

# apprenticeship FRAMEWORK

## Cultural Heritage 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?

Please use this link to see if this is the latest issued version of this framework:

[afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03182](http://afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03182)

Issue date: 26 November 2014

Published by  
Creative and Cultural Skills

apprenticeship  
FRAMEWORKS ONLINE  
[www.afo.sscalliance.org](http://www.afo.sscalliance.org)

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH 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 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

## Alternatives for Essential Skill qualifications

**Foundation apprenticeships (Level 2):** Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics ; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

**Apprenticeships (Level 3):** Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

**Higher Apprenticeships (Levels 4-7):** Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

# CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

## Employer Rights and Responsibilities (ERR)

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

## Additional Information

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

# Cultural Heritage Management (Wales)

## Contents

Framework summary .....	5
Framework information .....	6
Contact information .....	7
Revising a framework .....	8
Purpose of the framework .....	9
Entry conditions .....	10
Level 5: Cultural Heritage Management .....	11
Pathway 1: Cultural Heritage Management .....	12
Equality and diversity .....	18
On and off the job training .....	20
Wider key skills .....	23
Additional employer requirements .....	24

# Framework summary

## Cultural Heritage Management

## Cultural Heritage Management

### Pathways for this framework at level 5 include:

#### Pathway 1: Cultural Heritage Management

**Competence qualifications available to this pathway:**

C1 - Level 5 Certificate in Professional Collections Management

**Knowledge qualifications available to this pathway:**

K1 - Level 4 Certificate in Cultural Heritage Management

**Combined qualifications available to this pathway:**

N/A

**This pathway also contains information on:**

- Employee rights and responsibilities
- Essential skills

# Framework information

## Information on the Publishing Authority for this framework:

### Creative and Cultural Skills

The Apprenticeship sector for occupations in arts, cultural heritage, craft and design (also includes music, literature, performing arts and visual arts).

Issue number: 2	<b>This framework includes:</b>
Framework ID: FR03182	Level 5
Date this framework is to be reviewed by: 01/06/2016	<b>This framework is for use in: Wales</b>

## Short description

This higher level apprenticeship (level 5) has been designed with the help of employers to create a non-graduate entry and progression route into cultural heritage management. Its aim is to provide an alternative to the traditional HE routes into the sector and to enable learners to progress from the level 3 Apprenticeship in Cultural and Heritage Venue Operations to become highly skilled workers in their area of specialism.

# Contact information

## Proposer of this framework

This framework has been developed working in partnership with employers. It provides progression from the Apprenticeship in Cultural and Heritage Venue Operations. This higher level framework provides an alternative to the traditional Higher Education routes into the sector.

The development has taken place via steering group meetings, focus groups and email consultation.

## Developer of this framework

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## Issuing Authority's contact details

Issued by: Creative and Cultural Skills  
Issuer contact name: Dawn Hillier  
Issuer phone: 07867220338  
Issuer email: [dawn.hillier@ccskills.org.uk](mailto:dawn.hillier@ccskills.org.uk)

# Revising a framework

## Contact details

Who is making this revision: Vikki Williams  
Your organisation: Creative & Cultural Skills  
Your email address: vikki.williams@ccskills.org.uk

## Why this framework is being revised

To correct a qualification reference number which was incorrect in the previous version.

## Summary of changes made to this framework

To correct a qualification reference number which was incorrect in the previous version.

## Qualifications removed

*(no information)*

## Qualifications added

*(no information)*

## Qualifications that have been extended

*(no information)*



# Purpose of this framework

## Summary of the purpose of the framework

The cultural heritage sector is not a homogenous sector, but made up of many interlinking and combined areas of work, cutting across areas such as the construction industry, the creative industries and tourist services in the UK. To that end, it is striking that there still appear to be a number of core issues which are consistent across the sector as a whole, along with those that impact on a more specific, sub-sector level.

Cultural Heritage and the historic environment form an integral part of the make-up of the Welsh economy. CyMAL estimate that a total of 160 organisations hold collections for public display in Wales, including independent museums, local authority museums and university museums, amongst others.

There is also a larger ecosystem of private businesses, publicly funded organisations, public sector teams and freelancers involved in the on-going maintenance of the historic environment. While it is difficult to estimate the total number of workers in this area, previous research by Creative & Cultural Skills indicates that there are a minimum of 2,000 workers in this area of the economy. The likelihood is that this figure is far higher, incorporating the full numbers of workers surveyed in this work.

Creative & Cultural Skills has undertaken research into the skills need of the cultural heritage sector in Wales. The report provides an outline of the key skills, training and workforce development issues facing the cultural heritage and wider historic environment sector in Wales. It draws upon the first major study looking across the spectrum of cultural heritage institutions and the historic environment as a whole, using a methodology that accounts for the various different areas of the sector, from freelancers and individuals through to large organisations and businesses.

