

apprenticeship FRAMEWORK

Recruitment (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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Recruitment (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: Click here to enter text.	This framework includes:
Framework ID: FR02054	<div>Level 2 <input type="checkbox"/></div> <div>Level 3 <input checked="" type="checkbox"/></div> <div>Level 4-7 <input checked="" type="checkbox"/></div>
Date this framework is to be reviewed by: <input type="text" value="DD/MM/YYYY"/>	This framework is for use in: Wales

Short description

This framework is designed to meet the skills needs of employers of all sizes across the public, private and not-for-profit sectors. It will attract new talent into the Recruitment sector and will help to up-skill the workforce to meet employer skills priorities and to further professionalise the sector. Apprentices will work in job roles such as trainee recruitment consultants, junior recruitment consultants, resourcers or account representatives. Higher apprentices will work in job roles such as account manager, consultant or senior, lead or principal consultant.

Contact information

Proposer of this framework

This apprenticeship has been developed by Skills CFA, in partnership with the recruitment industry itself. We have consulted with a wide range of in-house and external recruitment professionals throughout the development of the apprenticeship and its qualifications, through expert panels, working groups and online consultations.

The apprenticeship has been developed with the support and help of the Recruitment Employment Confederation (REC), who first began discussing the idea of a Recruitment Apprenticeship with Skills CFA in 2010. REC, and later the Institute of Recruiters (IOR), has provided the expertise and contact with the recruitment industry used to develop the apprenticeship, ensuring its content reflects the needs of the recruitment industry.

Developer of this framework

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Contact Details	
Who is making this revision	<input type="text" value="Name"/>
Your organisation	<input type="text" value="Organisation Name"/>
Your email address:	<input type="text" value="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 UK recruitment and staffing market is currently worth £24.7 billion (2010/11). The industry employs over 90,000 individuals and is growing rapidly, with a 13% increase in employee numbers in 2010/11. Each year, the recruitment industry is responsible for placing an estimated 1.1 – 1.5m individuals in jobs, emphasising its importance to the success of the overall economy.

The British economy is shifting towards a 'knowledge economy' within which business success depends largely on factors such as staff skills and how well staff fit particular roles. Increasingly, a business competes not just in terms of the quality of its products and the delivery of its services but also in the ability of its employees. The recent growth of the recruitment sector can be attributed to a few key developments - the greater focus on talent, the increasingly varied methods of recruitment, and the economic drive for efficiency.

Against this background, recruitment apprenticeships have been designed to equip recruitment professionals with a skill set that will enable them to adapt and grow within the recruitment sector, either within recruitment agencies or within in-house recruitment teams. It is predicted that recruitment practices will continue to change, emphasising the need for relevant and flexible recruitment apprenticeships.

Skills CFA and the Recruitment Employment Confederation (REC) conducted a survey of employers in 2012 the results of which suggested that there was a high demand for an Apprenticeship and a Higher Apprenticeship. The survey also highlighted a number of issues within the sector, as follows:

- High staff turnover
- Poor reputation as an industry
- Lack of existing accredited qualifications, recognised development opportunities and progression routes
- Difficulty in recruiting effective staff
- Difficulty in releasing staff for long periods of training
- High use of graduates within the profession, despite the fact that recruitment job roles do not require graduate specific skills, either in level or in subject area

The Apprenticeship and Higher Apprenticeship will contribute towards resolving these issues in a number of ways:

- provide a structured development programme for new and existing recruitment staff.
- investment in skills and qualifications is known to improve staff retention and staff loyalty, consequently lowering the rate of staff turnover.

- the development of regulated qualifications and apprenticeships will increase the overall number of existing accredited qualifications, thus providing enhanced validated professional development opportunities, which may in turn improve the reputation of the recruitment sector.
- participation in apprenticeships will ensure that recruitment staff develop effective competence and skill sets, enabling them to efficiently fulfil their job role. As much of the learning within an apprenticeship is completed whilst working, employers will not need to release staff for prolonged periods, which again will help with the uptake of the apprenticeship.
- the on-the-job focus on learning suits the industry and will provide a more fit-for-purpose apprenticeship framework than those currently used within the recruitment sector. Although current apprenticeship frameworks (e.g. Business and Administration, Sales and Customer Service) are beneficial for those working within the recruitment sector, they are not specifically tailored towards recruitment and therefore do not cover the sector-specific needs of the sector.
- recruitment apprentices will have subject specific qualifications and high level skills, and an increase in the number of recruitment apprentices will potentially minimise the existing reliance on graduates. The development of a recognised progression and entry route into and through the industry as an alternative to the current graduate entry route will seek to further professionalise the industry.
- the availability of a recruitment higher apprenticeship will formally recognise the value of recruitment, laying firm foundations for the next generation of competent recruitment professionals.

