

apprenticeship FRAMEWORK

Commercial Moving (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 6 APRIL 2015

Modifications to SASE came into effect on 6th April 2015. These changes **ONLY** relate to the Transferable Skills requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships starts before this date must continue to meet the 2013 SASE requirements for Transferable Skills. 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?

Please use this link to see if this is the latest issued version of this framework:

afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03665

Issue date: 17 November 2015

Issued by
Skills for Logistics

apprenticeship
FRAMEWORKS ONLINE
www.afo.sscalliance.org

Document status:
Issued



CHANGES TO TRANSFERABLE SKILLS REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 6TH APRIL 2015

Modifications to SASE came into effect on 6th April 2015. The changes ONLY relate to the Transferable Skills requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships started before this date must continue to meet the 2013 SASE requirements for Transferable Skills.

The modifications removed the “5 year rule”, meaning that acceptable qualifications, achieved before September 2012, are now in scope. This includes iGCSEs, A and AS Levels, O Levels and Key Skills. However, there are still minimum grade/level requirements that need to be achieved, depending on the level of Apprenticeship being undertaken. There have also been some changes to the minimum grade/level requirements which, in summary are:

Intermediate Apprenticeship:	GCSE/iGCSE/A and AS Levels - minimum acceptable grade is now E, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs/A/AS Levels)
	Key Skills - minimum acceptable is Level 1, irrespective of achievement date
	O Levels – minimum acceptable grade is C, irrespective of achievement date
Advanced Apprenticeship:	GCSE/iGCSE - minimum acceptable grade is now C, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs)
	A/AS Level - minimum acceptable is grade E, irrespective of achievement date
	Key Skills - minimum acceptable is Level 2, irrespective of achievement date
	O Levels - minimum acceptable grade is C, irrespective of achievement date
Higher Apprenticeship:	There remains no mandatory requirement for Transferable Skills qualifications to be achieved.

Please note that some frameworks may have grade/level requirements that are above the SASE minimum requirements. Please check the framework to ascertain where this is the case and/or check directly with the specific Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here: <http://afo.sscalliance.org/SASE>

PLEASE NOTE THAT THE NEW REQUIREMENTS FOR TRANSFERABLE SKILLS, AS DETAILED ABOVE, OVERRIDE THE NOTES AND GRADES/LEVELS ASSOCIATED WITH THE TRANSFERABLE SKILLS TABLES, WITHIN THIS DOCUMENT. Until the Transferable Skills tables can be updated, any references to “**achieved before Sept 2012 and within 5 years of starting Apprenticeship**” or “**achieved before September 2012, otherwise at any time prior to starting Apprenticeship**” can now be ignored.

Over the next few months, the Transferable Skills section within AFO will be amended to reflect the SASE modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

Commercial Moving (England)

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Framework summary

Commercial Moving

Commercial Moving

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 2 include:

Pathway 1: Commercial Moving

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 2 Certificate in Commercial Moving

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Framework information

Information on the Issuing Authority for this framework:

Skills for Logistics

The Apprenticeship sector for occupations in freight logistics and Maritime.

Issue number: 10	This framework includes:
Framework ID: FR03665	Level 2
Date this framework is to be reviewed by: 17/01/2017	This framework is for use in: England

Short description

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

Contact information

Proposer of this framework

The main employers used in the development of this apprenticeship framework came from the British Association of Removers (BAR) group based in Watford. This work was conducted both in group membership meetings and further on-line consultations to ensure the framework and qualifications are what employers wanted. The structure the framework provides at Intermediate level will enable these employers to plan effectively to meet their needs in the future.

Developer of this framework

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Revising a framework

Contact details

Who is making this revision: Lindsey Baldwin
Your organisation: Institute of the Motor Industry
Your email address: skillsforlogistics@theimi.org.uk

Why this framework is being revised

To remove Level 2 qualifications

To add a Level 2 qualification

To update the Developer and Issuing Authority contact information.

To update Awarding organisation information from Edexcel to Pearson Edexcel and remove EDI qualifications.

Summary of changes made to this framework

To remove Level 2 qualifications

To update the Developer and Issuing Authority contact information.

To update Awarding organisation information from Edexcel to Pearson Edexcel and remove EDI qualifications.

Qualifications removed

L2 Certificate in Commercial Moving

- 500/7428/3 Edexcel

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

- 600/1045/9 – EDI
- 600/2570/0 - OCR

Qualifications added

601/7531/X Level 2 Certificate in Commercial Moving - iCQ

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme under an Apprenticeship Agreement designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs. All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

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

There are around 1,620 commercial moving businesses in the UK with 1,500 operating in England, employing around 5,000. staff in a range of general and specialist jobs such as specialist/fine art packers, office remover, estimators/surveyors and drivers.

