# apprenticeship FRAMEWORK

# Consumer Electrical and Electronic Products (Wales)

**IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016**

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

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

## Latest framework version?

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

Issue date: Click or tap here to enter text.

| Published By | |
|---|---|
| Instructus | Apprenticeship Certification Wales<br>https://acwcerts.co.uk/web/ |

# Consumer Electrical and Electronic Products

# Contents

# 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.

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|---|---|
| Issue number: 3 | **This framework includes:** |
| Framework ID:<br><br>FR04357 | Level 2 ☒<br><br>Level 3 ☒<br><br>Level 4-7 ☐ |
| Date this framework is to be reviewed by: 01/04/2020 | **This framework is for use in: Wales** |

## Short description

Apprenticeships for occupations in the Consumer Electrical & Electronic Products Sector are designed to meet the industry's competence requirements.

All roles detailed in this framework are likely to fit into Standard Occupational Code (SOC): 21

This framework document contains two occupation pathways at two different levels:

Foundation Level 2 Framework

- Consumer Electrical & Electronic Products

The Foundation Level 2 framework provides an opportunity for new entrants to gain the skills and knowledge necessary for a career in an established industry, and for employers and apprentices to benefit from this structured learning and assessment programme.

Successful completion of this Foundation Level 2 framework reflect the ability to select and

use relevant knowledge, ideas, skills and procedures to complete well defined tasks and address straightforward problems. They include taking responsibility for completing tasks and procedures, and exercising autonomy and judgement subject to overall direction or guidance. Successful candidates then have the option to further develop their skills, knowledge and competence by progressing onto the Apprenticeship Level 3 framework.

Job roles

- Consumer Electrical & Electronic Products Installer
- Consumer Electrical & Electronic Products Module Faults Repairer

In order to demonstrate the industry recognised level of competence reflected by this Foundation Level 2 framework it is expected the minimum duration for its completion will be no less than 24 months.

Apprenticeship Level 3 Framework

- Consumer Electrical & Electronic Products

Progression into this framework is considered by employers to normally be for those who have already completed a Foundation Level 2 framework in Consumer Electrical & Electronic Products, or for individuals with comparable experience and knowledge. The structured learning and assessment programme of this framework will enhance the skills and knowledge of the entrant to the benefit of employers and apprentices alike.

Successful completion of this Apprenticeship Level 3 framework reflect the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity. They include taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgement within parameters. They also reflect awareness of different perspectives or approaches within an area of study or work.

Job roles

- Consumer Electrical & Electronic Products Component Faults Repairer

In order to demonstrate the industry recognised level of competence reflected by this Apprenticeship Level 3 framework it is expected the minimum duration for its completion will be no less than 24 months.

If applying Recognition of Prior Learning (RPL) for competence, knowledge or Essential Skills Wales then the Apprenticeship programme must be tailored to allow the apprentice to undertake new learning to a higher level and to develop new skills.

# Contact information

## Proposer of this framework

Instructus Skills (formerly Summit Skills), the Sector Skills Council for the Consumer Electrical & Electronic Products servicing industry, has engaged with the Household Electrical & Electronic Services Training (HEEST) forum to ensure that the framework is fit-for-purpose. This strategic forum has a membership of employers, manufacturers, trade associations and training providers.

## Developer of this framework

| | |
|---|---|
| Name: | Tony Beecher |
| Organisation: | Instructus Skills |
| Organisation Type: | Standard Setting Body |
| Job Title: | Standards and Portfolio Manager |
| Phone: | 01536 738 631 |
| Email: | skills@instructus.org |
| Postal address: | Unit 3 Cherry Hall Road<br>North Kettering Business Park<br>Kettering<br>NN14 1UE |
| Website: | www.instructus-skills.org |

## Issuing Authority's contact details

| | |
|---|---|
| Issued by: | Instructus |
| Issuer contact name: | Damian Brown |
| Issuer contact phone: | 01536 738 631 |
| Issuer Email: | skills@instructus.org |

| | |
|---|---|
| Who is making this revision | Larisa Puk |
| Your organisation | Instructus Skills |
| Your email address: | skills@instructus.org |

# Revising a framework

## Why this framework is being revised

This framework has been updated by Instructus Skills in order to amend contact details, and ensure all qualifications are up to date. Some qualifications have been removed due to being withdrawn.
Level 2 Pathway 1, Delivering and Installing is withdrawn due to qualifications no longer awarded.

