

**Scottish Apprenticeships**

**A**

# **Modern APPRENTICESHIP**

**IN**

## **Pharmacy Services at SCQF level 6**

**FRAMEWORK DOCUMENT  
FOR  
SCOTLAND**

**Skills for Health**

**March 2021**

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The logo for Skills for Health, featuring the text "Skills for Health" in white on a dark blue rounded square background.

**Skills for  
Health**

Amendments to this framework **examples**

Version	Date of Change	Amendment	Comments
1.0	April 2011	Framework first published	
1.1	March 2021	Complete framework refreshed:  VQ Changed Training qual added Core skills embedded (no need for separate certification)	Full consultation and new proposal document completed

This framework document is a controlled document. The latest version can be found on the Skills Development Scotland website here:

<https://www.skillsdevelopmentscotland.co.uk/what-we-do/apprenticeships/modern-apprenticeships/modern-apprenticeship-frameworks/>

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## Apprenticeships in Scotland

This framework document is for the use of developers or SSCs reviewing existing or developing new apprenticeships via the Standards and Frameworks contracted methodology to submit to the Apprenticeship Approvals Group (AAG). Foundation and Graduate currently have their own bespoke templates.

For those apprenticeship developments via the new facilitated approach methodology (Technical Expert Group TEG) these should be submitted to AAG on their bespoke framework and standards documentation.

### What are Apprenticeships?

There are six models of Apprenticeship in Scotland offering qualifications obtained at school with the Foundation Apprenticeship programme, and for those in paid employment, through the modern, technical, professional, higher and graduate apprenticeships. These are:

- a) Foundation Apprenticeships at SCQF level 6
- b) Modern Apprenticeships at SCQF levels 5, 6 and 7
- c) Technical Apprenticeships at SCQF levels 8 & 9
- d) Professional Apprenticeships at SCQF levels 10 - 12
- e) Higher Apprenticeships at SCQF level 8
- f) Graduate Apprenticeships at SCQF levels 9 – 11

Modern to Graduate Apprenticeships offer those aged 16 or over paid employment combined with the opportunity to train for jobs at craft, technician and management level. Foundation Apprenticeships are delivered in senior phase of school and are not employed.

### Who develops them?

Apprenticeships are normally developed by Sector Skills Councils or a Standards Setting Organisations consult with employers and key partners in their sector to produce a training programme, which meets the needs of employers.

### Who are they for?

Modern to Graduate Apprenticeships are available to employees aged 16 or over. Employees need to demonstrate to their employer that they have the potential to complete the programme. All Apprentices in Scotland must have a demonstrable need to acquire significant new knowledge and skills to fulfil their job role. The apprenticeship framework selected for the employee must be the most appropriate learning programme generally available to that individual, providing such knowledge and skills. While foundation apprenticeships are delivered within the senior phase of schools.

### What's in a Scottish Apprenticeship?

In Scotland, there are more than 80 different Scottish Apprenticeships and they are all designed to deliver a training package around a minimum standard of competence defined by employers through SSCs. They all contain the same 3 basic criteria:

- A relevant SVQ (or alternative competency based qualifications)
- Core Skills or Career Skills
- Industry specific training

Details of the content of this specific Apprenticeship are given in the next section.

## Modern Apprenticeships in Pharmacy Services

### Working Environment

Pharmacy Support Staff work in any of 3 different environments:

- Community Pharmacy (including the high street retail pharmacies)
- Primary Care Pharmacy (working within GP practices as part of an integrated team)
- Hospital Pharmacy (working within a hospital as part of an integrated team)

### Pharmacy Staff Workforce Data (Source: NEW 2019)

There are around 82,000 people employed within the Pharmacy sector in the UK with some 3,760 Pharmacy Support Staff employed in Scotland. The majority of these are employed in the 1250 community (retail) pharmacies located across Scotland with a further significant number working within hospital settings in NHS Scotland. A few Pharmacy Support Staff and Pharmacy Technicians are also employed in the pharmaceutical industry, private hospitals, HM Prisons and armed forces.

