apprenticeship FRAMEWORK

Commercial Moving - non statutory (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: <u>www.acwcerts.co.uk/framework library</u>

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Framework information

Information on the Issuing Authority for this framework:

Institute of the Motor Industry

The Apprenticeship sector for occupations in the automotive industry (also includes Vehicle Maintenance & Repair, Vehicle Sales, Vehicle Body & Paint, Vehicle Fitting and Vehicle Parts) and also occupations in freight logistics and maritime.

Issue number: [6]	This framework includes:			
Framework ID: [FR02100]	Level 2 ⊠ Level 3 □ Level 4-7 □			
Date this framework is to be reviewed by: [31/12/2013]	This framework is for use in: Wales			

Short description

Commercial moving companies keep businesses running by minimising the disruption to them and their staff whilst moving them to new business premises. Employers want to make the most of everyone's potential by attracting new talent into the industry, especially women and those from underrepresented groups and encourage existing staff to gain Level 2 qualifications. Foundation Apprentices can work as specialist/fine art packers, office removers, estimators/surveyors and drivers and this framework will provide opportunities to move into Level 3 jobs and training in commercial moving and the wider logistics sector.

Contact information

Proposer of this framework

This framework is published by Skills for Logistics on a non-statutory basis prior to the designation of issuing Authorities for Wales

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Revising a framework

Why this framework is being revised

Amend the framework to include 6 further ERR qualifications

Summary of changes made to this framework

Added 6 further ERR qualifications to the framework.]

Qualifications removed

Framework Developer to complete with relevant info

Qualifications added

Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry

- 600/4380/5 CILT
- 600/8172/7 LAO
- 600/4981/9 EAL
- 600/4474/3 NCFE
- 600/4380/5 FDQ
- 600/6392/0 ICQ

Qualifications that have been extended

Framework Developer to complete with relevant info

Purpose of this framework

Summary of the purpose of the framework

Commercial moving companies keep businesses running by minimising the disruption to them and their staff whilst moving them to new business premises.

There are around 55 commercial moving businesses in Wales, employing around 1,000 staff in a range of general and specialist jobs such as specialist/fine art packers, office remover, estimators/surveyors and drivers.

The commercial moving industry is part of a wider logistics sector which employs around 4% of the workforce in Wales and provides many opportunities to jobs and training in other parts of logistics such as International Trade and Logistics Operations, Purchasing and Supply Management.

Whilst the commercial moving industry is well known for training staff due to the health and safety, customer service and specialist nature of some of the jobs, this is the first Foundation Apprenticeship that has been developed especially for the commercial moving industry with the help of employers in the sector. Employers represented by The British Association of Removers have committed to taking on around 100 Apprentices in the first year, with a view to expanding take up and attracting more women and those from under-represented groups into the sector.

Commercial Moving companies in Wales have reported a combination of skills gaps and shortages and an ageing workforce and will need approximately 500 staff in the commercial moving sector over the next 5 years to replace those who leave or retire.

This Foundation Apprenticeship will contribute to meeting the skills priorities for Wales by:

- Incorporating Essential Skills Wales of Communication and Application of Number, thereby helping to improve the levels of basic literacy and numeracy skills in the workforce in Wales.
- Providing qualifications for competence and knowledge, approved by employers to meet the skills mix they require.
- Developing employability skills through the Incorporation of induction and employee rights and responsibilities components, recommending a minimum number of hours for these activities.
- Providing a progression pathway from level 2 to intermediate and higher -level skills, through level 3 and 4 Apprenticeships/Higher Apprenticeships.
- Providing information about career pathways through the Logistics Professional Development Stairway and Delivering Your Future careers website.
- Contributing to the expansion of learning provision in Wales by introducing a new Apprenticeship for Commercial Moving Foundation Apprentices.

• Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry,

ICT has not been included in this framework as employers do not feel it is relevant to the job role of

those working in a commercial moving environment.

Aims and objectives of this framework (Wales)

The aim of this Foundation Apprenticeship is to provide the Commercial Moving Industry in Wales with staff who have the knowledge, skills and confidence to help their businesses grow and to provide a career path for Foundation Apprentices to higher level jobs and qualifications.

The main objectives of this Apprenticeship are to:

- 1. attract more applicants, including women and applicants from under-represented groups into Level 2 jobs in the commercial moving sector with the skills and knowledge which employers are looking for;
- 2. provide flexible routes for those wishing to get into commercial moving and progress to a range of jobs, training and other qualifications in logistics;
- 3. provide opportunities for existing staff to gain Level 2 qualifications which recognise their knowledge and experience;
- 4. to replace staff who leave or retire.

Entry conditions for this framework

Employers seek to attract applicants who have a keen interest in working in commercial moving and in working in the logistics sector and who have basic literacy and numeracy skills on which this Foundation Apprenticeship will build. They are also looking for a willingness to travel throughout Wales and the UK for those whose job will involve driving and unpacking goods at customers premises.

