apprenticeship
FRAMEWORK

Vehicle Sales - non statutory (Wales)

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:
afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR01093

Issue date: 01 December 2011

Published by
Institute of the Motor Industry

apprenticeship
FRAMEWORKS ONLINE
www.afo.sscalliance.org

Prentisiaethau
Apprenticeships

Vehicle Sales - non statutory (Wales)

Contents

Framework summary 3
Framework information 4
Contact information 5
Revising a framework 6
Purpose of the framework 8
Entry conditions 10
Level 2: Foundation Apprenticeship in Vehicle Sales 12
Pathway 1: Vehicle Sales 13
Level 3: Apprenticeship in Vehicle Sales 20
Pathway 1: Vehicle Sales 21
Equality and diversity 28
On and off the job training 30
Wider key skills 36
Additional employer requirements 37

Framework summary

Vehicle Sales - non statutory

Foundation Apprenticeship in Vehicle Sales

Pathways for this framework at level 2 include:

Pathway 1: Vehicle Sales

Competence qualifications available to this pathway:

C1 - Level 2 Diploma in Vehicle Sales Competence

Knowledge qualifications available to this pathway:

K1 - Level 2 Diploma in Vehicle Sales Principles

Combined qualifications available to this pathway:

B1 - N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Vehicle Sales - non statutory

Apprenticeship in Vehicle Sales

Pathways for this framework at level 3 include:

Pathway 1: Vehicle Sales

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Vehicle Sales Competence

Knowledge qualifications available to this pathway:

K1 - Level 3 Diploma in Vehicle Sales Principles

Combined qualifications available to this pathway:

B1 - N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

Institute of the Motor Industry

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

Issue number: 3	**This framework includes:**
Framework ID: FR01093	Level 2 Level 3
Date this framework is to be reviewed by: 31/03/2014	This framework is for use in: **Wales**

Short description

Vehicle Sales is big business with around 7.5 million new and used vehicles changing owners every year. As a whole the Automotive Retail Industry in the Wales turned over £4.8 billion in 2008 and Vehicle Sales accounts for 70% of that. Apprentices will work in a range of jobs in Vehicle Sales undertaking Trainee Sales Adviser and Trainee Sales Manager roles selling new and used vehicles. Customers expect excellent customer service, wide product knowledge and a good deal. Businesses expect staff to meet sales targets and build customer loyalty to help their businesses grow and remain profitable.

Contact information

Proposer of this framework

This framework is published by The Institute of the Motor Industry (IMI) on a non-statutory basis prior to the designation of issuing Authorities for Wales

Developer of this framework

Name:	Laura Beattie
Organisation:	The Institute of the Motor Industry (IMI)
Organisation type:	Sector Skills Council
Job title:	Apprenticeship Developer
Phone:	01992511521
Email:	laurab@motor.org.uk
Postal address:	The IMI, Fanshaws, Brickendon, Hertford, SG13 8PQ
Website:	www.motor.org.uk

Issuing Authority's contact details

Issued by:	
Issuer contact name:	N/A
Issuer phone:	N/A
Issuer email:	

Revising a framework

Contact details

Who is making this revision:	Laura Beattie
Your organisation:	The Institute of the Motor Industry (IMI)
Your email address:	laurab@motor.org.uk

Why this framework is being revised

To add new qualifications that have recently been accreddited along with the updated version of the Employee Rights & Responsibilities (ERR) workbook.

Summary of changes made to this framework

- Inclusion of newly accredited qualifications
- Inclusion of the updated Employee Rights & Responsibilities (ERR) workbook

Qualifications removed

(no information)

Qualifications added

Vehicle Sales

VCQ's - Competency Based Qualifications

- Edexcel Level 2 Diploma in Vehicle Sales Competence - 600/3554/7
- Edexcel Level 3 Diploma in Vehicle Sales Competence - 600/3556/0

VRQ's - Knowledge and Skills Based Qualifications

- Edexcel BTEC Level 2 Diploma in Vehicle Sales Principles - 600/3551/1
- Edexcel BTEC Level 3 Diploma in Vehicle Sales Principles - 600/3581/X

ERR

- Edexcel Level 2 Award in Knowledge of Employee Rights and Responsibilities for the

Automotive Sector - 600/3713/1

Qualifications that have been extended

(no information)

Purpose of this framework

Summary of the purpose of the framework

Vehicle Sales is big business with around 7.5 million new and used vehicles changing owners every year. As a whole the Automotive Retail Industry in the Wales turned over £4.8 billion in 2008 and Vehicle Sales accounts for 70% of that. Apprentices will work in a range of jobs in Vehicle Sales undertaking Trainee Sales Adviser and Trainee Sales Manager roles selling new and used vehicles. Customers expect excellent customer service, wide product knowledge and a good deal. Businesses expect staff to meet sales targets and build customer loyalty to help their businesses grow and remain profitable.