## Summary of changes made to this framework

This framework has been updated by Instructus Skills in order to amend contact details, and ensure all qualifications are up to date. Some qualifications have been removed due to being withdrawn.

Level 2 Pathway 1, Delivering and Installing is withdrawn due to qualifications no longer awarded.

## Qualifications removed

600/6117/0 City & Guilds Level 2 Diploma in Delivering and Installing Consumer Electrical Products

600/6118/2 City & Guilds Level 2 Diploma in Delivering and Installing Consumer Electrical Products
600/6121/2 City & Guilds Level 3 Diploma in Repairing Component Faults in Consumer Electrical Products

## Qualifications added

N/A

## Qualifications that have been extended

N/A

# Purpose of this framework

## Summary of the purpose of the framework

This framework document is designed to provide new entrants with the opportunity to develop competencies that are needed to carry out job roles and responsibilities associated with Consumer Electrical and Electronic Products, including relevant:

- Technological requirements and changes
- Statutory and Non- Statutory Regulations & Requirements

It will also contribute towards meeting the skills priorities for Wales, highlighted in the following extract from The National Strategic Skills Audit for Wales; June 2011:

*"The Audit highlights the growing importance of technicians, the importance of replacement demands with regard to intermediate jobs in more traditional areas (skilled trades, for example); and the persistence of skills shortages at this level, perhaps seeing only temporary moderation due to the recession. Moreover, skilled trades are expected to be a key part of the skills mix within emerging sectors with high productivity levels, including elements of advanced manufacturing."*

The following job roles will be covered in the framework:

- Consumer Electrical & Electronic Products Installer
- Consumer Electrical & Electronic Products Module Faults Repairer
- Consumer Electrical & Electronic Products Component Faults Repairer.

## Aims and objectives of this framework (Wales)

The aim of these occupation frameworks is to ensure that the Foundation (Level 2) and Apprenticeship (Level 3) programmes deliver:

- The Skills and Knowledge required by the industry to achieve competence
- Job related skills that will be used in the working environment
- Transferable Skills
- Career progression.

Employers have endorsed this programme as it delivers qualified competent employees and improves productivity and retention.
Please refer to the Instructus Skills website for more information: www.instructus-skills.org

# Entry conditions for this framework

Although there are generally no nationally laid-down minimum entry or previous experience requirements to undertake the Foundation (Level 2) and Apprenticeship (Level 3) frameworks in the Consumer Electrical & Electronic Products, the following selection criteria may be used as guidance.

The programmes are likely to be suitable for individuals who:

- Have an aptitude for technical subjects and/or are practically minded
- Have an interest in technology
- Can demonstrate an ability to solve practical problems
- Have a portfolio of evidence of practical work experience, non-accredited courses, volunteering or have previously worked in the sector.

A career in this industry will not only reward an apprentice's potential, but also offer opportunities to enhance their technical capability. The industry needs new entrants of appropriate ability and offers a varied and rewarding career in a challenging working environment.

Other selection criteria may include:

- Motivation to succeed
- Willingness to learn and apply that learning in the workplace/job role
- Enthusiasm and attitude to work
- Ability to demonstrate that they have the potential to achieve the qualifications which are part of the Foundation (Level 2) or Apprenticeship (Level 3) frameworks
- Ability to communicate effectively with a range of people
- Being numerate and literate
- Good colour vision to recognise colour coded wires and components
- Willingness to work in confined spaces
- Willingness to work unsociable hours
- Willingness to undergo a Disclosure & Barring Service (DBS) check when required
- A Full Clean Driving Licence.