The Community Pharmacy sector is the largest employer of Pharmacy Technicians and Pharmacy Support Staffs. Community pharmacies are located across Scotland in the larger cities and the rural areas and islands. Approximately 50% of the pharmacies are owned by the large multiple Pharmacy companies such as Boots, Lloyds, the Co-operative Society and other supermarkets. The remainder fall within the small and medium enterprise category. The Pharmacy sector makes a significant contribution to the Scottish economy and supports a wider pharmaceutical sector with a GVA of £1.7bn.

The following tables show more details of those working in the Pharmacy Sector:

	Establishment (WTE)	Staff in post (WTE)	Staff in post (Headcount)	Vacancies (WTE)	Vacancy rate as a % of establishment
<b>Dispensing Assistants/Pharmacy Support Workers</b>					
Managed sector pharmacy workforce September 2019	500.6	453.3	523	47.3	9.4%
Community pharmacy workforce March 2019	2,268.1	2,225.4	3,197	42.7	1.8%
Other Pharmacy Workforce 2019 (Prison, FE providers)		32.4	40		
<b>Total</b>	<b>2768.7</b>	<b>2711.1</b>	<b>3760</b>	<b>90</b>	<b>3.3%</b>
<b>Medicines Counter Assistants and Trainee Support staff (Community Pharmacy Workforce March 2019)</b>					
Trainee dispensing assistants	404.0	395.4	642	8.6	2.1%
MCA/Healthcare assistant/Healthcare partners	1,133.9	1,088.4	1,824	45.5	4.0%
Trainee MCA/Healthcare assistant/Healthcare partners	541.0	537.4	977	3.6	0.7%
<b>Total</b>	<b>2078.9</b>	<b>2021.2</b>	<b>3443</b>	<b>57.7</b>	<b>2.8%</b>

### The demand for pharmacy services

- Over the last few years there has been a shift in pace around the introduction of Pharmacotherapy services in Primary Care resulting in significant numbers of experienced pharmacy technicians being recruited from community and hospital pharmacy teams. This has had the knock-on effect of a need for new, trained staff for the community and hospital pharmacy technician staff roles.
- There is evidence that the demand for pharmacy services depends on the size and composition of the population, therefore the projected increase in the size and change in the composition of Scotland's population is likely to increase the demand for pharmacy services.
- There is evidence that the demand for pharmacy services depends on socioeconomic deprivation, therefore the demand for pharmacy services is likely to vary within and between NHS boards according to variation in socioeconomic deprivation.

### Labour market information (see previous tables)

- The 2019 NHS Scotland staff and vacancy survey (covering Acute, Central, Mental Health and Primary Care) showed an 8.0% increase in the number of WTE staff compared to 2018.
- The number of WTE pharmacists was 1495.7. Pharmacy support staff will be required for these.
- Since the last Staff and Vacancy survey, WTE numbers increased for Pharmacists, Pharmacy Technicians and Support Staff. The vacancy rates for all three staff groups also increased.

### Summary

- The Pharmacy sector in Scotland is fast moving, evolving sector with 3 main working environments
- Demand for all forms of pharmacy services is increasing and thus the demand for Pharmacy Services Support Staff is also increasing
- The increasing and ageing population in Scotland is a significant factor in the increasing demand for Pharmacy Services
- The range of services being offered in all 3 working environments is changing in accordance with Scottish Government ambitions to relieve the workload on GPs and other medical professionals.
- This, in turn, suggests that the opportunities for progression are also increasing as the competence, skills and knowledge of support staff are now broader and deeper than ever before.
- Alignment of pharmacy-related qualifications with the requirements of the General Pharmaceutical Council (GPhC) ensure that those progression opportunities are structured, clear and meaningful.

## Summary of Framework

Diagram showing the contents of the Scottish Modern Apprenticeship in Pharmacy Services

### Duration

It is expected that Pharmacy Support Staff following this Framework will typically take one year to complete it.