More Sales Advisers and Sales Managers in Vehicle Sales are needed to:

• replace those who retire or leave
• train as managers of the future

Looking at the profile of the Automotive Retail Industry in Wales:

• Skilled trade occupations make up a significantly larger than average share of the workforce at 44%, compared with 13% for other industries in Wales;
• Managers and leaders form the second biggest occupational group with only 6% qualified to a high skill level of Level 4 and above;
• Vehicle Sales is the second largest sub-sector and is predominantly made up of managers, sales and customer service staff and administrators;
• 26% of the workforce from the Automotive Retail Industry in Wales are self employed workers;
• The Automotive Retail Industry provides employment for around 23,000 people across 4,015 business units and is a major contributor to the economy in Wales, contributing £4.8 billion of total turnover in Wales in 2008;
• The majority of the workforce is aged between 25 and 44;
• The workforce is predominantly white, male, with females employed largely in secretarial and administrative jobs.

This new framework builds on the success of its predecessor, by including updated qualifications to meet the changing skills needs of employers and the new Specification of Apprenticeship Standards for Wales. This Apprenticeship will help to attract new people into the industry, tap into the talents of under-represented groups and contribute to the upskilling of the workforce at all levels. It is forecast that Vehicle Sales and Customer Service along with Managers and senior officials will be the occupations that will require the greatest amount of people.

The framework will also contribute to meeting the skills priorities in Wales by:

• providing flexible access to a high quality Level 2 and 3 skills programme, whichever entry route apprentices use, 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 intermediate and higher technician level, to provide the skills which the economy needs to grow;
• building on the existing quality learning provision for the Automotive Retail Industry in Wales.

Aims and objectives of this framework (Wales)

The aim of this framework is to attract new people into vehicle sales from a wide range of backgrounds to replace those who leave or retire and to upskill the existing workforce in Wales.

Objectives of this framework are to:

1. contribute to increasing the number of existing staff qualified to Sales Adviser and Sales Manager level in Wales;
2. attract more applicants from women and other under-represented groups into Vehicle Sales posts at levels 2 and 3;
3. develop problem solving, communication, team working, literacy, numeracy and ICT skills which are a priority for the Automotive Retail Industry;
4. provide micro businesses, which account for the majority of businesses in the Automotive Retail Industry, with access to a quality training programme to help their businesses grow;
5. provide opportunities for career progression within Vehicle Sales and into management in the wider Automotive Retail Industry;
6. after further development and training, provide a pathway to foundation degree and to undergraduate programmes for those who chose to do so.

Entry conditions for this framework

This framework in Vehicle Sales would suit someone who enjoys interfacing with people.

Employers are looking to attract applicants who have a keen interest in working in the Automotive Retail Industry in Vehicle Sales jobs and who have basic literacy and numeracy skills on which this Apprenticeship will build.

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

• work or work experience;
• training and/or experience which could include a portfolio showing what they have done;
• any of the Essential Skills Wales or Wider Key Skills;
• Pathways to Apprenticeships;
• Welsh Baccalaureate including the Principal Learning Qualifications in Engineering and Retail Business which has automotive retail content;
• a range of vocational or academic qualification(s).

RULES TO AVOID REPEATING QUALIFICATIONS

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

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

1. Essential Skills Wales.
• If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.
• Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales (ESW), however, apprentices can be encouraged to complete ESW at a higher level if appropriate.
2. Knowledge qualifications. If applicants already have one of the Level 2 knowledge qualifications before they started their Apprenticeship, (see knowledge qualifications page in

this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within five years of applying for the apprenticeship certificate. For example they may have already achieved the knowledge element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.
3. Competence qualifications. If applicants already have the Level 2 competence qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the apprenticeship certificate and they will still have to demonstrate competence in the workplace.
4. Prior experience. Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

Initial Assessment

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

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Vehicle Sales

Pathways for this framework at level 2

Pathway 1:	Vehicle Sales

Level 2, Pathway 1: Vehicle Sales

Description of this pathway

Vehicle Sales - 165 credits in total.