The commercial moving industry is part of a wider logistics sector which employs around 8% of the workforce in England and provides many opportunities to jobs and training in other parts of logistics such as International Trade and Logistics Operations, Purchasing and Supply Management.

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

This Intermediate Apprenticeship will also contribute to meeting the skills priorities for England by:

- Providing flexible access to a high quality Level 2 skills programme, as a real alternative to academic qualifications for those who prefer this style of learning and achievement.
- Incorporating Functional Skills in Maths and English, helping to improve the general literacy and numeracy basic skills in England.
- Using technical and competence qualifications, valued by Logistics employers, to help their businesses grow.
- Developing Apprentice's Personal Learning and Thinking Skills, to build their confidence and creativity, improving their social and working lives.
- 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 technician level and higher, to provide the skills which the economy needs to grow.
- Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry, ICT has not been included in this framework as employers do not feel it is relevant to the job role of those working in a commercial moving environment.

Aims and objectives of this framework (England)

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

The main objectives of this Intermediate Apprenticeship are to:

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

Entry conditions for this framework

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

Applicants to this level 2 Intermediate 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
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- vocational or academic qualification(s)

Level 2

Title for this framework at level 2

Commercial Moving

Pathways for this framework at level 2

Pathway 1: Commercial Moving

Level 2, Pathway 1: Commercial Moving

Description of this pathway

Commercial Moving 37 Credits made up as follows:

- Certificate in Commercial Moving (22 Credits) 11 credits for Competence and 11 Credits for Knowledge)
- Functional Skills Maths (5 Credits)
- Functional Skills English (5 Credits)
- Employee Rights and Responsibilities (5 Credits)

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

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

Job title(s)	Job role(s)
Porter/packer	You will work as part of a team responsible for the safe packing and movement of business equipment to new premises.
Specialist/fine art packer	You will work as part of a team responsible for the safe packing and movement of specialist items for business customers.
Estimator/surveyor	You will work as part of a team with responsibility for the correct estimation of costs for the movement of businesses to new premises.
Driver/packer and unpacker	You will work as part of a team responsible for the safe movement of business equipment to new premises.
Office remover	You will work as part of a team responsible for the safe movement of office equipment to new premises.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Certificate in Commercial Moving					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/4096/8	Open Awards	22	178	N/A
B1b	601/7531/X	iCQ	22	178	N/A

Relationship between competence and knowledge qualifications

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

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE. The framework totals 37 credits which includes competence, knowledge, the ERR qualification and the two Functional Skills of English and Math's.

The minimum number of credits for Competence for this qualification is 11

The minimum number of credits for Knowledge for this qualification is 11

This framework meets the minimum of 37 credits set by the SASE.

The total Credits for this combined qualification is 22, and is made up as follows:

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

9. Customer Care (2 credits for competence and 1 for knowledge)
10. Solving Problems in the Workplace. (2 credits for competence and 1 for knowledge)

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	A	N/A

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	A	N/A

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Inclusion of Information and Communications Technology (ICT)

Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry, ICT has not been included in this framework as employers do not feel it is relevant to the job role of those working in a commercial moving environment.

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO INTERMEDIATE APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training and/or experience
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 INTERMEDIATE APPRENTICESHIP:

Intermediate Apprenticeships/Advanced Apprenticeships in any of the following:

- Team Leading Intermediate Apprenticeship
- Traffic office Advanced Apprenticeship
- Logistics Operations Advanced Apprenticeship
- International Trade and Logistics Intermediate Apprenticeship
- Purchasing and Supply Management Advanced Apprenticeship

Into a job as a Commercial Moving Team Member or with further development and training e.g.

in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Transport Manager
- Depot Manager

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

- Foundation Degree in logistics, transport planning, logistics operations and administration. visit www.fdf.ac.uk

Logistics career structure

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

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/6024/4 - CILT
- 600/8172/7 - LAO
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ

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

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.

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

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/>

RECOGNITION OF ERR:

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

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

How equality and diversity will be met

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

Logistics is seen as a job for males and this perception is being challenged in a number of ways, such as:

- promotional leaflets aimed at 14 – 19 year olds in schools in England such as “Getting more girls into Logistics and Retail”
- Delivering Your Future careers website illustrating non stereotypical roles
www.deliveringyourfuture.co.uk
- Made in China a free teaching resource to support Maths and Enterprise in schools using the journey of an MP3 player from China to the UK.
<http://www.madeinchinaresources.co.uk/>

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

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

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

Skills for Logistics expects providers and employers to abide by the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the sector using the 9 protected characteristics of :

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

Skills for Logistics will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

On and off the job guided learning (England)

Total GLH for each pathway

Total GLH for this framework

The total amount of Guided Learning Hours (GLH) which includes both on and off-the-job guided learning for this Level 2 Intermediate Apprenticeship is 378 GLH over a minimum duration of 12 months

Minimum off-the-job guided learning hours

Off the job GLH

For this Intermediate Apprenticeship an apprentice will need to complete a minimum of 229 GLH off-the-job which exceeds the of 30% or 100 GLH per year minimum set by SASE for this one year programme.

