

apprenticeship FRAMEWORK

Higher Apprenticeship in Chartered Management - Level 5 (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

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

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

Latest framework version?

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

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Higher Apprenticeship in Chartered Management - Level 5 (Wales)

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Framework information

Information on the Issuing Authority for this framework:

Instructus

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

Issue number: 1	This framework includes:
Framework ID: FR04249	Level 2 <input type="checkbox"/> Level 3 <input type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/>
Date this framework is to be reviewed by: 31/03/2023	This framework is for use in: Wales

Short description

The Higher Apprenticeship in Chartered Management is designed to develop high-performing Professional Managers that behave ethically and demonstrate their commitment to continual learning and development. Through this framework participants will develop the skills and knowledge required to take responsibility for people, projects, operations and/or services to deliver long term organisational success. This will include the capability to manage complexity and deliver impact at a strategic and/or operational level with management and leadership responsibility for setting and delivering organisational objectives through a wide range of functions.

Participants will develop management and leadership skills, self-awareness and behaviours encompassing:

- strategic decision making

- change management
- project management
- financial management
- risk management
- building and leading teams
- fostering inclusive and ethical cultures
- stakeholder relationships development

This apprenticeship is suitable for a variety of roles in Professional management in the private, public or third sector and all sizes of organisation. Specific job roles may include: Manager; Senior Manager; Head of Department; Operations Manager; or anyone with significant management responsibilities.

Contact information

Proposer of this framework

[This apprenticeship has been developed by Instructus in collaboration with Airbus Operations Limited; Glyndwr & Swansea Universities; Chartered Management Institute (CMI) and Institute of Leadership & Management (ILM) Awarding Organisations. Employer input was gathered through all developing partners who collected the views of a wide range of individuals and organisations, including the Welsh Police Forces; Nidec Industrial Automation UK Ltd; P&A Group.]

Developer of this framework

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Who is making this revision

Your organisation

Your email address:

Revising a framework

Why this framework is being revised

Summary of changes made to this framework

Qualifications removed

Qualifications added

Qualifications that have been extended

Purpose of this framework

Summary of the purpose of the framework

The Office for National Statistics' (ONS) Labour Market Statistics show that, between 2016 & 2017 there was an increase of around 30,000 professionals at Management or Director level in the UK. Developing high-performing Management professionals who understand the needs of their customers, suppliers and organisation is critical to enabling organisations to grow in a sustainable way.

In the current economic climate, Managers at this level are being required to perform to a high standard to ensure that resources are managed as efficiently and that policies are adhered to. It is therefore important that current and future Management professionals are equipped with the right skills and knowledge to remain competitive in the national and international market place.

Typically, new entrants to the profession study Management qualifications. Whilst this gives them a good grounding in Chartered Management, feedback from employers has highlighted that more needs to be done to help students apply what they have learnt within their own organisation. This better prepares them to respond quickly to changing priorities and become effective managers. More support is particularly needed for those working in global organisations where development programmes are designed to meet specific priorities.

Chartered Management Apprenticeship

This apprenticeship framework has been developed to address the issues highlighted above, and support learners in becoming effective managers. The framework offers employers an innovative, cost-effective way of developing Management capability within their organisations. By combining on and off-the-job learning, those undertaking a Chartered Management apprenticeship will develop insights into their organisation's business challenges and capability needs, and therefore be more effective in applying their skills and knowledge to support their organisation's goals.

The Level 5 Higher Apprenticeship in Chartered Management is aimed at those progressing into roles such as Senior Manager; Head of Department; Operations Manager or a role with significant Management responsibility. It will help employers to attract bright individuals who may not want to go directly to university but want to develop a career in a business-related profession. The apprenticeship could also support the development of higher-level skills among existing Management staff, to add greater value and support the needs of their organisation.

The Level 5 Higher Apprenticeship in Chartered Management offers a new route to professional recognition as Chartered Managers and Members of the Chartered Management Institute (CMgr MCMI) and/or as a member of the Institute for Leadership & Management or other relevant

professional body thus further supporting the Government's agenda of opening up access to the professions.

All Welsh apprenticeship certificates must be claimed via the ACW (Apprenticeship Certification Wales) online system. This online system, which went live in July 2013, is operated by Instructus (formerly Skills CfA) on behalf of the Federation For Industry Sector Skills and Standards (FISSS).