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

None apart from those under General Entry Conditions.

Job title(s)	Job role(s)
Sales Adviser	Inspecting and selling new and used vehicles, greeting customers, advising them on the most suitable vehicle, arranging test drives, negotiating sale and trade-in prices, working out finance, processing orders, updating the website.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Diploma in Vehicle Sales Competence

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0265/7	IMIAL	86	484	N/A
C1b	600/3554/7	EDEXCEL	86	484	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Diploma in Vehicle Sales Principles

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0125/2	IMIAL	59	389	N/A
K1b	600/3551/1	EDEXCEL	59	389	N/A

Combined qualifications available to this pathway

B1 - N/A					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	N/A	N/A	N/A	N/A	N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	1	6
Application of numbers	1	6
IT	1	6

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO FOUNDATION APPRENTICESHIP

This can be from a wide range of routes including:

• work or work experience - general or sales related experience;
• training and/or experience which could include a portfolio showing what they have done;
• any of the Essential Skills Wales or Wider Key Skills Wales;
• Work based learning pathways;
• Welsh Baccalaureate, including the Retail Business Principal Learning Qualification which contains automotive retail and supply chain content;
• a range of vocational or academic qualification(s).

PROGRESSION FROM THIS LEVEL TWO FOUNDATION APPRENTICESHIP:

• Level 3 Apprenticeship in Vehicle Sales;
• Level 3 Apprenticeship in Business and Administration;
• Level 3 Apprenticeship in Customer service;
• Level 2 Foundation Apprenticeship in Team Leading;
• Employment into a range of jobs at Level 2 and 3 such as Sales Advisor, Receptionist or Senior Sales Advisor.

For more careers information on the Automotive Retail Industry visit www.autocity.org.uk.

Delivery and assessment of employee rights and responsibilities

Delivery and Assessment

All Apprentices will receive an induction to the workplace and to the Apprenticeship programme.

ERR will be covered through a separate qualification:

Title: City & Guilds Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector (QCF)
Qualification Reference Number: 600/1216/X
Guided Learning Hours (GLH): 8
Credit Value: 2

OR

Title: IMIAL Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector
Qualification Reference Number: 600/1308/4
Guided Learning Hours (GLH): 8
Credit Value: 2

OR

Title: Edexcel Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector
Qualification Reference Number: 600/3713/1
Guided Learning Hours (GLH): 8
Credit Value: 2

This qualification will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers;
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship;
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support;
4. the role played by their occupation in their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;

6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities;
7. where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice;
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

A workbook has been developed to support the delivery of the ERR qualification by providing appropriate learning material and incorporating areas for completion by the learner, which will be signed off by the employer.

This workbook is to be used as the primary source of evidence collection in completion of the ERR qualification. Should another form of evidence of completion be used, it will be the responsibility of the accrediting Awarding Organisation to ensure that this evidence fully maps to the requirements of the IMI Workbook.

To download the ERR workbook please click here:www.motor.org.uk/documentlibrary/Standards%20and%20Qualifications/201108ERR-workbook-vFinal-Aug-11.doc

RECOGNITION OF ERR:

A certificate of achievement of the ERR Award must be submitted to The Institute of the Motor Industry (IMI) when applying for an Apprenticeship completion certificate.

Level 3

Title for this framework at level 3

Apprenticeship in Vehicle Sales

Pathways for this framework at level 3

Pathway 1:	Vehicle Sales

Level 3, Pathway 1: Vehicle Sales

Description of this pathway

Vehicle Sales - 223 credits in total.

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

Level 3 jobs in Vehicle Sales may involve supervising teams therefore, some employers may require applicants for this Level 3 Apprenticeship to have supervisory experience or experience in Vehicle Sales.

Job title(s)	Job role(s)
Senior Sales Advisor	Recruiting, training, managing and motivating staff and teams, setting up incentives and bonus schemes, planning and monitoring sales targets, compiling, analysing and reporting on sales figures and market research, organising sales conferences.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Vehicle Sales Competence					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
C1a	600/0316/9	IMIAL	125	799	N/A
C1b	600/3556/0	EDEXCEL	125	799	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Diploma in Vehicle Sales Principles					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K1a	600/0176/8	IMIAL	78	531	N/A
K1b	600/3581/X	EDEXCEL	78	531	N/A

Combined qualifications available to this pathway

B1 - N/A					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	N/A	N/A	N/A	N/A	N/A

Notes on competence and knowledge qualifications (if any)

K1 provides the underpinning knowledge and understanding for C1.