The Apprenticeship and HIGHER Apprenticeship will also contribute to meeting the skills priorities for Wales by:

- providing flexible access to a high quality Level 3 and 4 skills programme, as a real alternative to academic qualifications, for those who prefer this style of learning and achievement;
- incorporating skills to improve the levels of general literacy, numeracy and ICT in Wales;
- using technical and competence qualifications, valued by employers, to help their businesses grow;
- developing apprentice's employability skills, making them more attractive to all employers whichever career they choose;
- providing a career pathway into jobs and training at higher levels, to provide the skills which the economy needs to grow.

Aims and objectives of this framework (Wales)

To provide employers of all sizes and across the public, private and not-for-profit sectors in Wales with a high quality, nationally recognised programme which will attract new talent into recruitment and up-skill the existing workforce to meet employer skills priorities and to further

professionalise the sector.

The main objectives are to:

1. Build a competent recruitment workforce, providing organisations of all sizes across all sectors with the staff needed to increase productivity and efficiency
2. Tap into the skills and talents of a diverse population by providing flexible entry routes into a career in recruitment
3. Equip individuals with the skills, knowledge and experience needed to undertake recruitment roles in a range of business settings
4. Provide apprentices with an opportunity to develop the skills, knowledge and experience they will need to progress to higher level roles with additional responsibilities and onto further and higher education, if they wish to do so.

Entry conditions for this framework

There are no mandatory entry requirements for this Apprenticeship framework. However employers are looking to attract apprentices who have a strong interest in a career in recruitment. They expect applicants to demonstrate a "can do" attitude and have at least basic numeracy, literacy and communication skills on which the Apprenticeship will build. Entrants will come from a diverse range of backgrounds and will have a range of experience, age, personal achievements and, in some cases, prior qualifications and awards which may count towards achievement of an Apprenticeship.

Examples may include learners who have:

- held a position of responsibility at school or college
- undertaken work experience, voluntary work or a work placement
- completed the Duke of Edinburgh Award or similar awards
- achieved QCF Awards, Certificates or Diplomas
- achieved GCSEs or A levels
- achieved a Welsh Baccalaureate Principal Learning Qualification
- completed a Foundation Apprenticeship, for example in Sales/Telesales, Marketing, Customer Service or Business Administration.

Apprentices who are undertaking the Recruitment Apprenticeship are likely to have some prior experience in a target-focused role such as sales, marketing, customer service and/or recruitment, although this is not a formal requirement.

Apprentices who are undertaking the Higher Apprenticeship in Recruitment are expected to have significant experience of working in a recruitment role to ensure they have the suitable foundations on which to further develop their knowledge and skills.

Initial Assessment

Initial assessment must be used to ensure that applicants have a fair opportunity to demonstrate their ability. Learning programmes can then be tailored to meet a range of abilities and to recognise prior knowledge and experience. Note that, where apprentices have accredited prior learning, it is expected that they will be offered training which helps them to develop new skills and learning at a higher level.

RULES TO AVOID REPEATING QUALIFICATIONS

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:

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.

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 as these count as proxies for Essential Skills Wales.

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 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 of the start of the Apprenticeship 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.

|

Level 3

Title for this framework at level 3

Apprenticeship in Recruitment

Pathways for the framework at level 3:

Pathway 1: Recruitment

Level 3, Pathway 1: Recruitment

Description of this pathway

Recruitment - Minimum of 85 credits

Total minimum credit value for this pathway: 85 credits

- 41 credits for competence qualification
- 26 credits for knowledge qualification
- 18 credits for transferable skills
 - 6 credits for Communication
 - 6 credits for Application of Numbers
 - 6 credits for IT

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

There are no entry requirements for this pathway in addition to the general framework entry requirements.

Job title(s)	Job role(s)
Trainee/Junior recruitment consultant	Identifying client recruitment requirements, pre-selecting candidates, assessing candidates, matching and presenting candidates to employers, attracting, briefing and supporting candidates, administering recruitment processes, developing working relationships with colleagues
In-house Resourcer	Identifying company recruitment requirements, pre-selecting candidates, assessing candidates, matching and presenting candidates to managers, attracting and briefing candidates, administering recruitment processes, developing working relationships with colleagues
Account representative	Identifying client recruitment requirements, pre-selecting candidates, assessing candidates, matching and presenting candidates to the client, attracting, briefing and supporting candidates, administering recruitment processes, developing working relationships with clients

Qualifications

Competence qualifications available to this pathway

C1 – Level 3 NVQ Diploma in Recruitment (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/8562/9	Recruitment Employment Confederation	41	188-260	X
C1b	600/8282/3	Skillsfirst	41	188-260	

Knowledge qualifications available to this pathway

K1 – Level 3 Certificate in Recruitment Practice (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/8386/4	Recruitment Employment Confederation	26	100	X

K2 – Level 3 Certificate in Principles of Recruitment (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/8281/1	Skillsfirst	26	100	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Apprentices must complete one competence qualification and one knowledge qualification from those listed within this pathway.

