use of space in Facilities Management - **6 knowledge, 2 competency**
- Providing leadership and management in Facilities Management - **3 knowledge, 1 competency**
- Develop and mobilise Facilities Management contracts - **4 knowledge, 4 competency**

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, and Digital Literacy (where required).

ESSENTIAL SKILLS WALES

Communication	Min.Level 3
Application of Number	Min.Level 2
IT/Digital Literacy	Min.Level 2

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.

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Progression routes into and from this pathway

Progression into this Higher Apprenticeship:

- Higher (level 4) or Advanced Apprenticeship in FM
- Level 3 or 4 qualifications with relevant experience

Possible progression routes could be as follows:

- British Institute of Facilities Management (BIFM) qualifications at Level 6
- Membership of professional qualifications such as BIRM and the Royal Institution of Chartered Surveyors (RICS)
- Progression to senior roles within the sector such as Business Development, Head or Director of Facilities

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

Framework Developer to complete with relevant info

Level 5, Pathway 2: Facilities Management (Building Services)

Description of this pathway

The minimum number of credits for this pathway is **282**. This is made up of the following:

Competency qualification = 24 credits

Knowledge qualification = 240 credits

ESW = 18 credits for Communication, Application of Number and ICT/Digital Literacy

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

As the job role will require formal written communication skills and a requirement for mathematical applications to problems, it is preferred if apprentices have an A to C grade in Maths and English or level 2 ESW.

The ESW Essential Communication Skills requirement for this framework is level 3. The higher level frameworks are not suitable for pre-18 learners.

Job title(s)	Job role(s)
Senior or Regional Building Services Manager	Managing the hard FM services for a multi-site operation either in-house or out-sourced; managing maintenance contracts; planning and implementing preventative building maintenance regimes; planning and managing new installations and ensuring the work meets building and health & safety regulations

Qualifications

Competence qualifications available to this pathway

C1 – Level 5 Certificate in Facilities Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/8349/1	BIFM	24	98	240

Knowledge qualifications available to this pathway

K1 – Level 5 Higher National Diploma in Construction and the Built Environment (Building Services Engineering)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1b	603/0464/9	Pearson	240	960	2400

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Building Services pathway requires detailed technical knowledge which is applied to the context of Facilities Management. The apprentice taking this pathway will choose optional units in the FM competency qualification which relate to the maintenance of the building, as well as asset, property and energy management.

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, and Digital Literacy (where required).

ESSENTIAL SKILLS WALES

Communication	Min.Level 3
Application of Number	Min.Level 2
IT/Digital Literacy	Min.Level 2

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.

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Progression routes into and from this pathway

Framework Developer to complete with relevant info

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

Framework Developer to complete with relevant info

How equality and diversity will be met

Facilities Management in Wales has the lowest proportion of employees aged between 16 and 24 (3%), and the second highest proportion of employees aged over 55 (21%). 12% of the FM workforce has a disability.* The sector wishes to recruit more young people and BME groups into the sector.

Facilities Services in Wales is fairly split between the genders, 60% male and 40% female. 85% of the workforce is aged 45+ with 15% being 65+. 18% of the workforce have a disability.*

The statistics indicate that the sector in Wales faces issues around an ageing workforce, a need to attract younger staff and staff from non-white groups.

The FM sector is not as easily defined as other industries in the economy and does not always enjoy the same profile. As a result, it is not always an obvious career choice for those entering the workforce and in the past there has not been a clear entry point into the industry. Consequently, staff tend to enter FM at a later stage in their career and are therefore typically older. There is a general lack of understanding amongst the population about Facilities Management as a good career with good pay and prospects and professional status

Instructus Skills is taking the following steps to address diversity issues in the workforce:

- Raising awareness in schools about FM as a career through work with careers advisors
- Working with the Association of Women in Property and Women in FM
- Use of non stereotypical images on the careers website and materials
- Case studies for FM Apprentices which reflect more women, young people and those from BME groups

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry. Employers and training providers are encouraged to offer additional support and mentoring to ensure that apprentices complete their training. 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 partnership
6. Pregnancy and maternity
7. Race
8. Religion or Belief
9. Sex or sexual orientation

Instructus Skills will monitor take up and achievement of all Apprenticeships through the Apprenticeship Review and Approvals Group (ARAG) and continue to take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

*Classifications as part of the the Equality Act 2010 and those having a work limited disability only (February 2018)

On and off the job training

Summary of on- and off-the-job training

Job roles within Facilities Management require a through level of technical competency and knowledge, which will be undertaken through work-based training practice and experience. The total number of hours for each level is as follows:

Foundation Apprenticeship Level 2 - 372 hours made up as follows:

- 149 for the Certificate in Facilities Services
- 103 for the Certificate in Facilities Services Principles
- 120 for ESW

Apprenticeship Level 3 - 356 hours made up as follows:

- 154 for the Certificate in FM Practice
- 82 for the Certificate in FM
- 120 for ESW

The figures for both levels incorporate training hours for ERR induction and recording and hours for mentoring/progress reviews. It is envisaged that the framework will take 12 months to complete.

Higher Apprenticeship Level 4 (Generic pathway) - 596 hours made up as follows:

- 220 for the Diploma in FM Practice
- 196 for the BIFM Diploma in FM
- 180 for ESW

Higher Apprenticeship Level 4 (Building Services pathway) - 600 hours made up as follows:

- 220 for the Diploma in FM Practice
- 200 for the HNC in Construction and the Built Environment (Building Services Engineering)
- 180 for ESW

The figures for both pathways incorporate training hours for ERR induction and recording and hours for mentoring/progress reviews. It is envisaged that the framework will take 18 months to complete.