Applicants to this level 2 Foundation Apprenticeship will be a mix of age and experience. As a guide, applicants may come from a range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- any of the Essential Skills Wales or Wider Key Skills Wales
- The Welsh Baccalaureate, including the Principal Learning Qualification for Retail Business which includes logistics and the supply chain
- vocational or academic qualification(s)

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 GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist. Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales ESW), however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

2. Knowledge qualifications

If applicants already have one of the Level 2 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 5 years (to be set by framework developer but SASW recommends five 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 2 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within 5 years (to be set by the framework developer but SASW recommends five years) of applying for the Apprenticeship certificate and they will still have to demonstrate competence 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 competence and the knowledge qualifications in this framework.

5. Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Level 2

Title for this framework at level [2]

Commercial Moving

Pathways for the framework at level 2:

Pathway 1: Commercial Moving

Level 2, Pathway 1: Commercial Moving

Description of this pathway

Commercial Moving 39 Credits

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

There are no specific entry requirements for this Framework other than those under general entry conditions.]

Job title(s)	Job role(s)
Porter/packer	You will work as part of a team responsible for the safe packing and movement of business equipment to new premises.
Specialist/fine art packer	As above, with responsibilty for specialist or fine art packing
Estimator/surveyor	As above, with responstibility for estimating loads
Driver/packer and unpacker	As above, with driving duties
Office remover	As above

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 2 Certificate in Commercial Moving						
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value	
B1a	500/7428/3	Edexcel	22	178	N/A	
B1b	600/4096/8	Open Awards	22	178	N/A	

Relationship between competence and knowledge qualifications

The Certificate in Commercial Moving is a combined qualification incorporating competence and knowledge, which are separately assessed.

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASW. The framework totals 39 credits which includes competence, knowledge, the ERR qualification and the two Essential Skills Wales of Communication and Application of Number. This framework exceeds the minimum of 37 credits set by the SASW. The total Credits for this combined qualification is 22, and is made up as follows:

- Communication in teamwork (1 credit for knowledge)
- Health, Safety and Security at work (1 credit for competence and 2 for knowledge)
- Manual Handling and Vehicle Loading for Commercial Moving (3 credits for competence and 2 for knowledge)
- Introduction to Site Protection for Commercial Moving (1 credit for knowledge)
- Warehouse Operations for Commercial Moving (1 credit for competence and 1 for knowledge)
- Regulations in Commercial Moving (1 credit for competence and 1 for knowledge)
- Drive the vehicle on public roads in a safe and efficient manner (1 credits for competence)
- Wrap and pack goods in a logistics environment (1 credit for knowledge)
- Customer Care (2 credits for competence and 1 for knowledge)
- Solving Problems in the Workplace. (2 credits for competence and 1 for knowledge)

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **<u>minimum</u>** grade/level requirements, please refer to the most recent version of <u>SASW</u> on the <u>gov.wales</u> website. Additional guidance materials can be found on the <u>Knowledge Base</u> section of the <u>ACW</u> website.

Does this framework require Communication achievement <u>above</u> the minimum SASW requirement? YES \Box NO \boxtimes

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **<u>minimum</u>** grade/level requirements, please refer to the most recent version of <u>SASW</u> on the <u>gov.wales</u> website. Additional guidance materials can be found on the <u>Knowledge Base</u> section of the <u>ACW</u> website.

Does this framework require Application of Number achievement <u>above</u> the minimum SASW requirement? YES \Box NO \boxtimes

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

nter alternative grade/level requirements and reasons here.	

Digital	Literacy	(ICI) is a	an <u>optional</u>	l framework	requirement.	

Is Digital Literacy	a requirement in this framework?	YES		NO		
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Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO FOUNDATION APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training and/or experience
- any of the Essential Skills Wales or Wider Key Skills Wales
- Welsh Baccalaureate, including any of the (14-19) Principal Qualifications, particularly Retail Business which has logistics content
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 FOUNDATION APPRENTICESHIP:

Foundation Apprenticeship/Apprenticeships in any of the following:

- Foundation Apprenticeship in Team Leading
- Traffic office Apprenticeship
- Logistics Operations Apprenticeship
- Purchasing and Supply Management Apprenticeship]

Into a job as a Commercial Moving Team Member or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Transport Manager
- Depot Manager

After further training and development for those who choose to do so:

• Foundation degree in logistics, transport planning, logistics operations and administration. visit <u>www.fdf.ac.uk</u>

Logistics career structure

- This Level 2 Foundation Apprenticeship sits in the Logistics Professional Development Stairway at Step 3. For further information visit <u>www.thestairway.org</u>
- For careers information for the logistics sector visit <u>www.deliveringyourfuture.co.uk</u>

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		
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Delivery and assessment

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1045/9 EDI
- 600/1361/8 C&G
- 600/1217/1 Edexcel
- 600/1740/5 ABC
- 600/1745/4 SQA
- 600/2570/0 OCR
- 600/2246/2 Skillsfirst Awards Ltd
- 600/3313/7 HABC
- 600/4380/5 CILT
- 600/8172/7 LAO
- 600/4981/9 EAL
- 600/4474/3 NCFE
- 600/4380/5 FDQ
- 600/6392/0 ICQ

All Apprentices will receive an induction to the workplace and to the Apprenticeship programme. ERR will be covered through a separate QCF award entitled Employee Rights and Responsibilities in the Logistics Industry, which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows:

- 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 Disability Discrimination Act, 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.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award

ht tp://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales

RECOGNITION OF ERR:

A certificate of achievement of the ERR Award must be submitted to Skills for Logistics when applying for the Foundation Apprenticeship completion certificate.