K1a and K2a provide the underpinning knowledge and understanding for qualifications C1a-b.

Learners are free to undertake the competence qualification with one awarding organisation and the knowledge qualification with another awarding organisation if they wish to do so. |

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 routes into the Apprenticeship in Recruitment

Progression into this Apprenticeship may be from a wide number of routes due to the varying backgrounds and past academic and work related experiences of apprentices. Such routes will include having achieved:

- a Foundation Apprenticeship in areas such as Sales/Telesales, Marketing, Customer Service or Business Administration
- QCF Awards, Certificates or Diplomas in areas such as Sales/Telesales, Marketing, Customer Service or Business Administration
- achieved a Welsh Baccalaureate Principal Learning Qualification at Foundation or Higher level
- GCSEs or A levels

Learners may also progress into the Apprenticeship without prior qualifications.

Most learners progressing into the Recruitment Apprenticeship have some prior experience in a target-focused role such as sales, marketing, customer service and/or recruitment, although this is not a formal requirement.

Progression routes from the Apprenticeship in Recruitment

Apprentices, with support and opportunities in the workplace, can progress onto:

- the Higher Apprenticeship in Recruitment
- further or higher education to undertake recruitment, business, sales, management or other qualifications, including Foundation Degrees

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- a range of recruitment, sales, business, management and other undergraduate programmes
 - a range of Professional Qualifications at level 4 and above

With additional training, apprentices may be able to progress in their careers to more senior recruitment roles including Lead/Senior/Principal Consultant or Account Manager.

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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Level 4

Title for this framework at level 4

Higher Apprenticeship in Recruitment

Pathways for the framework at level 4:

Pathway 1: Recruitment

Level 4, Pathway 1: Recruitment

Description of this pathway

Recruitment - Minimum of 125 credits

Total minimum credit value for this pathway: 125 credits

- 63 credits for competence qualification
- 44 credits for knowledge qualification
- 18 credits for transferable skills
 - 6 credits for Communication
 - 6 credits for Application of Numbers
 - 6 credits for IT

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

There are no entry requirements for this pathway in addition to the general framework entry requirements.

Job title(s)	Job role(s)
Recruitment consultant	Advising clients on strategic recruitment planning, identifying client recruitment requirements, planning the recruitment process, pre-selecting candidates, assessing candidates, building relationships with clients, attracting, coaching and supporting candidates
Senior/ Principal/ Lead Consultant	As above, but with additional responsibilities such as managing sales team performance or managing budgets
Account manager	As above, but with additional emphasis on strategic recruitment planning, relationship building and business development

Qualifications

Competence qualifications available to this pathway

C1 – Level 4 NVQ Diploma in Recruitment (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/8563/0	Recruitment Employment Confederation	63	309-351	N/A
C1b	600/8288/4	Skillsfirst	63	309-351	

Knowledge qualifications available to this pathway

K1 – Level 4 Diploma in Recruitment Practice (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/8564/2	Recruitment Employment Confederation	44	135	N/A

K2 – Level 4 Diploma in Principles of Recruitment Practice (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/8289/6	Skillsfirst	44	135	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Apprentices must complete one competence qualification and one knowledge qualification from those listed within this pathway.

K1a and K2a provide the underpinning knowledge and understanding for qualifications C1a-b.

Learners are free to undertake the competence qualification with one awarding organisation and the knowledge qualification with another awarding organisation if they wish to do so.

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 Recruitment Higher Apprenticeship

Progression into this Higher Apprenticeship may be from a wide number of routes due to the varying backgrounds and past academic and work related experiences of apprentices. Such routes might include having achieved:

- an Apprenticeship in Recruitment
- QCF Awards, Certificates or Diplomas in areas such as Sales/Telesales, Marketing, Customer Service or Business Administration
- GCSEs or A levels
- achieved a Welsh Baccalaureate Principal Learning Qualification at Foundation or Higher level
- an existing recruitment qualification, such as the REC's Certificate in Recruitment Practice.