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and complete either of the Foundation (Level 2) or Apprenticeship (Level 3) frameworks can be found in each individual occupation pathway.

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer.

# Level 2

**Title for this framework at level 2**

## Foundation Apprenticeship in Consumer Electrical & Electronic Products

Pathways for the framework at level 2:

Pathway 1:        Delivering and Installing - WITHDRAWN
Pathway 2:        Repairing Module Faults

# Level 2, Pathway 1: Delivering and Installing - WITHDRAWN

## Description of this pathway

This pathway is withdrawn due to both qualifications no longer awarded:

600/6117/0 City & Guilds Level 2 Diploma in Delivering and Installing Consumer Electrical Products

600/6118/2 City & Guilds Level 2 Diploma in Delivering and Installing Consumer Electrical Products

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

N/A

| Job title(s) | Job role(s) |
|---|---|
| Consumer Electrical & Electronic Products Installer | Delivering and Installing Electrical & Electronic Products |

# Qualifications

## Competence qualifications available to this pathway

N/A

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## Knowledge qualifications available to this pathway

N/A

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## Combined qualifications available to this pathway

### B1 – Level 2 Diploma in Delivering and Installing Consumer Electrical Products

| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
|-----|---------|----------------------|--------------|----------------------|-------------------|
| B1a | 000/0000/0 | WITHDRAWN | 00 | 000 | 00 |

### B2 – Level 2 Diploma in Delivering and Installing Consumer Electronic Products

| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
|-----|---------|----------------------|--------------|----------------------|-------------------|
| B2a | 000/0000/0 | WITHDRAWN | 00 | 000 | 000 |

## Relationship between competence and knowledge qualifications

N/a

# 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** | **Min.Level 1** |

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

N/A

## 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 2, Pathway 2: Repairing Module Faults

## Description of this pathway

Repairing Module Faults - Repairing Module Faults in Consumer Electrical & Electronic Products in premises - 64 credits

- 46 credits for either combined qualification
- 18 credits for Essential Skills Wales Communication, Application of Number & IT

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

Successful completion of this Foundation (Level 2) framework reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problems. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgement subject to overall direction or guidance.

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and complete the Foundation (Level 2) in Consumer Electrical & Electronic Products are:

- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government "Pathway to Apprenticeship" programme in Electrical Installation or Consumer Electrical and Electronic Products
- Essential Skills Wales or Key Skills in Communication and Application of Number and ICT at Level 2
- Completion of a 'Pathway to Apprenticeship' in Engineering or Plumbing
- GCSE grade A-D in each of the following:- a communication subject, maths and either a science or technical-based subject
- Level 1 GNVQs in relevant vocational/technical subjects
- A Level 1 'Access to Building Services Engineering' qualification.

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

N/A

| Job title(s) | Job role(s) |
|---|---|
| Consumer Electrical & Electronic Products Module Fault Repairer | Repairing Module Faults in Consumer Electrical & Electronic Products |

# Qualifications

## Competence qualifications available to this pathway

N/A

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## Knowledge qualifications available to this pathway

N/A

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## Combined qualifications available to this pathway

| B1 – Level 2 Diploma in Repairing Module Faults in Consumer Electrical Products | | | | | |
|---|---|---|---|---|---|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| B1a | 600/6119/4 | City & Guilds | 46 | 440 | 460 |

| B2 – Level 2 Diploma in Repairing Module Faults in Consumer Electronic Products | | | | | |
|---|---|---|---|---|---|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| B2a | 600/6120/0 | City & Guilds | 46 | 440 | 460 |

# Relationship between competence and knowledge qualifications

This framework requires the completion of either of the combined qualifications B1a or B2a identified in the combined qualifications section above.

