

apprenticeship FRAMEWORK

Housing - 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: www.acwcerts.co.uk/framework_library

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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: 5	This framework includes:
Framework ID: FR04253	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 29/09/2023	This framework is for use in: Wales

Short description

The Foundation Apprenticeship and the Apprenticeship have been designed with the help of employers to attract new people into Housing and to upskill the existing workforce.

Apprentices will work as Housing Officers and Foundation apprentices as Housing Assistants.

Contact information

Proposer of this framework

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

The development was completed in consultation with Incommunities, Sanctuary Housing and Wales and West Housing Association.

Developer of this framework

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Revising a framework

Why this framework is being revised

Some qualifications have been withdrawn as they are no longer valid.

Summary of changes made to this framework

Chartered Institute of Housing Level 3 Certificate in Housing Maintenance 600/4727/6 is no longer available to new learners - this is the only Awarding Organisation offering this pathway

Qualifications removed

Chartered Institute of Housing CIH - 600/4727/6

Chartered Institute of Housing CIH - 501/1549/2

SKILLSFIRST - 600/2877/4

SKILLSFIRST - 600/2876/2

SKILLSFIRST - 600/2875/0

EDEXCEL PEARSON - 600/1893/8

EDEXCEL PEARSON - 600/2504/9

CITY & GUILDS - 600/5506/6

CITY & GUILDS - 600/6988/0

Qualifications added

Chartered Institute of Housing CIH - 603/0897/7 Level 3 Certificate in Housing Maintenance and Asset Management

Chartered Institute of Housing CIH - 603/1113/7 Level 3 Certificate in Housing Practice

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

Housing professionals directly affect the living conditions of one in four households and make a difference to the lives of those individuals and communities. Housing covers a wide range of activities, from managing properties, community development, supported housing and hostel accommodation to planning new homes. The private and public rented housing sector includes local authorities, housing organisations, small private landlords, voluntary sector landlords, Registered Social Landlords [RSLs], homelessness agencies, tenant managed and campaigning organisations.

The housing sector employs 15,600 people in Wales in over 4,200 organisations. Housing Associations and RSLs, together with Local Authorities currently employ the largest number of housing staff. The recent economic downturn has meant that organisations and staff have been under pressure to provide a high level of service to a growing number of people with limited resources. Thus, organisations are looking to adapt to the new market conditions with 36% planning to move into new areas of activity and 25% of organisations investing more money in training to support these new areas.

In terms of skills 5% of organisations stated that vacancies were hard to fill due to the lack of applicants with the required skills and an additional 4% reported skill gaps. Research indicates that the housing sector has a disproportionate shortfall of skills within administrative/clerical, sales, customer services and manager occupations. Although the sector is generally well qualified many qualifications held are not necessarily related to housing. 15% of employees within the sector have below level 2 or no qualifications (February 2018)

Challenges faced by housing organisations include:

- increased customer demands as evidence suggests that demand is outstripping supply for social housing provision;
- internal factors such as increasing efficiency, managing budget cuts and keeping costs down;
- legislation – the need to keep up to date with new legislation, particularly around sustainability and health and safety;
- reduced level of public funding and access to private sector borrowing with the need to source funding from other areas.

Future competencies required by the sector include:

- management and leadership – identified as being a key issue for the future which covers: coaching and supporting staff, problem solving, engaging and involving staff;

- frontline customer service skills – meeting customer demands involving a more proactive approach;
- inter-agency working requiring a wide range of communication and influencing skills;
- IT Skills and understanding relevant legislation.

Employers have been involved with the design of the qualifications in this framework which will develop the critical skills required within the sector. Apprentices will work as Housing Officers and Foundation apprentices as Housing Assistants.

Aims and objectives of this framework (Wales)

The aim of the apprenticeship is to attract new people into the sector, especially from local communities, and to upskill the existing workforce in order that organisations can provide sustainable housing provision and to support vulnerable people within their communities.

The objectives are to:

1. attract new people from under-represented groups into the sector helping to fill current and future skill gaps and hard to fill vacancies
2. make housing a career of choice for people new to the sector
3. upskill the existing workforce to level 2 and level 3
4. provide a flexible route into a career in housing at levels 2 and 3 and above, through further and higher education, leading to professional status.

Entry conditions for this framework

Employers are looking to attract applicants from a wide range of backgrounds and experience, some of whom may have had had experience, paid or unpaid, within the sector. Applicants will be expected to have basic literacy and numeracy skills on which this apprenticeship will build, be willing to work as part of a team, recognise and appreciate diversity and to communicate with a wide range of customers.

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.

RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off-the-job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

1. Essential Skills Wales

If applicants already have GCSE's in English, Maths and/or Information and 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

2. Knowledge Qualifications

If applicants already have one of the Level 2 /3 knowledge qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within three years of applying for the apprenticeship certificate. For example they may have already achieved the knowledge element as part of the Welsh Baccalaureate Public Services. 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 2/3 competence qualification for the Apprenticeship they

do not have to repeat this qualification, however, this qualification must have been achieved within three years of applying for the apprenticeship certificate and they will still have to demonstrate competency in the workplace.

4. Prior experience

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competency and the knowledge qualifications in this framework.

Level 2

Title for this framework at level 2

Housing

Pathways for the framework at level 2:

Pathway 1: Housing

Level 2, Pathway name

Description of this pathway

Housing (Foundation Level 2) - a minimum of 49 credits

- 18 credits for Competence
- 13 credits minimum for Knowledge
- 18 credits for Essential Skills Wales

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

There are no specific entry requirements.

Job title(s)	Job role(s)
Housing Assistant	The job holder could be working in a neighbourhood or head office. They will be the first point of call for a wide range of customer queries and requests which will need to be passed to the correct department. Queries could include housing benefits advice, nuisance neighbours and repairs.
Housing Maintenance Assistant	The job holder could be working in a call centre dealing with repairs and maintenance related queries. They will organise repair work, liaise with customers and maintenance personnel, and arrange planned and ad-hoc maintenance surveys

Qualifications

Competence qualifications available to this pathway

C1 – Level 2 NVQ Certificate in Housing

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9140/2	City & Guilds	18	100-169	N/A
C1b	600/1711/9	Edexcel	18	100-169	N/A

Knowledge qualifications available to this pathway

K1 – Level 2 Certificate in Housing Practice

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	501/0810/4	CIH	13	102	N/A

K2 – Level 2 Certificate in Housing Maintenance

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/2120/2	Chartered Institute of Housing	16	123	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The knowledge qualifications provide the underpinning knowledge and understanding for the competency qualification.

Essential Skills

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

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 this Level 2 Apprenticeship

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

- school or college
- previous experience, voluntary or paid
- Welsh Baccalaureate in Public Services

Progression from this apprenticeship

- Apprenticeship in Housing
- Level 3 or Level 3 Certificate in Housing Practice
- Membership of the professional organisation, the Chartered Institute of Housing
- Apprenticeship in Business Administration or Customer Service
- Progression to Housing Officer

UCAS points for this pathway:

[Framework Developer to complete with relevant info]

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice’s ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES** **NO**

Delivery and assessment

[Framework Developer to complete with relevant info]

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Level 3

Title for this framework at level 3

Housing

Pathways for the framework at level 3:

Pathway 1: Housing

Level 3, Pathway 1: Housing

Description of this pathway

Housing (Level 3) - a minimum of 54 credits

- 29 credits for Competency
- 13 credits minimum for Knowledge
- 12 credits English and Mathematics Essential Skills Wales

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

There are no specific entry requirements for this pathway.

Job title(s)	Job role(s)
Housing Officer	The job holder could be responsible for inspecting the condition of property, organising repairs, allocating accommodation, collecting rent and dealing with rent arrears, and handling complaints such as anti-social behaviour. They may well have to arrange temporary accommodation for those in need.
Housing Support Officer	The job holder could work in a homeless or probation hostel, where they would support the client in finding permanent accommodation, or, a sheltered housing scheme supporting the needs of clients. They would also visit clients in the community to check on personal and physical wellbeing.
Community Support Officer	The job holder would set up initiatives, in conjunction with community representatives, to encourage tenants to participate in their local community. Examples could be training courses, activities in school holidays, awareness raising events, participation in local clubs and societies.

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 Certificate in Housing

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/6690/0	City & Guilds	29	161	N/A
C1b	600/1712/0	Edexcel	29	161	N/A

Knowledge qualifications available to this pathway

K1 – Level 3 Certificate in Housing Practice

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	603/1113/7	Chartered Institute of Housing	26	170	N/A

K2 – Level 3 Certificate in Housing Maintenance

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	603/0897/7	Chartered Institute of Housing	13	87	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 AND K2 provides the underpinning knowledge and understanding for C1.

The Level 3 apprenticeship does not include ICT. The work roles have varying levels of ICT requirements and the generic IT Essential Skills Wales are too broad to accommodate this. Training will be given to apprentices to use specialist in-house software systems and the intention is to develop a unit of competence to cover such requirements.