Learners may also progress into the Higher Apprenticeship without prior qualifications. However, apprentices who are undertaking the Higher Apprenticeship in Recruitment are expected to have significant experience of working in a recruitment role to ensure they have the suitable foundations on which to further develop their knowledge and skills.

Progression from the Recruitment Higher Apprenticeship

Higher apprentices, with support and opportunities in the workplace, can progress onto:

- higher education to undertake recruitment, management, business or other qualifications, including Degrees
- further employment opportunities within their current job role/alternative job roles
- a range of professional qualifications

With additional training, higher apprentices may be able to progress in their careers into more senior recruitment roles, including management roles.

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

How equality and diversity will be met

This Apprenticeship framework provides an open, clear and fit-for-purpose entry route into the recruitment profession and supports recognised progression routes through the sector.

As the UK workforce and customer base becomes more diverse, the recruitment industry needs to reflect that diversity and manage it effectively. This requires not only sensitivity to issues such as ethnicity, culture, gender and disability, but an awareness of the potential for different and more creative approaches that diversity in general brings.

Apprenticeships are seen as a vital route to encourage and facilitate a diverse set of individuals entering into recruitment. Entry conditions into 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 completing the framework. 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 Industry, using the protected characteristics of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or Belief
8. Gender
9. Sexual orientation

Skills CFA continues to monitor take up and achievement of all Apprenticeshipsthrough its Advisory Groups and continue to take steps to address any barriers to take up and achievement as part of its Qualification Strategy. |

On and off the job training

Summary of on- and off-the-job training

Level 3 Recruitment Apprenticeship

The minimum training hours for the Recruitment Apprenticeship is 488 hours. It is expected that the Apprenticeship will last a minimum of 18 months, but a flexible approach to learning is encouraged for learners who have prior learning or experience.

Regardless of how long the Apprenticeship takes, the minimum 488 hours of training must be met.

Level 4 Recruitment Higher Apprenticeship

The minimum training hours for the Recruitment Higher Apprenticeship is 644 hours. It is expected that the Apprenticeship will last a minimum of 24 months, but a flexible approach to learning is encouraged for learners who have prior learning or experience.

Regardless of how long the Apprenticeship takes, the minimum 644 hours of training 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, the ERR workbook, reviews, training, the qualifications, career discussions, Essential Skills Wales and any other activities which help the apprentice gather the required skills and underpinning knowledge needed within their job role.

It is recommended that a plan is developed at the outset of the Apprenticeship programme to determine how the Training Hours requirements will be met.

Off-the-job training

Level 3 Recruitment Apprenticeship

The total off-the-job training hours for the Recruitment Apprenticeship is 180 hours, made up as follows:

- 60 hours for Essential Skills Wales (20 hours per Skill)
- 100 hours (minimum) for the knowledge based qualification
- 20 hours for activities including inductions and the ERR national outcomes

Level 4 Recruitment Higher Apprenticeship

The total off-the-job training hours for the Recruitment Higher Apprenticeship is 215 hours, made up as follows:

- 60 hours for Essential Skills Wales (20 hours per Skill)
- 135 hours (minimum) for the knowledge based qualification
- 20 hours for activities including inductions and the ERR national outcomes

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 QCF credit transfer for achievements within the QCF; or through recording 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 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 [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 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 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.

Evidence of off the job hours

When claiming the Apprenticeship certificate, training providers will be required to sign a declaration as part of the Apprenticeship Certificate application form, stating that the total training hours have been met by the learner. Certificate application forms can be downloaded from www.skillsfawales.org.

On-the-job training

Level 3 Recruitment Apprenticeship

The total on-the-job training hours for the Recruitment Apprenticeship is 308 hours, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 188 hours (minimum) for the competence based qualification

Level 4 Recruitment Higher Apprenticeship

The total on-the-job training hours for the Recruitment Higher Apprenticeship is 429 hours, made up as follows:

- 120 hours for Essential Skills Wales (40 hours per Skill)
- 309 hours (minimum) for the competence based qualification

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 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.

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 QCF 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 Apprenticeship/Higher Apprenticeship Certificate or have been continuously employed in the industry for three years.

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.

Evidence of on the job training hours

When claiming the Apprenticeship certificate, training providers will be required to sign a declaration as part of the Apprenticeship Certificate application form, stating that the total training hours have been met by the learner.

Certificate application forms can be downloaded from www.skillsca.org.

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:

<div>Enter Qualification Names</div>

Improving own learning and performance

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

Working with others

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

Problem solving

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

apprenticeship FRAMEWORK

For more information visit-
www.acwcerts.co.uk/framework_library