In order to claim a Welsh apprenticeship certificate you must register on ACW

https://acwcerts.co.uk/register_centre

Aims and objectives of this framework (Wales)

This framework has been developed to provide employers of all sizes and across all sectors in Wales with a high-quality, nationally-recognised programme which will attract new talent at Chartered Management level and up-skill the existing workforce to make businesses more productive, efficient and profitable.

The objectives of this framework are to provide Chartered Managers with the skills and knowledge in:

- Organisational Performance
- Leadership Skills
- Operational Strategy
- Project Management
- Sales and Marketing
- Self Management

Entry conditions for this framework

Individual employers will set the selection criteria for their Apprenticeships.

Most candidates will have A levels (or equivalent) plus Essential Skills (or equivalent) in Communication, Application of Number and Digital Skills at Level 2

Most candidates will have existing relevant Level 3 or 4 qualifications or Apprenticeship Certificates in subjects such as Management; Finance; Project Management; other sector specific education OR

Other demonstrable relevant or prior experience may be considered as an alternative to formal qualifications

The Chartered Management apprenticeship framework is open to those who have no prior Management experience as well as those who are currently working as Managers.

A Chartered Management apprentice will need good levels of numeracy and literacy, as well as a strong interest in what makes businesses successful, and how to get the best out of people. Good analytical skills and the ability to work with colleagues to earn their trust and respect are also important.

Applicants are likely to exhibit the following key behaviours:

- curiosity
- decisive thinker
- skilled influencer
- driven to deliver
- collaborative
- courage to challenge
- role model
- personally credible.

Processes for recruiting apprentices should ensure they assess an applicant's aptitude for working in Higher Level Management as well as their educational achievements.

Initial assessment must be used to ensure apprentices can gain recognition for relevant prior learning and achievement. The process should also identify any additional support or reasonable adjustments that may be required to enable an apprentice to have a fair opportunity to demonstrate their ability.

Processes should be applied 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.

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Level 5

Title for this framework at level 5

Higher Apprenticeship in Chartered Management - Level 5

Pathways for the framework at level 5:

Pathway 1: Chartered Management

Level 5, Pathway 1: Chartered Management

Description of this pathway

Level 5, Pathway 1: Chartered Management

Total minimum credit value for this pathway is 311 credits:

Knowledge Qualifications -

- Level 5 FdSc Applied Business Management – 240 credits OR
- Level 5 Fd Business - 240 credits

Competence - Level 5 NVQ Diploma in Management & Leadership - 53 credits

Essential Skills Wales Communication Skills, Application of Number Skills, and Digital Literacy Skills - 18 credits

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

There are no additional requirements other than those stated in the general entry conditions

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Job title(s)	Job role(s)
Chartered Manager	A Chartered Manager is someone who can take responsibility for people, projects, operations and/or services to deliver long term organisational success, with the professional recognition of their ability to deliver impact, behave ethically and demonstrate their commitment to CPD.

Qualifications

Competence qualifications available to this pathway

C1 – Level 5 NVQ Diploma in Management & Leadership

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	C00/0646/8	Chartered Management Institute	53	237-318	N/A
C1b	C00/0631/1	City & Guilds	53	237-318	N/A
C1c	C00/0648/3	OCR	53	237-318	N/A
C1d	C00/0632/7	Pearson Education Ltd	53	237-318	N/A
C1e	C00/0679/7	BIIAB	53	237-318	N/A

Knowledge qualifications available to this pathway

K1 – FdSc Applied Business Management

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	000/000/0	Swansea University	240	2400	N/A

K2 – Fd Business

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	000/000/0	Glyndwr University	240	2400	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The qualification in C1 provides the competency element for this pathway

To achieve a Level 5 NVQ Diploma in Management and Leadership, learners must complete a minimum of 53 credits.

- 22 credits from GROUP A MANDATORY UNITS
- a minimum of 23 credits from GROUP B OPTIONAL UNITS
- a maximum of 8 credits from GROUP C OPTIONAL UNITS

A **minimum of 30 credits** must be achieved through the completion of units at **Level 5** or above.