Transferable skills (Wales)

Essential skills (Wales)

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

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL THREE APPRENTICESHIP

This can be from a wide range of routes including:

• Level 2 Foundation Apprenticeship in Vehicle Sales;
• work or work experience – sales related;
• Welsh Baccalaureate including Retail Business, Business Administration and Finance Principal Learning Qualifications;
• a range of vocational or academic qualification(s).

PROGRESSION FROM THIS LEVEL THREE APPRENTICESHIP:

• Level 2 Foundation Apprenticeship or Level 3 Apprenticeship in Team Leading;
• Level 2 Foundation Apprenticeship or Level 3 Apprenticeship in Management;
• Level 3 Apprenticeship in Business and Administration;
• into employment into a range of Level 3 and 4 jobs such as Trainee Sales Manager or Trainee After Sales Manager;
• after further training and development onto a Foundation Degree in Business and Management, Sales and Management or Sales and Marketing. Visit http://www.fdf.ac.uk for more information;
• after further training and development onto a Higher Education (HE) programme such as Business and Management, Sales and Management or Sales and Marketing.

For more careers information on the Automotive Retail Industry visit www.autocity.org.uk.

UCAS points for this pathway: N/A

Delivery and assessment of employee rights and responsibilities

Delivery and Assessment

All Apprentices will receive an induction to the workplace and to the Apprenticeship programme.

ERR will be covered through a separate qualification:

Title: City & Guilds Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector (QCF)
Qualification Reference Number: 600/1216/X
Guided Learning Hours (GLH): 8
Credit Value: 2

OR

Title: IMIAL Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector
Qualification Reference Number: 600/1308/4
Guided Learning Hours (GLH): 8
Credit Value: 2

OR

Title: Edexcel Level 2 Award In Knowledge of Employee Rights and Responsibilities for the Automotive Sector
Qualification Reference Number: 600/3713/1
Guided Learning Hours (GLH): 8
Credit Value: 2

This qualification will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers;
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship;
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support;
4. the role played by their occupation in their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;

6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities;
7. where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisation's principles and codes of practice;
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

A workbook has been developed to support the delivery of the ERR qualification by providing appropriate learning material and incorporating areas for completion by the learner, which will be signed off by the employer.

This workbook is to be used as the primary source of evidence collection in completion of the ERR qualification. Should another form of evidence of completion be used, it will be the responsibility of the accrediting Awarding Organisation to ensure that this evidence fully maps to the requirements of the IMI Workbook.

To download the ERR workbook please click here:www.motor.org.uk/documentlibrary/Standards%20and%20Qualifications/201108ERR-workbook-vFinal-Aug-11.doc

RECOGNITION OF ERR:

A certificate of achievement of the ERR Award must be submitted to The Institute of the Motor Industry (IMI) when applying for an Apprenticeship completion certificate.

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

How equality and diversity will be met

The Automotive Retail Industry in Wales is mainly white male and the average age of the workforce is 39.

A breakdown of data for apprenticeship starts in Wales in the Automotive Retail Industry for 2007/2008 showed the following:

• Male 98%
• Female 2%
• White 99%
• Ethnic Minority 1%

The Apprenticeship route has been popular in the Automotive Retail Industry, particularly on the technical side, for a number of years; however recruitment still causes difficulties. The difficulties appear to result from the industry's image problems together with pay conditions and career prospects. In order to counteract some of these issues, awareness of the Automotive Retail Industry as a profession is being raised through:

• the Principal Learning Qualifications in the Welsh Baccalaureate for Engineering and Retail Business, which has automotive retail content;
• Headlight - free business studies resources available for schools with the motor industry as the exciting backdrop;
• Women in Work initiative, which is a financial incentive for employers towards the training costs for upskilling women in the sector;
• Autocity - Careers website for the Automotive Industry, which includes non stereotypical images.

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely flexible and mentoring has been included to contribute towards increasing retention and achievement rates.