How this requirement will be met

Off the job minimum of GLH per year is made up as follows:

For this Level 2 Intermediate Apprenticeship (All pathways)

- 59 GLH per year for the knowledge element of the Level 2 Certificate in Commercial Moving
- 45 GLH Level 1 Functional Skill in Maths (alternatively apprentices can complete Level 1 Key Skill in Application of Number)
- 45GLH Level 1 Functional Skill in English (alternatively apprentices can complete Level 1 Key Skill in Communication)
- 40 GLH for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

GLH 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;
- 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.

Evidence of off the job GLH which MUST be submitted to Skills for Logistics when applying for an

Apprenticeship Completion Certificate is:

- Level 2 Certificate in Commercial Moving
- Level 1 Functional Skills Certificates for Maths and English/Level 1 Key Skills Certificates for Communication and Application of Number
- Certificate of completion of the ERR Award Listed

Minimum on-the-job guided learning hours

For this Level 2 Intermediate Apprenticeship the on the job GLH total is 149 GLH:

How this requirement will be met

The on the job GLH is as follows:

For this Level 2 Intermediate Apprenticeship (All pathways)

a minimum of 119 GLH on-the-job for the 12 month programme as part of the competence element of the Level 2 Certificate in Commercial Moving

- 20 GLH related to the on the job elements of induction and ERR
- 10 on the job to practice the two Key/Functional Skills

On the job GLH 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;
- 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
- Coaching and mentoring record, log or diary
- PLTS learning and recording using a log book or diary

Evidence for on-the-job GLH which MUST be submitted to Skills for Logistics when applying for an

Apprenticeship Completion Certificate is:

- Level 2 Certificate in Commercial Moving
- Certificate showing achievement of the ERR award listed.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Apprentices must be introduced to PLTS during induction so that they learn to recognise for themselves when and where they are practicing these skills.

Skills for Logistics has mapped all of the PLTS to all units within ALL competence and knowledge units. Skills for Logistics provides a transferable skills evidence record sheet which Apprentices must use to record when, where and how the learning for PLTS have been delivered and demonstrated.

To download the evidence record sheets, visit <http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/cm> or email apprenticeships@skillsforlogistics.org

Creative thinking

Creative Thinking involves:

- generating ideas and exploring possibilities
- asking questions to extend thinking
- connecting own and others' ideas and experiences in inventive ways
- questioning own and others' assumptions
- trying out alternatives or new solutions and following ideas through
- adapting ideas as circumstances change.

Independent enquiry

Independent Enquiry involves:

- identifying questions to answer and problems to resolve
- planning and carrying out research, appreciating the consequences of decisions
- exploring issues, events or problems from different perspectives
- analysing and evaluating information, judging its relevance and value
- considering the influence of circumstances, beliefs and feelings on decisions and events
- supporting conclusions, using reasoned arguments and evidence.

Reflective learning

Reflective Learning involves:

- assessing yourself and others, identifying opportunities and achievements
- setting goals with success criteria for your personal development and work
- reviewing progress, acting on the outcomes
- inviting feedback and dealing positively with praise, setbacks and criticism
- evaluating experiences and learning to inform your future progress
- communicating your learning in relevant ways for different audiences.

Team working

Team Working involves:

- collaborating with others to work towards common goals
- reaching agreements, managing discussions to achieve results
- adapting behaviour to suit different roles and situations, including leadership roles
- showing fairness and consideration to others
- taking responsibility, showing confidence in yourself and your contribution
- providing constructive support and feedback to others.

Self management

Self Management involves:

- seeking out challenges or new responsibilities and showing flexibility when priorities change
- working towards goals, showing initiative, commitment and perseverance
- organising time and resources, prioritising actions
- anticipating, taking and managing risks
- dealing with competing pressures, including personal and work-related demands
- responding positively to change, seeking advice and support when needed
- managing your emotions and building and maintaining relationships.

Effective participation

Effective Participation involves:

- discussing issues of concern, seeking resolution where needed
- presenting a persuasive case for action
- proposing practical ways forward, breaking these down into manageable steps
- identifying improvements that would benefit others as well yourself

- trying to influence others, negotiating and balancing diverse views to reach workable solutions
- acting as an advocate for views and beliefs that may differ from your own.

Additional employer requirements

N/A

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org