CIH - 603/0897/7 Level 3 Certificate in Housing Maintenance and Asset Management

- Professional practice skills for housing J/615/0849
- Housing repairs and maintenance services L/615/1999
- Repairs and maintenance in housing organisations R/615/4077
- Housing construction and maintenance J/615/4075
- Accessible and adaptable housing H/615/3998
- Customer service in housing A/615/1996
- Customer service standards for housing maintenance L/615/4000
- Delivery of housing services J/615/1998
- Equality and diversity for housing A/615/4073
- Health and safety awareness for housing management and maintenance F/615/4074
- Managing empty properties L/615/4076
- Regeneration T/615/2015

CIH - 603/1113/7 Level 3 Certificate in Housing Practice

- The Housing System D/615/2073
- Professional practice skills for housing J/615/0849
- Accessible and adaptable housing H/615/3998
- Call handling for telecare services operators F/615/5094
- Community Cohesion - R/615/5102
- Community development - D/615/1991
- Customer service in housing - A/615/1996
- Customer service standards in housing maintenance - L/615/4000
- Dealing with anti-social behaviour in housing - F/615/1997
- Delivery of housing services - J/615/1998
- Equality and diversity for housing - A/615/4073
- Handling telecare customer data safely and securely - Y/615/5103
- Health and safety awareness for housing management and maintenance - F/615/4074

- Homelessness amongst ex-offenders - R/615/0854
- Homelessness services and prevention - H/615/0809
- Housing construction and maintenance - J/615/4075
- Housing policy - H/615/5105
- Housing repairs and maintenance services - L/615/1999
- Housing support services for young people - D/615/5104
- Independent living for older people - K/615/5106
- Introducing social welfare - M/615/5107
- Involving housing service users - H/615/0812
- Managing empty properties - L/615/4076
- Managing leasehold housing services - M/615/2000
- Occupancy, tenure and lettings - L/615/2005
- Personalisation and delivering support for independent living - T/615/5108
- Planning support for independent living - T/615/5109
- Providing telecare services - T/615/5111
- Regeneration - T/615/2015
- Rental income management - D/615/2008
- Repairs and maintenance in housing organisations - R/615/4077
- Role of the support worker for independent living - F/615/0851
- Safeguarding adults with care and support needs - D/615/5121
- Sustainable communities - H/615/5122
- The context of telecare services provision - L/615/5129
- The framework for housing information and advice - F/615/5130
- The impact of housing conditions on health - J/615/5131
- The legal framework for housing - L/615/5132
- The social context of housing - M/615/2076
- Working with neighbourhoods - F/615/2003

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 this Level 3 Apprenticeship

- Foundation apprenticeship in Housing, Business Administration or Customer Service
- Previous experience or voluntary work in the Housing sector
- Welsh Bacallaureate Public Services

Progression from this apprenticeship

- Level 4 CIH Certificate/Diploma in Housing Practice
- Membership of the professional organisation, the Chartered Institute of Housing (CIH)
- Progression to Management roles within the sector
- HND and Foundation degrees in Housing

On completion of the apprenticeship, apprentices can become practitioner member of the CIH.

UCAS points for this pathway:

(No requirement specified)

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

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

How equality and diversity will be met

The Housing sector workforce in Wales is predominately female (63%), full-time (87%) and white (90%). In Wales 67% of the workforce is aged between 25 - 54, with 5% aged 16 - 24.

7.8% of the workforce has a disability. The sector would like to encourage more young people and males to apply for jobs within the sector.

Likely reasons for these imbalances include:

- Young people are not aware of careers within the sector. Many people do not plan a career in housing but tend to 'stumble' into the sector
- Males and BMEs are not aware of the variety of careers within the sector and the recognition of professional status
- A perception that there are limited career opportunities

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

- Raising awareness in schools about Housing as a career through work with careers advisors
- Working with professional organisations to promote the sector
- Use of non stereotypical images on the careers website and materials
- Case studies of apprentices which reflect males and those from BME groups

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry. Housing employers intend to recruit apprentices from their local communities thereby enhancing social inclusion. Employers and training providers are encouraged to offer additional support and mentoring to ensure that apprentices complete their training.

Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the Industry, using the 8 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. Sexual orientation

<https://www.equalityhumanrights.com/en/equality-act/know-your-rights>

Instructus Skills will monitor take up and achievement of all Apprenticeships through the Welsh Employer group and continue to 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

Job roles within Housing require a thorough level of technical competency and knowledge, which will be undertaken through work-based training practice and experience. The total minimum number of hours are as follows:

Foundation Apprenticeship - 353 GLH

This figure is made up as follows,

- 100 GLH for the Level 2 Certificate in Housing
- 102 GLH minimum for the Knowledge based qualifications
- 135 GLH for the 3 Essential Skills Wales components
- 16 GLH for ERR induction and hours for mentoring/progress reviews.