### Mandatory outcomes

#### SVQ or alternative competency based qualification

- The following must be achieved:

- SVQ in Pharmacy Services at SCQF level 6 (GT0E 23)

#### Work Place Core Skills (all at SCQF level 5)

The following Workplace Cores Skills at SCQF level 5 are fully embedded within the qualification:

- Communication
- Working With Others
- Problem Solving
- Information and Communication Technology
- Numeracy

#### Enhancements

No mandatory enhancements

### Optional Outcomes

#### Additional SVQ Units/Qualifications/Training

- Candidates achieving the SVQ at SCQF level 6 may further develop their range/depth of competence by undertaking any of the SVQ Units not already achieved as part of their SVQ. These Units would be classed as Additional Units.
- Candidates may undertake further internal or external training (as required by their working context) at the discretion of the employer e.g. use of additional underpinning knowledge from the Healthcare Support Worker MA framework.

## The Framework

### Duration

It is expected that Pharmacy Support Staff following this Framework will typically take one year to complete it.

### Mandatory Outcomes

#### SVQ(s)/ CBQs

Each apprentice is required to achieve the following Qualification:

- SVQ in Pharmacy Services at SCQF level 6 (GT0E 23)

All Scottish Apprenticeships must contain a relevant Scottish Vocational Qualifications (SVQs) or Competency Based Qualifications (CBQs). SVQs and CBQs are work-based qualifications based on National Occupational Standards of competence drawn up by representatives from each industry sector. They are made up of units – normally between six and ten – which break a job down into separate functions reflecting the different kind of activities of a job. SVQs and CBQs are available at a range of levels – although most are at SCQF levels 5, 6 and 7. When someone has achieved an SVQ or CBQ, there is a guarantee that they have the skills and knowledge needed to do their job.

#### Work Place Core Skills

Each apprentice is required to achieve the following Work Place Core Skills:

Communication	SCQF level 5; 6 credit points
Working with others	SCQF level 5; 6 credit points
Problem Solving	SCQF level 5; 6 credit points
Information and Communication Technology	SCQF level 5; 6 credit points
Numeracy	SCQF level 5; 6 credit points

The Workplace Core Skills at SCQF level 5 are embedded in the Mandatory component of the qualification and do not need separate certification..

Core Skills are skills and abilities which everyone needs in their work. This is true for every job in every workplace. Core Skills also feature in National Qualifications such as National 5s and Highers and from 2000, Scottish candidates have been issued with a Core Skills profile on their Scottish Qualifications Certificate. Candidates who have already been certificated as achieving Core Skills at the levels given above – either in the workplace or at school or college - do not need to repeat these Work Place Core Skills as part of the Apprenticeship Framework.

### Enhancements

No mandatory enhancements

### Optional Outcomes

- Candidates achieving the SVQ at SCQF level 6 may further develop their range/depth of competence by undertaking any of the SVQ Units not already achieved as part of their SVQ. These Units would be classed as Additional Units.
- Candidates may undertake further internal or external training (as required by their working context) at the discretion of the employer e.g. use of additional underpinning knowledge from the Healthcare Support Worker MA framework.



## Registration and Certification

This Scottish Apprenticeship is managed by Skills for Health. The SSC is the first point of contact in Scotland for any enquiries in relation to the Framework. Contact details:

Skills for Health  
C/O Workforce Development Trust Ltd  
Vertigo,  
Cheese Lane,  
Bristol,  
BS2 0JJ.  
:  
Website: <https://www.skillsforhealth.org.uk/>

The SSC will register Scottish Apprentices undertaking this Framework. **All apprentices undertaking this framework must be registered with the SSC within 4 weeks of starting their apprenticeship.**

Registration can be made by completing the Sample Training Plan and Sample Training Agreement in Appendix 3 and sending these to the above address or completing the online registration system (MA Online, [www.maonline.org.uk](http://www.maonline.org.uk)).

In the case of Modern Apprenticeships which receive funding it is acceptable for the Skills Development Scotland Training Plan to be used on the condition that it includes all relevant information as set out in the Training Plan.

The SSC will issue a Certificate of Completion to those Modern and technical Apprentices who have completed the mandatory outcomes of the Framework. Before a certificate is issued, training providers must submit evidence to the SSC that the mandatory outcomes have been achieved. This will normally be in the form of photocopies of certificates from awarding bodies.