Mandatory Group A - 22 credits

- A/506/2046 - Contribute to the development of a strategic plan - 5 credits L5 31 GLH
- D/506/2055 - Design business processes - 5 credits L5 23 GLH
- H/506/2056 - Manage strategic change - 7 credits L5 25 GLH
- L/506/1953 - Provide leadership and management - 5 credits L4 28 GLH

Optional Group B - minimum 23 credits

- J/506/2048 - Establish business risk management processes - 5 credits L5 29 GLH
- R/506/2053 - Promote equality of opportunity, diversity and inclusion - 5 credits L5 26 GLH
- T/506/2059 - Develop and manage collaborative relationships with other organisations - 5 credits L5 28 GLH
- F/506/2064 - Optimise the use of technology - 6 credits L5 29 GLH
- Y/506/2068 - Manage product and/or service development - 5 credits L5 23 GLH
- L/506/2293 - Manage strategic marketing activities - 7 credits L5 28 GLH
- J/506/1949 - Develop and maintain professional networks - 3 credits L4 15 GLH
- Y/506/1955 - Develop and implement an operational plan - 5 credits L4 24 GLH
- M/506/1962 - Encourage learning and development - 3 credits L4 16 GLH
- A/506/1981 - Discipline and grievance management - 3 credits L4 26 GLH
- F/506/1982 - Develop working relationships with stakeholders - 4 credits L4 20 GLH
- L/506/1984 - Manage a tendering process - 4 credits L4 21 GLH
- K/506/1989 - Manage physical resources - 4 credits L4 26 GLH
- J/506/2907 - Manage the impact of work activities on the environment - 4 credits L4 30 GLH

- K/506/1992 - Prepare for and support quality audits - 3 credits L4 17 GLH
- T/506/1994 - Conduct quality audits - 3 credits L4 21 GLH
- A/506/1995 - Manage a budget - 4 credits L4 26 GLH
- R/506/1999 - Manage a project - 7 credits L4 38 GLH
- L/506/2004 - Manage business risk - 6 credits L4 27 GLH
- A/506/2032 - Manage knowledge in an organisation - 5 credits L4 34 GLH
- R/506/2909 - Recruitment, selection and induction practice - 6 credits L4 33 GLH
- M/506/2044 - Manage redundancy and redeployment - 6 credits L4 39 GLH
- D/506/2959 - Lead the development of a knowledge management strategy - 7 credits L7 33 GLH
- J/506/2101 - Lead the development of a quality strategy - 4 credits L7 20 GLH
- F/506/2114 - Lead the development of a continuous improvement strategy - 5 credits L7 28 GLH

Optional Group C - maximum 8 credits

- D/504/4056 - Manage health and safety in own area of responsibility - 5 credits L4 15 GLH
- A/506/1950 - Contribute to the design and development of an information system - 5 credits L4 23 GLH
- F/506/1951 - Manage information systems - 6 credits L4 30 GLH
- M/506/1959 - Manage events - 6 credits L4 49 GLH
- M/506/2898 - Manage customer service operations - 7 credits L4 23 GLH
- F/506/2176 - Review the quality of customer service - 4 credits L4 20 GLH
- A/502/8656 - Developing sales proposals - 5 credits L4 30 GLH
- D/502/8651 - Prioritising information for sales planning - 3 credits L4 20 GLH

The Knowledge qualifications in K1/K2 provide the underpinning knowledge element for this pathway.

Learners must achieve 240 credits from either of the two following qualifications:

The Applied Business Management Foundation Degree.

All components are Mandatory

Stage 1

- Finance, Accounting & Analytics – 30 credits – 300 GLH
- Marketing & Procurement – 30 credits – 300 GLH
- Human Resource Management – 30 credits – 300 GLH
- Operations Management – 30 credits – 300 GLH

Stage 2

- Business Management – 30 credits – 300 GLH

- Operations Management – 30 credits – 300 GLH
- Organisational Project – 30 credits – 300 GLH
- Leadership and International Human Resource Management – 30 credits – 300 GLH

OR

The Business Foundation Degree

All components are Mandatory

Stage 1

- Business Environment - 20 credits - 200 GLH
- Economics - 20 credits - 200 GLH
- Data Analytics and Understanding Big Data - 20 credits - 200 GLH
- Marketing Essentials - 20 credits - 200 GLH
- Work Based Project 1 - 40 credits - 400 GLH

Stage 2

- Business Law - 20 credits - 200 GLH
- Customer Service Excellence - 20 credits - 200 GLH
- Managing Corporate Risk & Crime - 20 credits - 200 GLH
- Engaging & Leading People - 20 credits - 200 GLH
- Work Based Project 2 - 40 credits - 400 GLH

Both Foundation Degrees = 240 credits – 2400 GLH

The total minimum credit value of the two qualifications required for the completion of this pathway is 293 credits.