It is envisaged that this framework will take 12 months to complete.

Apprenticeship - 461 GLH

This figure is made up as follows,

- 145 GLH for the Level 3 Certificate in Housing
- 200 GLH minimum for the Knowledge based qualifications
- 90 GLH for the 2 Essential Skills Wales components
- 26 GLH for ERR induction and hours for mentoring/progress reviews.

It is envisaged that the framework will take 18 months to complete.

GLH relating to the Essential Skills Wales qualifications can be delivered on or off-the-job depending on the providers delivery model and the learning needs of the apprentice.

GLH relating to mentoring, ERR induction and recording can be delivered on or off-the-job depending on the providers delivery model.

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

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

Off-the-job training

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

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

For this framework the minimum amount of off-the-job training is as follows:

Foundation Apprenticeship - 102 hours for this apprenticeship

This figure represents a minimum of 102 GLH for the chosen Knowledge qualification. Apprenticeship - 150 hours for this apprenticeship This figure represents 100 GLH to be completed within the first year, with a minimum of 50 off-the-job GLH taking place in the remaining 6 months. The remaining (minimum of 50) for the chosen Knowledge qualification can be delivered on-the-job as part of evidence collection and research.

Examples of off-the-job training include:

- training hours relating to the Certificates in Housing Practice and Housing Maintenance
- induction where activities are covered away from normal work duties
- taught hours relating to Employment Rights and Responsibilities
- Essential Skills Wales

How this requirement will be met

Off-the-job training needs to be:

- planned, reviewed and evaluated jointly between the apprentice and tutor, mentor or manager;
- allow access as and when required by and apprentice either to a tutor, teacher, mentor or manager;
- delivered during contracted working hours.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records.

Evidence for off-the-job training will include:

- Level 2/3 Knowledge certificates
- Essential Skills Wales Certificates
- ERR workbook signed by apprentice and tutor/assessor

Previous attainment

Where a learner enters an apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either Regulatory Qualification credit transfer for achievements within the Regulatory Qualification; or through recording or exemptions for certificated learning outside of the Regulatory Qualification, for example Principal Learning qualifications. For apprentices who have already achieved the relevant qualifications, they must have been certificated within three years of applying for the Apprenticeship Certificate.

Previous experience

Where a learner enters an apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised (see Regulatory Qualification Guidance on Claiming credit for

further details). To count towards apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's "Regulatory Qualification recognition of Prior Learning" procedures and the hours recorded may then count towards the off-the-job hours required to complete the apprenticeship.]

On-the-job training

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

For this framework the minimum amount of on-the-job training is as follows:

Foundation Apprenticeship - 100 hours for this apprenticeship

This figure represents GLH for the qualification.

Apprenticeship - 195 hours for this apprenticeship

The 195 GLH is taken from the qualification, plus a minimum of 50 GLH from the Knowledge qualification.

Examples of on-the job training could include:

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

How this requirement will be met

On-the-job training needs to be:

- planned, reviewed and evaluated jointly between the apprentice and tutor, mentor or manager;
- allow access as and when required by and apprentice either to a tutor, teacher, mentor or manager;
- delivered during contracted working hours.

On-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records.

Evidence for on-the-job training will include:

- Level 2/3 Certificate in Housing
- Essential Skills Wales Certificates

Previous attainment and experience

Where a learner enters an apprenticeship agreement having previously attained or acquired the appropriate competencies this prior learning needs to be recognised and documented using the relevant Regulatory Qualification credit transfer, Regulatory Qualification exemption or Recognition of Prior Learning (RPL) procedures (same as off-the-job above). The amount of on-the-job training required to complete the apprenticeship under the apprenticeship agreement may then be reduced accordingly, provided the number of on-the-job hours for this framework can be verified for apprenticeship certification.

Apprentices who commence training under a new apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim a substantial proportion of hours towards the on-the-job framework total through prior learning acquired from previous employment or other vocational programmes, then the apprentice's learning programme should include 'customisation'.

Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate units from Regulatory Qualification qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework and other competency-based qualifications/units relevant to the workplace. The training provider must have transparent APL procedures in place to evidence the level of APL recognition.

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

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

[Enter Qualification Names]

Improving own learning and performance

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

Working with others

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

Problem solving

[Give examples - signpost to specific units in framework qualifications that would meet these requirements]

apprenticeship FRAMEWORK

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