Requests for registration and certification should be made to the SSC at the address above.

### SSC Service level

The SSC undertakes to confirm the registration of candidates in writing within 4 weeks of receipt of the relevant Training Plan and Training Agreement. Each candidate will be issued with a unique registration number.

The SSC also undertakes to issue Certificates of Completion within 4 weeks of receipt of the appropriate evidence that a candidate has completed the outcomes as stated in the Training Plan.

## Recruitment and selection

The recruitment and selection of Apprentices is primarily the responsibility of the employer. However, the following guidance is given:

- \* Employees may enter an apprenticeship from the age of 16. There is no upper age limit.
- \* The Apprenticeship is designed to attract high quality people to the industry. Achievement of academic qualifications is one way of assessing the suitability of applicants. However, it should be stressed that no persons should be deterred from applying for a Scottish apprenticeship because of a lack of formal educational qualifications. As well as traditional qualifications such as Standard Grades and Highers, employers should also be aware of newer vocational qualifications or vocational activity undertaken out with an academic institution, such as volunteering activity.
- \* The following factors may also influence the selection process:
  - \* performance during a formal interview process
  - \* references
  - \* relevant work experience
  - \* trial observation period.
- \* Employers should be aware of the nature, relevance and quality of foreign qualifications and make appropriate allowances concerning entry requirements.
- \* In order to promote and maintain the high status of the Apprenticeship within the industry all literature distributed for recruitment purposes should emphasise the high standards of achievement expected of the candidate.
- \* Employers may wish to contact the SSC for advice and guidance on recruitment and selection.

## Equal opportunities

Apprenticeships should ensure that there is equality of opportunity for all and any barriers (real or perceived) are addressed to support anyone seeking to enter employment to undertake the Modern Apprenticeship.

All apprenticeships supported by Skills Development Scotland must conform to any contractual requirements on equal opportunities. All employers of Apprentices should have an Equal Opportunities policy statement.

## Health and Safety

All aspects of health and safety at work must be recognised within the delivery of this Apprenticeship Framework and all statutory requirements be adhered to. It is a key aspect of the induction period of the Apprenticeship that apprentices are fully informed both of the regulations and that they and their employers are bound by these regulations. Apprentices should be made aware of their rights and duties with regard to health and safety.

All Apprentices supported by Skills Development Scotland will be required to satisfy the adequacy of SDS's Health and Safety policy and systems.

## Contracts

The following three contracts are essential to the successful outcome of the Apprenticeship programme:

1. Contract of employment signed by the employer and the Apprentice for employed apprentices.
2. SSC Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities. A sample SSC Training Agreement is set out in Appendix 3.
3. SSC Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by SDS, the SDS Training Plan will be sufficient on condition that it contains all relevant information as set out in the Sample Training Plan at Appendix 3. Training Plans may be modified to reflect changing circumstances; however it is essential that the SSC is notified of any changes.

## Employment status of Apprentices

It is important that the sector offers genuine employment and career prospects to those people it wishes to attract through Scottish Apprenticeships. Accordingly, **all apprentices must be employed with the exception of Foundation Apprenticeships which are delivered as part of the senior phase in schools.**

All Scottish Apprenticeships must have a demonstrable need to acquire **significant new knowledge and skills** to fulfil their job role. The apprenticeship framework selected for the apprentice must be the most appropriate learning programme generally available to that individual, providing such knowledge and skills.

## Terms and conditions of employment

In order to compete with other sectors offering employed apprenticeships, attractive packages will need to be developed by employers in the sector. The terms and conditions of employment for individual Apprentices will be agreed between the employer and the apprentice and should form the contract of employment.

## Training and development

### Delivery

Training delivery can take many forms under the Apprenticeship system. Some organisations may become approved SVQ Assessment Centres; others may join a consortium or use peripatetic assessors. Some large employers will be able to complete all the training and development in-house, but most employers will find that some of the training and development will have to take place away from the normal workplace. In particular the underpinning knowledge requirements are often more suited to delivery by outside training providers which might include:

- \* private training organisations
- \* colleges / universities
- \* other employers

Such knowledge could be delivered through training courses or through open/distance learning packages.