Essential Skills

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

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

Communication

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

Does this framework require Communication achievement above the minimum SASW requirement? **YES** **NO**

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

Enter alternative grade/level requirements and reasons here.

Application of Number

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

Does this framework require Application of Number achievement above the minimum SASW requirement? **YES** **NO**

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

Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

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

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

Digital Literacy (ICT)

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

For the current **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

Does this framework require Digital Literacy (ICT) achievement above the minimum SASW requirement? **YES** **NO**

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

Enter alternative grade/level requirements and reasons here.

Progression routes into and from this pathway

Progression into the Higher Apprenticeship in Chartered Management may be from a wide number of routes due to the varying backgrounds and past academic and work related experiences of apprentices.

Potential Progression routes into the Higher Apprenticeship in Chartered Management at Level 5:

- an L3/4 Apprenticeship in Business and Administration or Management;
- a Higher Apprenticeship in Business and Professional Administration or Management;
- a L4 Apprenticeship in Project Management
- a L4 Apprenticeship in Recruitment
- a L4 Apprenticeship in Social Media and Digital Marketing
- Regulatory Qualification Awards, Certificates or Diplomas in the employers Sector or Business-related areas;
- GCSEs; a Welsh Baccalaureate, including any of the Principal Learning Qualifications at foundation and higher level;
- A levels or equivalent qualifications;
- previous CIPD qualifications, such as the Level 3/4 Management & Leadership qualifications

Potential Progression routes from the Higher Apprenticeship in Chartered Management at Level 5:

- undergraduate and post graduate degrees in Chartered Management or Business-related areas;
- qualifications at Level 6/7 in Chartered Management; Finance or other disciplines in

Chartered Management

- management roles, either as generalists or specialists;
- membership of the Chartered Management Institute

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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]

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

How equality and diversity will be met

According to the Office for National Statistics, depending on the sector the balance between male and female managers at the higher levels is around 60/40

No current data is available to indicate an imbalance (or otherwise) of employees from minority backgrounds or with disabilities.

Companies are working to address perceptions that Chartered Management is more or less suitable to either sex and jobs are open to those from a variety of backgrounds. This approach will continue with the promotion of the higher apprenticeship.

Chartered Management is increasingly becoming a graduate career. The higher apprenticeship will open up a new route into the profession for talented individuals who do not want to go to university but want to pursue a professional career.

Entry conditions to this framework do not discriminate against any individuals, with the framework being open and accessible to all potential apprentices. Mentoring is also promoted within the apprenticeship to provide additional support and increase the chances of apprentices staying. Training providers and employers must also comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the profession, using the protected characteristics of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity/paternity
- race
- religion or belief
- gender
- sexual orientation.

Instructus Skills (formerly Skills CFA) monitors take-up and achievement of all apprenticeships and will take steps to address any barriers to take-up and achievement

On and off the job training

Summary of on- and off-the-job training

Training time for the Higher Apprenticeship in Chartered Management is split into on-the-job training hours and off-the job training hours, as described below.

Total minimum training hours are as follows:

- Level 5 NVQ Diploma in Management & Leadership - 237-318 hours
- FdSc in Applied Business Management OR Fd in Business- 2400 hours

The apprenticeship will ordinarily last a minimum of 36 months.

A flexible approach to learning is encouraged for learners who have prior learning or experience.

Regardless of how long the apprenticeship takes, the minimum number of training hours, as shown above must be met.

Training hours can be attached to both the accredited and un-accredited parts of the apprenticeship, and will include, for example, inductions, reviews, training, the qualification, career discussions, Essential Skills Wales and any other activities which help the apprentice gather the required skills and underpinning knowledge within their job role.