## Aims and objectives of this framework (Wales)

This apprenticeship framework is intended to complement (progression both to and from) the Higher Education provision that exists for level 4 – level 6 in Wales. It has been specifically developed with the sector to provide the vocational aspects of this level of learning. The qualifications which sit within it are specifically designed for learners in Wales. It allows for the progression of learners from the existing lower level qualifications and apprenticeships.

# Entry conditions for this framework

There is a shortage of young people entering this sector with an interest in and an aptitude for cultural heritage. Employers are seeking to widen the pool of potential new recruits into cultural heritage and to create an alternative entry and progression route for the sector.

Employers are particularly interested in those who show a keen interest in working in the sector and have an interest in cultural heritage, museums and collections.

Applicants may have achieved the Level 3 Apprenticeship in Cultural and Heritage Venue Operations or other relevant qualifications, or may have prior experience that demonstrate the above. However, training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate any interests or abilities. Programmes will then be tailored to meet individual needs, recognising any prior qualifications and/or experience.

## Level 5

Title for this framework at level 5

# Cultural Heritage Management

### Pathways for this framework at level 5

Pathway 1: Cultural Heritage Management

## Level 5, Pathway 1: Cultural Heritage Management

### Description of this pathway

Total Minimum Credit value for this pathway: 55 Credits

- Competence Qualification - 23 credits
- Knowledge Qualification - 20 Credits
- Transferrable Skills - 12 Credits

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

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

<b>Job title(s)</b>	<b>Job role(s)</b>
Custodian	Manages the daily running of heritage sites.
Heritage Officer	Ensures all visitors to heritage sites have an enjoyable and memorable visit, gives talks and guided tours and does some outreach work
Conservation Officer	Advises on and promotes the conservation of the historic environment, particularly in the areas of long-term care, preservation and enhancement.
Curatorial Assistant	Assists the curator in the maintenance and care of a collection.
Library and Archive Officer	Maintains the libraries and archives within a cultural heritage context.
Assistant Collections Manager	Maintains and cares for collections.

# Qualifications

## Competence qualifications available to this pathway

C1 - Level 5 Certificate in Professional Collections Management					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	601/3961/4	Agored Cymru	23	38	N/A

## Knowledge qualifications available to this pathway

K1 - Level 4 Certificate in Cultural Heritage Management					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	601/4824/X	Agored Cymru	20	18	N/A

## Combined qualifications available to this pathway

N/A

## Relationship between competence and knowledge qualifications

There is a direct relationship between the competency and knowledge qualifications within this framework.

# Transferable skills (Wales)

## Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT		

## Progression routes into and from this pathway

Progression into the Level 5 Apprenticeship in Cultural Heritage Management may be from a variety of routes including:

- Level 3 Apprenticeship in Cultural and Heritage Venue Operations
- Level 3 Diploma in Cultural Heritage
- Previous work or experience - including a portfolio of evidence
- General or vocational qualifications related to or relevant to this type of work

Progression from the Level 5 Apprenticeship in Cultural Heritage Management may include:

- Higher Education programmes at Level 6 and above.
- Non accredited programmes and continuing professional development or training
- Jobs

Specific roles which would lead on from completion of this framework include:

- Curatorial Assistant
- Collections Assistant

For further information about careers in the creative and cultural industries visit:  
[www.creative-choices.co.uk/](http://www.creative-choices.co.uk/)

## UCAS points for this pathway:

*(no information)*



# Employee rights and responsibilities

All apprentices MUST receive an induction to the workplace and to the apprenticeship programme.

ERR will be covered through an ERR workbook and relevant induction activity, or the achievement of an appropriate qualification (e.g. Agored Cymru Level 2 Award In Employment Rights and Responsibilities (QCF ref : 600/7776/1)) to ensure that the apprentice knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Equality Act 2010, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support
4. the role played by their occupation in their organisation and industry
5. has an informed view of the types of career pathways that are open to them
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities
7. 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 and codes of practice
9. can recognise and form a view on issues of public concern that affect their organisation and industry

The ERR workbook can be downloaded from <http://ccskills.org.uk/supporters/employment-rights-and-responsibilities-apprenticeships-handbook>

Education providers should ensure that evidence of achievement of either the ERR workbook sign off sheet or a certificate for a relevant qualification are maintained for audit purposes.

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

## How equality and diversity will be met

Around half of the workforce, which is predominantly White (93%) are female and just over half of the workforce is aged over 40. Anecdotal evidence strongly suggests people from working-class backgrounds and disabled people are also significantly under represented.

This is due mainly to:

- patchy knowledge and understanding of practical ways to address workforce diversity such as through positive action schemes and changes to recruitment practices
- a tendency within the sector for new recruits to start on no or low wages for up to two years in some instances means that opportunities for people from disadvantaged socio-economic backgrounds can be limited.
- a lack of good careers information demonstrating the range and scope of jobs within the sector
- a poor image of the sector and a lack of diverse role models, which is exacerbated by limited contact with under-represented groups
- a lack of accurate data on the make up of the cultural heritage sector workforce.