**Qualification Title** - Level 2 Diploma in Repairing Module Faults in Consumer Electrical Products which has the following:

**Knowledge Units**

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 *Unit Credit Value 6*
- Environmental legislation for consumer electrical and electronic products H/504/1885 *Unit Credit Value 9*
- Electrical principles for consumer electrical servicing M/504/1890 *Unit Credit Value 12*
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 *Unit Credit Value 9*

**Knowledge Element = 36 credits**

**Competence Units**

- Diagnosing modular faults and repairing consumer electrical products Y/504/1897 *Unit Credit Value 10*

**Competence Element = 10 credits**

**Total Qualification = 46 credits**

or

**Qualification Title** - Level 2 Diploma in Repairing Module Faults in Consumer Electronic Products which has the following:

**Knowledge Units**

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 *Unit Credit Value 6*
- Environmental legislation for consumer electrical and electronic products H/504/1885 *Unit Credit Value 9*
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 *Unit Credit Value 9*
- Electrical principles for consumer electronic servicing A/504/1892 *Unit Credit Value 12*

**Knowledge Element = 36 credits**

**Competence Units**

- Diagnosing modular faults and repairing consumer electronic products T/504/1888 *Unit Credit Value 10*

**Competence Element = 10 credits**

**Total Qualification = 46 credits**

For further qualification details refer to: http://register.ofqual.gov.uk and search by the relevant 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 2** |
| **Application of Number** | **Min.Level 2** |
| **IT/Digital Literacy** | **Min.Level 1** |

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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Apprenticeship Certification
Wales

# Progression routes into and from this pathway

**Progression routes into this pathway:**

Applicants may come from a range of routes including:

- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government 'Pathway to Apprenticeship' programme in Electrical Installation or Consumer Electrical and Electronic Products
- Work or work experience
- Training and/or experience which could include a portfolio showing what they have done
- Academic qualification(s) such as three GCSEs grades A-D in each of the following:- a communication subject, maths and either a science or technical-based subject
- Achievement of Key Skills or Essential Skills
- Level 1 GNVQs in relevant vocational/technical subjects
- A Level 1 'Access to Building Services Engineering' qualification

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer

**Progression routes out of this pathway:**

On successful completion of the Foundation (Level 2) Apprenticeship in Consumer Electrical & Electronic Products, an apprentice will have the skills, knowledge and qualifications to:

- Register on an appropriate Certification Scheme
- Progress to learning and assessment programmes that lead to relevant Level 3 qualifications and/or an Apprenticeship Level 3 in Consumer Electrical & Electronic Products
- Progress in their career with further training into such job roles as Technician, Designer, Estimator, Workshop Supervisor/Manager, Sales Engineer or Commercial Manager.

Please refer to the Instructus Skills website for more information: www.instructus-skills.org

## UCAS points for this pathway:

N/A

Apprenticeship Certification Wales

# 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

2. ERR Workbook:

   - The Instructus Skills 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 Consumer Electrical & Electronic Products

Pathways for the framework at level 3:

Pathway 1:          Repairing Component Faults

# Level 3, Pathway 1: Repairing Component Faults

## Description of this pathway

Repairing Component Faults - Install, Service & Repair Consumer Electrical & Electronic Products in premises - 65 credits

- 47 credits for either combined qualification
- 18 credits for Essential Skills Wales Communication, Application of Number & IT.

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

The Consumer Electrical & Electronic Products Industry would normally expect entry into this framework to be for those who have already successfully completed a Foundation (Level 2) Apprenticeship in Consumer Electrical & Electronic Products or for individuals with the experience and knowledge comparable with the requirements of that programme.