The option of sharing training and assessment resources amongst a cluster of employers (or across the divisions of a larger employer) will be particularly appealing to those firms which do not have the resources to provide all of the training and development. Assessment can be provided by these bodies, but the assessors and the training centre must be approved by the awarding bodies for the SVQ and Work Place Core Skills where appropriate.

## List of Training Providers

Please contact Skills for Health for an up to date list of current providers approved to deliver this framework.

Website: <https://www.skillsforhealth.org.uk/>

## Delivery of Training for the Modern Apprenticeship in Pharmacy Services

### Work-based training

#### Delivery and assessment method

Candidates will be expected to demonstrate competence in the required mandatory Units. They must also be able to perform to the required standard over a period of time.

Assessment of candidate’s performance must take place during the course of their day-to-day work. Direct observation of the candidate’s performance in the workplace must be the primary source of evidence. Observations should be of naturally occurring practice within the candidate’s work role and include demonstration of application of knowledge and understanding. This principle will apply to all units except where simulation has been deemed acceptable.

Simulation should only be undertaken in a minority of situations when the candidate is unable to complete the unit because of the lack of opportunity within their normal day to day practice. Simulation may also be considered if there is a potential risk to the candidate or others. Evidence of competence in such situations is viewed as essential to ensure best practice and confidence in the candidate’s ability to act appropriately.

Where simulation is used it **must** replicate usual activities in realistic workplace settings. Simulation can never be the sole source of evidence for a unit.

#### Skills required by training providers delivering the training

In accordance with requirements of the Awarding Body and the Assessment Strategy.

#### Delivery of underpinning knowledge (if no formal off-the job requirement)

Apprentices will develop knowledge and understanding through supervised workplace performance and regular internal meetings to discuss progress and/or further training needs (including knowledge and understanding) and/or need for more time etc.

### Off-the-job training

#### Details of off-the-job training (please state if not applicable)

Not applicable for this level.

#### Delivery and assessment method

Not applicable for this level.

#### Exemptions

Not applicable for this level.

Note that RPL not accepted by the UK Regulatory body for the sector (GPhC).

## The SSC training plan

The plan is required to identify:

- 1 The selected Framework outcomes, specifying whether or not separate certification of the Core Skills is being sought.
- 2 A summary of the Apprentices accredited prior learning
- 3 A timetable for achievement of the selected Framework outcomes, linked to regular progress reviews.

The Training Plan should take into account any relevant previous training and development, education or work experience. Not all Apprentices need have different plans, but many will vary. Moreover as reviews take place and circumstances change so the plan itself can be modified.

However any changes must:

- \* be subject to the quality provisions of Skills Development Scotland (if the apprenticeship is being financially supported)
- \* comply with the stipulations of this Framework
- \* meet the needs of the employer and apprentice.

A sample Training Plan is provided at Appendix 3 of this document, however, for those Apprentices funded by SDS area office it is sufficient to submit the Skills Development Scotland Training Plan on condition that it covers the same information required in the apprenticeship Training Plan.

## Consultation Process

The Steering Group consisted of senior Pharmacy-staff from the service delivery and training/development sides of the sector. Many members of the group were representing their own employer organisation and a key stakeholder sector organisation (e.g. APTUK, CCA etc). Members organisations included:

- Association of Pharmaceutical Technicians UK (APTUK)
- Community Pharmacy Scotland (CPS)
- Company Chemists Association (CCA)
- Edinburgh College
- General Pharmaceutical Council (GPhC)
- Glasgow Kelvin College
- National Pharmacy Association (NPA)
- NHS Education for Scotland (NES)
- NHS Fife
- NHS Forth Valley
- NHS Greater Glasgow and Clyde
- NHS Lanarkshire
- NHS Lothian
- NHS Tayside
- Skills for Health
- SQA Accreditation
- SQA Awarding
- West College Scotland

The consultation documentation was distributed in November by the SG members across their own professional and local/regional networks. This ‘cascade’ approach worked well.