Key priority actions for Cultural Heritage include:

- the Welsh Baccalaureate Principal Learning Qualification for Creative and Media which has been raising awareness in schools
- actively challenging the culture of unpaid work experience which dominates the creative and cultural industries and creating better choices for more people. Creative Apprenticeships were a brand new alternative route into the creative industries, one based on ability and potential rather than academic track record or social background and contacts. We built a ground swell of support through targeted engagement and campaigning activity in order to demonstrate how apprenticeships could work for learners and employers alike.
- Creative Choices careers website offers careers information and advice, listings for training, case studies about working in the industry, access to networks and mentoring - <http://www.creative-choices.co.uk/>

Creative & Cultural Skills' Action Plan includes:

- make the business case for diversity
- demonstrate leadership and commitment to diversity at all levels within organisations including boards
- ensure the diversity agenda is seen as important across the workforce, including volunteers and placements
- create early awareness of cultural heritage careers through more opportunities for different groups to engage with the sector:

- disseminate information on different approaches to diversifying the workforce
- develop new careers information and resources for the sector – increase the use of web resources such as Creative & Cultural Skill’s Creative Choices [www.creative-choices.co.uk](http://www.creative-choices.co.uk)

Recruiting a diverse workforce – paid and voluntary – has direct business benefits; it ensures that organisations have a workforce that reflects the communities they serve, helping them to understand their customers better so they can ensure their services meet the needs of the whole community. Apprenticeships are seen as a vital route to encourage and facilitate, a greater diversity of individuals into the industry in order to challenge graduate bias at the point of entry. Entry conditions to this framework, therefore, are extremely flexible and mentoring has been included to offer additional support and increase the chances of apprentices successfully completing the Apprenticeship.

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 protected characteristics of:

- Age
- Disability
- Gender
- Gender reassignment
- Marriage and civil partnerships
- Pregnancy and maternity
- Race
- Religion and Belief
- Sexual orientation

Download the Equality Act 2010 Guidance here:

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

Creative & Cultural Skills will monitor take up and achievement of all Apprenticeships through its employer led Qualifications and Apprenticeships Group and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

# On and off the job training (Wales)

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

Total on and off-the-job Guided Learning Hours

The average time to complete the framework is 18 months

Total minimum on and off-the-job GLH is 266.

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

On and off the job training hours:

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

## Off-the-job training

OFF THE JOB GLH

Total minimum off-the-job GLH is 228.

## How this requirement will be met

Off the job GLH should:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher,

mentor or manager; allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;

- be delivered during contracted working hours;
- be delivered through a range of delivery models including one or more of the following methods: individual and group teaching; e-learning; distance learning; induction (see ERR section) coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.
- be focused on outcomes as apprenticeships are not time served, therefore the average length of stay is indicative only.
- Providers can select the best method for recording and evidencing off the job GLH and mentoring which may be done through a log book or reflective diary.

How this requirement will be met:

18 GLH of knowledge from the Level 4 Certificate in Collections Management

120 GLH for the two ESW

45 GLH for ERR and induction

45 GLH for Mentoring Apprentices

## On-the-job training

Total minimum on-the-job training is 38 GLH.

## How this requirement will be met

### On the job GLH should:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager; allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through a range of delivery models including one or more of the following methods: individual and group teaching; e-learning; distance learning; induction (see ERR section) coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.
- be focused on outcomes as apprenticeships are not time served, therefore, the average

length of stay is indicative only providers can select the best method for recording and evidencing on the job GLH and mentoring which may be done through a log book or reflective diary.

38 GLH will be achieved from the Level 5 Certificate in Professional Collections Management.

# Wider key skills assessment and recognition (Wales)

## Improving own learning and performance

Whilst employers consulted did not feel that this Wider Key Skill should be mandatory, the evidence for achievement of these Skills would naturally occur as part of the achievement of the competence, knowledge and Essential Skills Wales qualifications.

Providers are encouraged to introduce these Wider Key Skills as part of induction so that apprentices learn to recognise when they are achieving these Skills and can claim these at a future date if they wish.

## Working with others

Whilst employers consulted did not feel that this Wider Key Skill should be mandatory, the evidence for achievement of these Skills would naturally occur as part of the achievement of the competence, knowledge and Essential Skills Wales qualifications.

Providers are encouraged to introduce these Wider Key Skills as part of induction so that apprentices learn to recognise when they are achieving these Skills and can claim these at a future date if they wish.

## Problem solving

Whilst employers consulted did not feel that this Wider Key Skill should be mandatory, the evidence for achievement of these Skills would naturally occur as part of the achievement of the competence, knowledge and Essential Skills Wales qualifications.

Providers are encouraged to introduce these Wider Key Skills as part of induction so that apprentices learn to recognise when they are achieving these Skills and can claim these at a future date if they wish.

# Additional employer requirements

N/A



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