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and successfully complete the Apprenticeship (Level 3) in Consumer Electrical & Electronic Products are:

- Successful completion of a Foundation Apprenticeship in Consumer Electrical & Electronic Products
- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government "Pathway to Apprenticeship" programme in Electrical Installation or Consumer Electrical and Electronic Products
- GCSE grade A-C in each of the following:- a Communication subject, Maths and either a science or technical-based subject
- Essential Skills Wales or Key Skills in Communication and Application of Number and ICT at Level 2
- Level 2 GNVQs in relevant vocational/technical subjects
- Level 2 'Access to Building Services Engineering' qualification.

| Job title(s) | Job role(s) | |
|---|---|---|
| Consumer Electrical & Electronic Products Component Faults Repairer | Service & Repair Component Faults in various properties | |

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

| B2 – Level 3 Diploma in Repairing Components Faults in Consumer Electronic Products | | | | | |
|---|---|---|---|---|---|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| B2a | 600/6122/4 | City & Guilds | 47 | 510 | 470 |

## Relationship between competence and knowledge qualifications

This framework requires the completion of either of the combined qualifications B1a or B2a identified in the combined qualifications section above and detailed below.

**Qualification Title** - Level 3 Diploma in Repairing Component Faults in Consumer Electrical Products has the following units:

**Knowledge Units**

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 *Unit Credit Value 6*
- Environmental legislation for consumer electrical and electronic products H/504/1885 *Unit Credit Value 9*
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 *Unit Credit Value 9*
- Electrical and electronic principles for consumer electrical servicing T/504/1891 *Unit*

*Credit Value 12*

**Knowledge Element = 36 credits**

**Competence Unit**

- Diagnosing component faults and repairing consumer electrical products A/504/1889 *Unit Credit Value 11*

**Competence Element = 11 credits**

**or**

**Qualification Title** - Level 3 Diploma in Repairing Component Faults in Consumer Electronic Products has the following units:

**Knowledge Units**

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 *Unit Credit Value 6*
- Environmental legislation for consumer electrical and electronic products H/504/1885 *Unit Credit Value 9*
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 *Unit Credit Value 9*
- Electrical and electronic principles for consumer electronic servicing F/504/1893 *Unit Credit Value 12*

**Knowledge Element = 36 credits**

**Competence Units**

- Diagnosing component faults and repairing consumer electronic products L/504/1895 *Unit Credit Value 11*

**Competence Element = 11 credits**

**Total for either qualification = 47 credits**

For further qualification details refer to: http://register.ofqual.gov.uk/ and search by the relevant 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).

**<u>ESSENTIAL SKILLS WALES</u>**

**Communication**              **Min.Level 2**
**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 routes into this pathway:**

Applicants may come from a range of routes including:

- Successful completion of an Foundation (Level 2) Apprenticeship in the Consumer Electrical & Electronic Products Sector
- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government 'Pathway to Apprenticeship' programme in Electrical Installation or Consumer Electrical and Electronic Products
- Work or work experience
- Training and/or experience which could include a portfolio showing what they have done
- Academic qualification(s) such as three GCSEs grades A-C in each of the following:- a communication subject, maths and either a science or technical-based subject
- Achievement of Key Skills or Essential Skills at Level 2
- Level 2 GNVQs in relevant vocational/technical subjects
- A Level 2 'Access to Building Services Engineering' qualification

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer.

**Progression routes out of this pathway:**

On successful completion of the Apprenticeship (Level 3) in Consumer Electrical & Electronic Products, an apprentice will have the skills, knowledge and qualifications to:

- Take a relevant Trade Test to demonstrate competence to work in other UK countries
- Register on an appropriate Certification Scheme
- Progression to relevant Level 4/5 qualifications e.g. Level 4 Building Services Engineering Technology & Project Management, Higher National Certificate in Construction and the Built Environment or Foundation Degree in Building Services Engineering
- Develop further skills in specific Commercial & Industrial repair work
- To progress in their career with further training into job roles such as Technician, System Designer, Estimator, Site/Workshop Supervisor/Manager, Sales Engineer or Commercial Manager.

Please refer to the Instructus Skills website for more information: www.instructus-skills.org

## 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.

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.

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

# How equality and diversity will be met

The nature of the work means that the Consumer Electrical and Electronic Products Industry is not a traditional career choice for women, but women do qualify and work successfully in the industry and this is encouraged. We are continuing to work with the UK Resource Centre for Women in Science, Engineering and Technology and the Platform 51 (formerly YWCA) to promote the opportunities for women working within the building services engineering sector.

