

apprenticeship FRAMEWORK

Mail and Package Distribution - 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=FR02111

Issue date: 27 March 2013

Published by
Skills for Logistics

apprenticeship
FRAMEWORKS ONLINE
www.afo.sscalliance.org

Mail and Package Distribution - non statutory (Wales)

Contents

Framework summary	3
Framework information	4
Contact information	5
Revising a framework	6
Purpose of the framework	7
Entry conditions	9
Level 2: Mail and Package Distribution	11
Pathway 1: Mail Operative	12
Pathway 2: Package Operative	21
Equality and diversity	30
On and off the job training	32
Wider key skills	36
Additional employer requirements	38

Framework summary

Mail and Package Distribution - non statutory

Mail and Package Distribution

Pathways for this framework at level 2 include:

Pathway 1: Mail Operative

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 Mail Services

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 2: Package Operative

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 Package Distribution Services

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

Skills for Logistics

The Apprenticeship sector for occupations in freight logistics and Maritime.

Issue number: 7	This framework includes:
Framework ID: FR02111	Level 2
Date this framework is to be reviewed by: 31/12/2013	This framework is for use in: Wales

Short description

Companies involved in the movement of Mail and Packages help to ensure letters and parcels are collected, sorted and delivered on time, in good condition and securely. Employers need to attract new talent into this industry, especially women and those from underrepresented groups and encourage existing staff to gain Level 2 qualifications. Foundation Apprentices work as collection, sorting, delivery officers or drivers and this framework will provide opportunities to move into Level 3 jobs and training in Team Leading and into the wider logistics sector.

Contact information

Proposer of this framework

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

Developer of this framework

Name: John Lawrence
Organisation: Skills for Logistics
Organisation type: Sector Skills Council
Job title: Programmes Development and Implementation Manager
Phone: 07795348581
Email: john.lawrence@skillsforlogistics.org
Postal address: 12 Warren Yard
Warren Farm Office Village
Milton Keynes
MK12 5NW
Website: www.skillsforlogistics.org

Issuing Authority's contact details

Issued by: Skills for Logistics
Issuer contact name: N/A
Issuer phone: N/A
Issuer email: apprenticeships@skillsforlogistics.org

Revising a framework

Contact details

Who is making this revision: Maureen O'Mara
Your organisation: Skills for Logistics
Your email address: MaureenO@skillsforlogistics.org

Why this framework is being revised

Adding 6 new ERR qualifications to the Framework

Summary of changes made to this framework

Added 6 new ERR qualifications tot he Framework

Qualifications removed

(no information)

Qualifications added

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

- 600/4380/5 - CILT
- 600/8172/7 - LAO
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ

Qualifications that have been extended

(no information)

Purpose of this framework

Summary of the purpose of the framework

Companies involved in the movement of Mail help to ensure letters, parcels and packages are collected, sorted and delivered on time, securely and in good condition.

There are around 255 Mail and Package distribution businesses operating in Wales, employing around 8500. staff in a range of general and specialist jobs such as collection staff, sorters, delivery officers and drivers.

Mail and Package distribution companies in Wales have reported a combination of skills gaps and shortages and an ageing workforce and will need approximately 1400 staff in these activities over the next 5 years to replace those who leave or retire.

This industry is part of a wider logistics sector which employs around 4% of the workforce in Wales and provides many opportunities to jobs and training in other parts of logistics such as International Trade and Logistics Operations, Purchasing and Supply Management.

The predecessor to this Level 2 Foundation Apprenticeship has been used by employers since 2005 and currently there are around 80 new Foundation Apprentices starting this framework annually.

This Foundation Apprenticeship will contribute to meeting the skills priorities for Wales by:

- Incorporating Essential Skills Wales of Communication and Application of Number, thereby helping to improve the levels of basic literacy and numeracy skills in the workforce in Wales.
- Providing qualifications for competence and knowledge, approved by employers to meet the skills mix they require.
- Developing employability skills through the Incorporation of induction and employee rights and responsibilities components, recommending a minimum number of hours for these activities.
- Providing a progression pathway from level 2 to intermediate and higher -level skills, through level 3 and 4 Apprenticeships/Higher Apprenticeships.
- Providing information about career pathways through the Logistics Professional Development Stairway and Delivering Your Future careers website.
- 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 the Mail Services environment

Aims and objectives of this framework (Wales)

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

The main objectives of this Foundation Apprenticeship are to:

1. attract more applicants, including women and applicants from under-represented groups into Level 2 jobs in this industry with the skills and knowledge which employers are looking for;
2. provide flexible routes for those wishing to get into Mail Services 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 Mail and Package distribution and working in the logistics sector who have basic literacy and numeracy skills on which this Foundation Apprenticeship will build.

Applicants to this level 2 Foundation 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 Wales
- The Welsh Baccalaureate, including the Principal Learning Qualification for Retail Business which includes logistics and the supply chain
- 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 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 5 years (to be set by the framework developer but SASW recommends 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 5 years (to be set by the framework developer but SASW recommends 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.