### Summary of Responder Details:

<b>Employer</b>	14
<b>Training provider</b>	8
<b>Awarding Organisation</b>	2
<b>College/University</b>	3
<b>Consultant</b>	0
<b>Member of the public</b>	0
<b>Other (please specify e.g. professional body)</b>	<ul style="list-style-type: none"> <li>• The Company Chemists’ Association</li> <li>• Directors of Pharmacy in NHS Scotland</li> <li>• National Acute Pharmacy Group (NAPS)</li> <li>• NHS Education for Scotland (Special Health Board)</li> <li>• Pharmacy Education and Training Specialist Interest Group</li> </ul>
<b>Community</b>	8
<b>Hospital</b>	16
<b>Primary Care</b>	9

## Career progression

Following completion of the Apprenticeship, candidates should be able to achieve positions in areas such as:

Typical progression is from Pharmacy Support Worker (PSW) to senior PSW then possibly pre-registration trainee Pharmacy Technician (PRPT). Pharmacy Technicians are employed currently from Band 4 to Band 8b so there is plenty of opportunity for career progression assuming that the positions are available. Pharmacy Technicians also frequently undertake post-registration qualifications in workplace assessment, management, clinical. There is a professional requirement to re-validate annually and maintain CPD.

Typical progression routes (progressing from 1 to 4 in each case) by working environment include:

### Community Pharmacy

1. Medicines Counter Assistant
2. Dispensing Assistant (PSS)
3. PTPT (Pre-registration Trainee Pharmacy technician)
4. Pharmacy Technician

### Hospital Pharmacy

1. Pharmacy Support Staff
2. PTPT (Pre-registration Trainee Pharmacy technician)
3. Pharmacy Technician

### Primary care

1. GP Surgery reception staff
2. Pharmacotherapy Assistant (PSS)
3. PTPT (Pre-registration Trainee Pharmacy technician)
4. Pharmacy Technician

# Appendices

## APPENDIX 1

### Stakeholder Responsibilities

Many organisations and individuals share the responsibility for ensuring that the Scottish Apprenticeship programme is implemented to the highest possible standard. They include:

- \* Awarding Bodies
- \* Employers
- \* Apprentices
- \* Apprenticeship Approval Group (AAG)
- \* Approved SSC/SSO
- \* Skills Development Scotland
- \* Training Providers

### Role of the SSCs

SSC/SSO are responsible for developing Scottish Apprenticeship Frameworks and are required to work with employers in their sectors to ensure that all Frameworks meet the needs of employers in their sectors.

For details on your sector's SSC, follow the link to the Federation for Industry Sector Skills and Standards website <http://fisss.org/> or contact SDS for advice .

### Role of Skills Development Scotland (SDS)

Apprenticeship frameworks are used by employers as part of their workforce development to train new employees and up-skill existing members of staff. They can be (and often are) used regardless of whether financial support is available from the delivery body who currently provides a 'contribution' towards the cost of delivery. However, only approved Apprenticeship Frameworks will be eligible for funding support from Skills Development Scotland who should be contacted to establish the availability and level of support for each Framework.

Further information is available from: <http://www.skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships.aspx>

SDS provides advice and guidance to individuals on the range of Scottish Apprenticeships and training providers available. Individuals are signposted to opportunity providers who offer training in the vocational areas of interest.

Responsibilities include:

- Supporting the Apprentice with ongoing Career Planning advice
- Signposting candidates to suitable vacancies
- Promoting the Scottish Apprenticeship route on the Skills Development Scotland website
- Facilitating recruitment events that bring together jobseekers and opportunity providers



## Role of the Awarding Bodies

A significant proportion of Scottish Apprenticeships is based on the assessment of the apprentice against SVQs/ CBQs or SVQ/ CBQ units. These qualifications are accredited by SQA Accreditation and are offered by Awarding Bodies.

It is the responsibility of the Awarding Bodies to ensure that centres are approved, that assessors and verifiers are suitably qualified, trained and monitored, and that all of the assessment criteria of the SVQs/ CBQs and SVQ/CBQ units are fully met.