Higher Apprenticeship Level 5 (Generic pathway) - 400 hours made up as follows:

- 220 for the Diploma in FM
- 180 for ESW

Higher Apprenticeship Level 5 (Building Services pathway) - 1,238 made up as follows:

- 960 for the HND in Construction and the Built Environment (Building Services Engineering)
- 98 for the BIFM Certificate in FM
- 180 for ESW

The figures for both pathways incorporate training hours for ERR induction and recording and hours

for mentoring/progress reviews. It is envisaged that the generic pathway will take 12 months to complete and the building services pathway 15 months.

Prior achievement of knowledge and skills

In Wales there is an additional facility to recognise prior achievement of both knowledge and skills. The balance of recognition will be based on the training providers initial assessment.

Training hours, delivered during contracted working hours under an apprenticeship agreement, may vary depending on the previous experience and attainment of the apprentice. The amount of off and on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the total number of hours for this framework can be verified for apprenticeship certification. (see below for more details). The time limit for previous attainment has been set at five years prior to applying for apprenticeship certification. |

Off-the-job training

Off-the-job training is defined as time for learning activities away from normal work duties.

Off-the-job training may include any activity where an apprentice receives any form of instruction, tuition, assessment or progress reviews. For illustration (but not exclusively) private study, coaching, mentoring, e-learning, distance learning or classroom training may count as off-the-job training, provided it is carried out during paid work time.

Foundation Apprenticeship Level 2

The amount of off-the-job training is 223 which are hours for the knowledge qualification, ESW, mentoring, progress reviews and ERR induction and recording.

Higher Apprenticeship Level 4 (Generic pathway)

The amount of off-the-job training is 376 which are hours for the knowledge qualification, ESW, mentoring, progress reviews and ERR induction and recording.

Higher Apprenticeship Level 4 (Building Services pathway)

The amount of off-the-job training is 380 which are hours for the knowledge qualification, ESW, mentoring, progress reviews and ERR induction and recording.

Higher Apprenticeship Level 5 (Generic pathway)

The amount of off-the-job training is 290 which are hours for the knowledge qualification, ESW, mentoring and progress reviews.

Higher Apprenticeship Level 5 (Building Services pathway)

The amount of off-the-job training is 278 which are hours for the competence qualification, ESW, mentoring and progress reviews.

Examples of off-the-job training include the following:

- Training hours relating to the knowledge qualification
- Induction where activities are covered away from normal work duties
- Taught hours relating to Employment Rights and Responsibilities
- Essential Skills Wales
- Mentoring/coaching/ feedback and assessment reviews which are carried away from normal work duties
- Private study in work time including web based learning

How this requirement will be met

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and tutor, mentor or manager;
- allow access as and when required by and 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 listed above.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. A declaration form confirming that off-the-job training hours have been completed must be provided as evidence when applying for an apprenticeship completion certificate.

Evidence for off-the-job training will include:

- Achievement of knowledge qualifications
- Essential Skills Wales Certificates
- Employment Rights & Responsibilities 'sign off' sheet signed by the apprentice and assessor confirming that ERR has been achieved

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 Regulatory Qualification credit transfer for achievements within the Regulatory Qualification; or through recording or exemptions for certificated learning outside of the Regulatory Qualification, for example Principal Learning qualifications. For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years of applying for the Apprenticeship Certificate.

Previous experience

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

On-the-job training

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

Foundation Apprenticeship Level 2

The amount of on-the-job training is 149 which are hours for the competency qualification.

Apprenticeship Level 3

The amount of on-the-job training is 154 which are hours for the competency qualification.

Higher Apprenticeship Level 4 (Both pathways)

The amount of on-the-job training is 220 which are hours for the competency qualification.

Higher Apprenticeship Level 5 (Generic pathway)

The total amount of on-the-job training is 220 hours for the combined qualification, which includes 110 hours for the knowledge element.

Higher Apprenticeship Level 5 (Building Services pathway)

The amount of on-the-job training is 98 hours for the competency qualification and 960 for the knowledge qualification.

Examples of on-the-job training could include:

- coaching and mentoring given whilst on the job
- job shadowing
- company updates on policy and procedures whilst on the job
- instructions, briefings and guidance given whilst on the job
- collecting evidence for portfolio work whilst on the job
- essential skills practice and development whilst on the job

How this requirement will be met

On-the-job training needs to be:

- planned, reviewed and evaluated jointly between the apprentice and tutor, mentor or manager;
- allow access as and when required by and apprentice either to a tutor, teacher, mentor or manager
- delivered during contracted working hours;
- formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records.

Evidence for on-the-job training will include:

- Achievement of competency qualifications

On-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. A declaration form confirming that on-the-job training hours have been completed must be provided as evidence when applying for an apprenticeship completion certificate.

Previous attainment and experience

Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies this prior learning needs to be recognised and documented using the relevant Regulatory Qualification credit transfer, Regulatory Qualification exemption or Recognition of Prior Learning (RPL) procedures (same 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 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 a substantial proportion of hours towards the on-the-job framework total through prior learning acquired from previous 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 units from Regulatory Qualification qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a Regulatory recognised body, or follow Essential Skills at a level higher than that specified in the framework and other competency-based qualifications/units relevant to the workplace. The training provider must have transparent APL procedures in place to evidence the level of APL recognition.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years from the date of application for the Apprenticeship Certificate or have been continuously employed in the industry for eighteen months.

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