5. 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

Mail and Package Distribution

Pathways for this framework at level 2

- | | |
|------------|-------------------|
| Pathway 1: | Mail Operative |
| Pathway 2: | Package Operative |

Level 2, Pathway 1: Mail Operative

Description of this pathway

Mail Services (Mail Operative) 43 Credits

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

None in addition to the general entry conditions for the framework

Job title(s)	Job role(s)
Mail Centre Operative	To segregate and sort either manually, or by machine, letters and packets for forward distribution throughout the world.
Distribution Operative	To ensure mail is distributed according to the timetable and is delivered to the correct Delivery Office or customer correctly.
Delivery Operative	To sort and deliver the mail to the correct address, to act as an ambassador for the organisation when dealing with customers

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 Mail Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	500/8069/6	City & Guilds	26	124-134	N/A
B1b	600/0018/1	EDI	26	124-134	N/A
B1c	600/0669/9	Edexcel	26	124-134	N/A
B1d	600/6848/6	Skillsfirst Awards Ltd	26	124-134	N/A

Notes on competence and knowledge qualifications (if any)

The Certificate in Mail Services at Level 2 is a combined qualification incorporating competence and knowledge, which are separately assessed.

Providers MUST ensure that Foundation Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASW. The framework totals 43 credits which includes competence, knowledge, the ERR qualification and the two Essential Skills Wales of Communication and Application of Number. This framework exceeds the minimum of 37 credits set by the SASW.

The total Credits for this combined qualification is 26, and is made up as follows

Mandatory Units

- Contribute to health, safety and security in mail services (2 credits for competence and 3 for knowledge)
- Contribute to working relationships in mail services (3 credits for competence and 2 for knowledge)

Optional Units Group (a minimum of 16 credits from this group)

- Handle Mail (3 credits for competence and 2 for knowledge)

- Contribute to the maintenance of equipment used in mail services (2 credits for competence and 2 for knowledge)
- Plan routes to mail destinations (3 credits for competence and 3 for knowledge)
- Transport mail (3 credits for competence and 3 for knowledge)
- Collect mail (3 credits for competence and 2 for knowledge)
- Process mail instructions (2 credits for competence and 2 for knowledge)
- Separate mail for processing (3 credits for competence and 2 for knowledge)
- Process mail through automated systems (3 credits for competence and 3 for knowledge)
- Sort mail (3 credits for competence and 2 for knowledge)
- Deliver mail (3 credits for competence and 3 for knowledge)

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	1	6
Application of numbers	1	6
IT	N/A	N/A

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
- training (non accredited)
- any of the Essential Skills Wales or Wider Key Skills Wales
- Welsh Baccalaureate including any of the (14-19) Principal Learning Qualifications, particularly Retail Business which has logistics content
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 FOUNDATION APPRENTICESHIP:

Foundation Apprenticeships/Apprenticeships in any of the following:

- Foundation Apprenticeship in Team Leading

Into a job as a Mail sorter, processor or delivery officer or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Distribution Manager
- Transport 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 Foundation Apprenticeship sits in the Logistics Professional Development Stairway at Step 3. For further information visit www.thestairway.org
- For career information for logistics visit www.deliveringyourfuture.co.uk

Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1045/9 - EDI
- 600/1361/8 - C&G
- 600/1217/1 - Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2570/0 - OCR
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4380/5 - CILT
- 600/8172/7 - LAO
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ

All Foundation 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/wales>

RECOGNITION OF ERR:

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

Level 2, Pathway 2: Package Operative

Description of this pathway

Package Distribution Services (Package Operative) 43 Credits.

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

None in addition to the general entry conditions for the framework.

Job title(s)	Job role(s)
Package Delivery Operative or Courier	To collect and or deliver packages to both business and private customers on time, in the right condition in line with delivery requirements. You mayalso need to collect either payment and or signature on delivery.
Package Distribution Operative	To ensure packages are accurately sorted, distributed and processed for transporting to the correct Delivery Depot or point for onward delivery to customers.

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 Package Distribution Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/0649/3	City & Guilds	26	124-134	N/A
B1b	6003352/6	Open Awards	26	124-134	N/A

Notes on competence and knowledge qualifications (if any)

The Certificate in Package Distribution Services at Level 2 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 SASW.

The framework totals 43 credits which includes competence, knowledge, the ERR qualification and the two Essential Skills Wales of Communication and Application of Number.

This framework exceeds the minimum of 37 credits set by the SASW.