It is recommended that a training plan is developed at the outset of the apprentice ship to determine how the training hours requirements will be met. |

Off-the-job training

Level 5 Higher Apprenticeship in Chartered Management

The total off-the-job training for the Level 5 Higher Apprenticeship in Chartered Management is 2748 hours, made up as:

- 60 hours for Essential Skills Wales (20 hours per skill)
- 2400 hours (minimum) to cover the knowledge content within the FdSc Applied Business Management OR Business Foundation Degree
- 237-318 hours (minimum) to achieve the requirements of the L5 Management & Leadership qualification
- 15 hours for activities including initial assessments, inductions etc.
- 36 hours of off-the-job coaching and mentoring to support the apprentice.

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.

Previous attainment

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

For apprentices who have already achieved the relevant qualifications, they must have been certificated within five years of applying for the apprenticeship certificate.

Previous experience

Where a learner enters an Apprenticeship Agreement with previous work-related experience, this prior learning needs to be recognised. To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's CQFW 'Recognition of Prior Learning' (RPL) 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 five years of application for the apprenticeship certificate or have been continuously employed in the relevant job role in the industry for three years duration.

Off-the-job training hours refers to the time taken to develop the technical skills and to develop knowledge of theoretical concepts across a range of contexts. It can be seen as time away from the 'immediate pressures of the job' and may include all or some of the following (non-exclusive) activities:

- individual and group teaching
- coaching
- distance learning
- e-learning
- feedback and assessment
- guided study
- learning with peers/networked or collaborative learning mentoring.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and: a tutor, or teacher; their workplace supervisor or manager; or their coach or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, supervisor, manager, mentor or coach;
- be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; observation, feedback and assessment; collaborative/networked learning with peers, guided study, and induction;
- be characterised by formal or planned taught sessions delivered predominantly by qualified training staff
- be delivered during contracted working hours;
- be delivered whilst working under an apprenticeship agreement, or during a qualifying period prior to working under an apprenticeship agreement ending on the date of application for an apprenticeship certificate.
- 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.

Evidence of off-the-job training hours

The Apprenticeship Certificate Claim Form requires apprentices to acknowledge that they have received the minimum required levels of on the job and off the job training, as set out in the apprenticeship framework document. At this stage no other evidence is required to be uploaded to ACW.

Please see the Instructus Skills (formerly Skills CFA) website for the relevant documents and for further information.]

On-the-job training

[Level 5 Higher Apprenticeship in Chartered Management

The total on-the-job training for the Level 5 Higher Apprenticeship in Chartered Management will vary due to the hours worked by each company and the time dedicated to the apprenticeship outside the structure of the qualifications but is likely to be around 2000 hours (based on 35hr week across 45 weeks) across the 3 year program, made up as follows:

- 1964 hours (minimum) to cover the competence content within the qualifications and any company specific requirements
- 36 hours of on-the-job coaching and mentoring to support the apprentice.

How this requirement will be met

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

These 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 Regulatory Qualification credit transfer, Regulatory Qualification 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.

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 25% 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 Regulatory Qualification qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body
- following Essential Skills at a level higher than that specified in the framework
- including 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/Apprenticeship Certificate or have been continuously employed in the industry for three years.

Chartered Management job roles 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 learner and assessor.

On-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and: a tutor, or teacher; their workplace supervisor or manager; or their coach or mentor;
- allow access as and when required by the apprentice either to a tutor, teacher, supervisor, manager, mentor or coach;
- be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; observation, feedback and assessment; collaborative/networked learning with peers, guided study, and induction;
- enable the apprentice to demonstrate practical job-related skills and to practice and apply these in the context of the job
- This type of learning will be delivered in the workplace;
- be delivered whilst working under an apprenticeship agreement, or during a qualifying period prior to working under an apprenticeship agreement ending on the date of application for an apprenticeship certificate

Evidence of on-the-job training hours

The Apprenticeship Certificate Claim Form requires apprentices to acknowledge that they have received at least the minimum required levels of on the job and off the job training, as set out in the apprenticeship framework document. At this time no other evidence is required to be uploaded to ACW.

Please see the Instructus Skills (formerly known as Skills CfA website for the relevant documents and for further information.

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**

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