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... Commercial Moving - non statutory (Wales) **The remaining sections apply to all levels and pathways within this framework.**

How equality and diversity will be met

The Logistics sector workforce is predominantly white male and despite progress in recent years, females, those from black and minority ethnic groups and people with a learning difficulty or disability are not being attracted to the industry and the ageing workforce means that more people are fill a range of commercial moving roles

Awareness of Logistics as a profession is being raised through the (14-19) Retail Business Qualification, Principal Learning Qualification as part of the Welsh Baccalaureate, which has logistics content and through promotional leaflets aimed at 14 – 19 year olds in schools in Wales. Amongst these leaflets is "Getting more girls into Logistics and Retail" which will help to promote the range of jobs in logistics.

Other initiatives which aim to attract applicants from a diverse population developed by Skills for Logistics are:

- Delivering Your Future careers website illustrating non stereotypical roles
 - www.deliveringyourfuture.co.uk
- Made in China a free teaching resource to support Maths and Enterprise in schools using the journey of an MP3 player from China to the UK. <u>http://www.madeinchinaresources.co.uk/</u>

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry and action plans are in place to increase the number of Apprenticeships by a minimum of 10% each year.

Actions to widen participation and increase diversity in the Logistics workforce include:

- Incorporating guidance on initial assessment to ensure it does not discriminate against applicants to this framework.
- Links with Jobcentre Plus, promoting logistics as a career path
- Promoting logistics content in the curriculum through the Chartered Institute for Logistics and Transport (CILTUK)
- Developing an entry to employment programme aimed at
- difficult to reach groups Raising the profile of Logistics at careers events

Skills for Logistics expects providers and employers to abide by the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the sector 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

Skills for Logistics will monitor take up and achievement of all Apprenticeships 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

Summary of on- and off-the-job training

Total on and off the job training hours for this Level 2 Foundation Apprenticeship framework is 398.

Off-the-job training

Off the job training hours is 249 hours for the 12 month programme.

How this requirement will be met

Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the Apprentice. The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for Apprenticeship certification. Off the job hours are made up as follows:

- 59 hours for the knowledge element of the Level 2 Certificate in Commercial Moving

- 55 hours for the Level 1 Essential Skills Wales in Application of Number

- 55 hours for the Level 1 Essential Skills Wales in Communication

- 40 hours for ERR and Induction (to reflect the % of time in induction and ERR delivered/completed off the job)

- 40 hours minimum for mentoring (or at least one hour per week for the duration of the programme)

Previous attainment

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

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

Previous experience

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see QCF Guidance on Claiming Credit for further details]. To count towards Apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF 'Recognition of Prior Learning' procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For Apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within 3 years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for 12 months duration.

Off-the-job training needs to:

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

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer.

On-the-job training

On-the job training is defined as skills, knowledge and competence gained within normal work duties. For this framework the amount of on-the-job training is 149 hours.

How this requirement will be met

On the job training hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (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 total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

On the job training for this framework is made up as follows:

- 119 hours on the job for the 12 month programme as part of the competence element of the Level 2 Certificate in Commercial Moving.
- 20 hours related to the on the job elements of induction and ERR
- 10 hours on the job to practice the two Essential Skills Wales.

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 (e.g. 45% or more hours) towards the on-the-job framework total through prior learning acquired from previous full-time education, 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 additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For Apprentices who have already achieved the relevant qualifications, they must have been

certificated within 5 years from the date of application for the Foundation Apprenticeship Certificate or have been continuously employed in the industry for 1 year.

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

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor, employer, mentor, or training provider These records of hours may need to be submitted to the Certifying Authority when applying for an Apprenticeship completion certificate.

Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to Skills for Logistics when applying for the completion certificate is:

- Level 2 Certificate in Commercial Moving
- ERR award (Ref number tbc)

Essential Skills Wales for Communication and Application of Number at Level 1

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

Consultation with employers has determined this Wider Key Skill is not required in this framework as this will be delivered through mentoring and feedback on performance through assessment. and coaching.

However, providers and apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL these skills in the future.

Skills for Logistics recognises improving own learning and performance is an individual process and although no specific unit has been identified as a source of evidence guidance material has been developed Please visit : http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/cm

Working with others

Consultation with employers has determined that working with others is already included in this framework through the unit on communications and team work.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL these skills in the future.

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence. T/501/4416 - Communication in teamwork Please visit :

http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/cm

Problem solving

Consultation with employers has determined that problem solving is already covered in the qualifications in this framework through the solving problems in the workplace unit.

However, providers and apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow apprentices to claim APL these skills in the future.

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence. K/502/1072 Health, Safety and Security at work

Please visit: http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/cm

apprenticeship FRAMEWORK

For more information visitwww.acwcerts.co.uk/framework library