The IMI expects providers and employers to comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the sector using the 9 protected characteristics of:

1. Age

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

Download the guidance on the Equality Act here:
www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/

The IMI will monitor take up and achievement of all Apprenticeships through its Apprenticeship Steering Group and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

On and off the job training (Wales)

Summary of on- and off-the-job training

Off-the-job training is the knowledge and Skills qualification plus the Employee Rights and Responsibilities (ERR) qualification, the Essential Skills Wales qualifications and Mentoring.

On-the-job training is the competence qualification.

Total On-and-Off the Job Training Hours

The total amount of on-and-off the job training hours is:

Level 2:

• Vehicle Sales: 1211 Hours

Level 3:

• Vehicle Sales: 1668 Hours

Off-the-job training

The total amount of off-the-job training hours is:

Level 2:

• Vehicle Sales: 727 Hours

Level 3:

• Vehicle Sales: 869 Hours

How this requirement will be met

Off-the-job training should:

• achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
• be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
• allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
• be delivered 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 or guided study

Providers will not be required to record individual on and off the job training hours. However for certification purposes, the provider will be required to declare that the apprentice has completed the on and off the job training hour requirement as set out in this Apprenticeship framework.

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 of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

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

Previous experience

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

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

Breakdown of off-the-job training hours:

Level 2:

• Vehicle Sales (Knowledge and Skills qualification 389 Hours + ERR 8 Hours + Essential Skills Wales 180 Hours (60 Hours for each Skill) + Mentoring 150 Hours (an average of 2 Hours per week)) = 727 Hours

Level 3:

• Vehicle Sales (Knowledge and Skills qualification 531 Hours + ERR 8 Hours + Essential Skills Wales 180 Hours (60 Hours for each Skill) + Mentoring 150 Hours (an average of 2 Hours per week)) = 869 Hours

Evidence for off-the-job training hours:

Level 2:

• Level 2 certificate for the knowledge and skills qualification for the relevant pathway
• Certificate showing achievement of the ERR Award
• Level 1 Key Skills Certificate showing achievement of Essential Skills Wales in Application of Number, Communications and Information Communication Technology (ICT)

Level 3:

• Level 3 certificate for the knowledge and skills qualification for the relevant pathway
• Certificate showing achievement of the ERR Award
• Level 2 Key Skills Certificate showing achievement of Essential Skills Wales in Application of

Number, Communications and Information Communication Technology (ICT)

Apprenticeship Certificate application forms can be downloaded from: www.motor.org.uk/standards-and-qualifications/downloads.html

On-the-job training

The total amount of Training Hours for on-the-job is:

Level 2:

• Vehicle Sales: 484 Hours

Level 3:

• Vehicle Sales: 799 Hours

How this requirement will be met

On-the-job training hours should:

• achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework
• be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
• allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
• be delivered during contracted working hours

Providers will not be required to record individual on and off the job training hours. However for certification purposes, the provider will be required to declare that the apprentice has completed the on and off the job training hour requirement as set out in this Apprenticeship framework.

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 a percentage 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 Foundation Apprenticeship/Apprenticeship Certificate or have been continuously employed in the industry for 5 years. Job roles within the Automotive Retail Industry 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 employer, provider and Apprentice. The IMI reserves the right to request a copy of one or more of these records when applying for an apprenticeship completion certificate.

Evidence for on-the-Job Training Hours:

Level 2:

• Level 2 certificate showing achievement of the competence qualification for the relevant pathway

Level 3:

• Level 3 certificate showing achievement of the competence qualification for the relevant pathway

Apprenticeship Certificate application forms can be downloaded from: www.motor.org.uk/standards-and-qualifications/downloads.html

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

The employers that consulted do not require these Wider Key Skills to be separately delivered as part of this Apprenticeship. However, training providers and learners are encouraged to record when and where they are using these skills to provide evidence towards claiming prior learning of these Skills in the future.

Working with others

The employers that consulted do not require these Wider Key Skills to be separately delivered as part of this Apprenticeship. However, training providers and learners are encouraged to record when and where they are using these skills to provide evidence towards claiming prior learning of these Skills in the future.

Problem solving

The employers that consulted do not require these Wider Key Skills to be separately delivered as part of this Apprenticeship. However, training providers and learners are encouraged to record when and where they are using these skills to provide evidence towards claiming prior learning of these Skills in the future.

Additional employer requirements

None.

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org