The total Credits for this combined qualification is 26, and is made up as follows:

- **Mandatory Units**
- Contribute to health, safety and security in Package Distribution (2 credits for competence and 3 for knowledge)
- Contribute to working relationships in Package Distribution (3 credits for competence and 2 for knowledge)

Optional Units Group (a minimum of 16 credits from this group)

- Handle Packages (3 credits for competence and 2 for knowledge)
- Contribute to the maintenance of equipment used in Package Distribution (2 credits for competence and 2 for knowledge)
- Plan routes to Package destinations (3 credits for competence and 3 for knowledge)
- Transport Packages (3 credits for competence and 3 for knowledge)

- Collect Packages (3 credits for competence and 2 for knowledge)
- Process Package instructions (2 credits for competence and 2 for knowledge)
- Separate Packages for processing (3 credits for competence and 2 for knowledge)
- Process Packages through automated systems (3 credits for competence and 3 for knowledge)
- Sort Packages (3 credits for competence and 2 for knowledge)
- Deliver Packages (3 credits for competence and 3 for knowledge)

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	1	6
Application of numbers	1	6
IT	N/A	N/A

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
- training (non accredited)
- any of the Essential Skills Wales or Wider Key Skills Wales
- Welsh Baccalaureate including any of the (14-19) Principal Learning Qualifications, particularly Retail Business which has logistics content
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 FOUNDATION APPRENTICESHIP:

Foundation Apprenticeships/Apprenticeships in any of the following:

- Foundation Apprenticeship in Team Leading

Into a job as a Mail sorter, processor or delivery officer or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Distribution Manager
- Transport 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 Foundation Apprenticeship sits in the Logistics Professional Development Stairway at Step 3. For further information visit www.thestairway.org
- For career information for logistics visit www.deliveringyourfuture.co.uk

Delivery and assessment of employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1045/9 - EDI
- 600/1361/8 - C&G
- 600/1217/1 - Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2570/0 - OCR
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4380/5 - CILT
- 600/8172/7 - LAO
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ

All Foundation 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 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/wales/>

RECOGNITION OF ERR:

A certificate of achievement of ERR must be submitted to Skills for Logistics when applying for the Foundation 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 workforce 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 industry and the ageing workforce means that more people are required to fill a range of Mail and Package distribution services roles.

Awareness of Logistics as a profession is being raised through the (14-19) Retail Business Qualification, Principal Learning Qualification as part of the Welsh Baccalaureate which has logistics content and through promotional leaflets aimed at 14 – 19 year olds in schools in Wales. Amongst these leaflets is “Getting more girls into Logistics and Retail” which will help to promote the range of jobs in logistics.

Other initiatives which aim to attract applicants from a diverse population developed by Skills for Logistics are:

- 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/>

Foundation 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.
- 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 will 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 training (Wales)

Summary of on- and off-the-job training

Total on and off the job training hours

Total On and Off the job training hours for this Level 2 Foundation Apprenticeship framework for both pathway 1 and 2 is 344.

Off-the-job training

Off-the job training training hours is 231 for the 12 month programme for both pathway 1 and 2.

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.

Off the job hours are made up as follows:

- 41 hours for the knowledge element of the Level 2 Certificate in Mail Services or Level 2 Certificate in Package Distribution Services
- 55 hours for the Level 1 Essential Skills Wales in Application of Number
- 55 hours for the Level 1 Essential Skills Wales in Communication
- 40 hours 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)

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 Foundation 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 3 years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for 12 months 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.

On-the-job training

On-the job training is defined as skills, knowledge and competence gained within normal work duties. For this framework the amount of on-the-job training is 113 hours for both pathway 1 and 2.

How this requirement will be met

On the job training 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.

On the job training for this framework is made up as follows:

- 83 hours on the job for the 12 month programme as part of the competence element of the Level 2 Certificate in Mail Services or Level 2 Certificate in Package Distribution Services.
- 20 hours related to the on the job elements of induction and ERR
- 10 hours related to the on the job to practice the two Essential Skills Wales

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 (e.g. 45% 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, or follow Essential Skills at a level higher than that specified in the framework, include 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 Certificate or have been continuously employed in the industry for 1 year. Job roles within Mail Services 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 either the assessor, employer, mentor, training provider. These records of hours may need to be submitted to the Certifying Authority when applying for an Apprenticeship completion

certificate.

Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to Skills for Logistics when applying for the completion certificate is:

- Level 2 Certificate in Mail Services or Level 2 Certificate in Package Distribution Services
- ERR Award (Ref number TBA)
- Essential Skills Wales for Communication and Application of Number at Level 1

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

The process of learning within the Mail Operations is a continual as methods of collection, distribution and sorting evolve. The need for a separate Wider Key Skill of Improving own Learning and Performance is not required as part of this Foundation Apprenticeship.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future

Skills for Logistics recognises improving own learning and performance is an individual process and although no specific unit has been identified as a source of evidence guidance material has been developed

Please visit : <http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/ms>

Working with others

This is already covered as part of the mandatory unit "Contribute to working relationships in mail services", therefore is not required as a separate Wider Key Skill as part of this Foundation Apprenticeship.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence.

R/600/6706 - Contribute to working relationships in mail services

or

J/602/6483 - Contribute to working relationships in Package Distribution

Please visit : <http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/ms>

Problem solving

Whichever part of the Mail Operations Foundation Apprentices work in, every day can present situations where problems need to be solved, therefore a separate Wider Key Skill of Problem Solving is not required as part of this Foundation Apprenticeship

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence.

J/600/6704 - Contribute to health, safety and security in mail services

or

F/602/6482 - Contribute to health, safety and security in Package Distribution

Please visit : <http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/ms>

Additional employer requirements

N/A

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org