Instructus Skills will have overall responsibility for the development and review of the framework and for monitoring equality of opportunity, primarily by the analysis of the National Apprenticeship Service data.

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:

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.

All partners involved in the delivery of the apprenticeship and employers must be committed to a policy of equal opportunities and must have a formal equal opportunities policy and procedure in place. Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with relevant legislation such as the Equality Act 2010.

Providers will monitor equality of opportunity practice and procedures within their own organisation and take positive action when necessary. It is also recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion.

# On and off the job training

## Summary of on- and off-the-job training

**Overview of FOUNDATION Pathways - (either will meet the requirements of the Foundation (Level 2) Apprenticeship)**

**Repairing Module Faults**

Competence Qualification Total - 440 hrs (Knowledge Element 340 hrs + Competence Elements 100 hrs)

Essential Skills (ES) - 135 hrs (notional value of 45hrs per FS x 3, which can be offset if previously completed)

Mentoring - 184 hrs (based on 46 wks x 2 hrs per full year over 24 months)

Minimum total training hours for this framework is 759 hrs

Overview of Apprenticeship Level 3 pathway - Repairing Component Faults

Competence Qualification Total - 510 hrs (Knowledge Element 410 hrs + Competence Elements 100 hrs)

Essential Skills (ES) - 135 hrs (notional value of 45hrs per ES x 3, which can be offset if previously completed)

Mentoring - 184 hrs (based on 46 wks x 2 hrs per full year over 24 months)

Minimum total training hours for this framework is 829 hrs.

In addition to these hours we would encourage further practice take place in the work place as Apprenticeships should normally require employment of at least 30 hrs per week as part of their Apprenticeship Agreement.

Training hours must be delivered during contracted working hours under an Apprenticeship Agreement, or during a qualifying period ending on the date of application for a certificate.

All training hours must:

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

Some of these hours may be offset through Recognition of Prior Learning (RPL) of suitable qualifications and demonstrable experience.

## Off-the-job training

**Foundation Level 2 Apprenticeship Pathways** - (either will meet the requirements of the Foundation Apprenticeship)

**Repairing Module Faults** - Minimum total off-the-job training hours is 575 hrs over 24 months

Yr 1 - 288 hrs
Yr 2 - 287 hrs

Apprenticeship Level 3

**Repairing Component Faults** - Minimum total off-the-job training hours is 645 hrs over 24 months

Yr 1 - 323 hrs
Yr 2 - 322 hrs

## How this requirement will be met

Training hours will be achieved through clear and specific outcomes which contribute directly to the successful achievement of the framework and these may include accredited and non-accredited elements of the framework.

Training hours will be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.

All training hours delivery to take place during contracted working hours and whilst working under an Apprenticeship Agreement.

This will be evidenced by training provider attendance statistics and assessment reports.

Evidence of off the job hours

When claiming the Apprenticeship certificate, training providers will be required to sign the Apprenticeship Certificate Claim form, stating that the total training hours have been met by the learner. The Claim Form can be downloaded from ACW: https://acwcerts.co.uk/web/form s-documentation

## On-the-job training

Minimum total on-the-job training hours for each pathway is 184 hrs over 24 months

- Yr 1 - 92 hrs
- Yr 2 - 92 hrs

These are the minimum number of training hours that should be allocated for the apprentice to gather evidence in accordance with the requirements of the competence qualification and mentoring.

## How this requirement will be met

Training hours will be achieved through clear and specific outcomes which contribute directly to the successful achievement of the framework and these may include accredited and non-accredited elements of the framework.

Training hours will be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.

All Training hours delivery to take place during contracted working hours & whilst working under an Apprenticeship Agreement.

This will be evidenced by qualification assessment records and reports.

**Evidence of on the job training hours**

As part of the evidence requirements for Apprenticeship Completion certification, a copy of a completed Apprentice Consent Form may be requested. ACW: https://acwcerts.co.uk/web/form s-documentation

# 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