## Role of the Training Provider

The role of the training provider is important to the success of the Scottish Apprenticeship Programme. A training provider can be a further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

### Training Providers are responsible for:

- Confirming an appropriate programme for candidates
- Agreeing the training needs of the candidates
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and defining roles and responsibilities for this with relevant parties
- Ensuring trainee/candidate has access to the best quality training opportunities available
- Ensuring that the Apprentices and employers fully understand the principles and processes of competence-based assessment
- Registering of candidates with the relevant SSC (and Skills Development Scotland if appropriate).
- Compiling and agreeing assessment schedules/assessment plans
- Judging performance evidence
- Completing assessment records
- Reviewing candidates progress at regular intervals
- Submitting records and evidence for moderation
- Advising the Apprentice who to approach for support, advice, encouragement and in case of complaint

## Role of the Apprenticeship Approval Group (AAG)

AAG is an independent group drawn from key stakeholders involved in the management and delivery of the Apprenticeship programme in Scotland.

### AAG is responsible for:

- Approval and re-approval of Scottish Apprenticeship Frameworks
- De-approval of Scottish Apprenticeship Frameworks
- Encouraging best practice across Apprenticeship Frameworks and sectors

## Role of the Employer

Employers' responsibilities include:

- Paying employed Apprentices in accordance with company policy and in line with current legislation
- Agreeing roles and responsibilities for on the job training

- Agreeing where off the job training will be required and define roles and responsibilities for this with relevant parties
- Highlighting opportunities for the Apprentice to demonstrate competence
- Meeting with Trainers, Assessors, Verifiers and the Apprentices to review progress
- Witnessing candidate performance and verifying evidence
- Releasing Apprentices for college/off-the-job training in line with training plan
- Ensuring the experience, facilities and training necessary to achieve the outcomes of the training plan.
- Supporting and encouraging Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern Apprentices.

## Role of the Apprentice

Employed apprentices have the same responsibilities to their employer as any other employee. In addition, they have a range of commitments to their training programme.

### Employed Apprentices' responsibilities include:

- Observing the company's terms and conditions of employment
- Agreeing a training/development plan with all parties involved
- Undertaking development in line with agreed training plan
- Attending meetings with trainers, assessors and verifiers as required
- Attending college/off-the-job training where required
- Providing evidence of competence
- Developing a collection of evidence (portfolio) and retain ownership of this throughout
- Behaving in a professional manner throughout

## APPENDIX 2

### Apprenticeship Centres (ACs)

Apprentices may only be registered through organisations approved by the SSC to deliver this Framework. Such approved organisations are called Apprenticeship Centres (ACs)

The AC may be the employer of the apprentice or a separate organisation such as a training provider, further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

In order to be approved, organisations must make a formal application to the SSC, seeking approval and establishing that the centre satisfies the following criteria:

#### Either

- 1 be approved by an appropriate Awarding Body as a centre for the assessment of the relevant SVQ/ CBQ (and Work Place Core Skills if these are being separately certificated)

or

- 2 be capable of demonstrating a contractual relationship with another approved centre for the assessment of those units for which the MAC does not have approval from an appropriate Awarding Body.

#### In addition

The SSC will maintain a database of ACs for the delivery of the apprenticeship within Scotland, which will be available to employers and others.

Organisations wishing to become ACs who have yet to obtain the necessary Awarding Body approval for assessment should first contact the Awarding Body direct.

In addition to the assessment of the Apprentice against the relevant standards set by the selected apprenticeship outcomes, the AC has responsibility for:

- \* Entering into a formal training agreement with the employer and Apprentice
- \* Registering Apprentices as candidates for the relevant SVQ/ CBQ (s) and other selected units with the appropriate Awarding Body
- \* Registering Modern Apprentices with the SSC
- \* Applying for the final 'Certificate of Completion' on behalf of Apprentices
- \* Informing the SSC of any material alterations to Apprentices' training plans or desired changes to the selected apprenticeship outcomes.

## APPENDIX 3

### APPRENTICESHIP SAMPLE TRAINING AGREEMENT

This Training Agreement is entered into by:

<b>Name of Employer:</b>	
<b>Name of Apprentice:</b>	
<b>Name of Apprenticeship Centre:</b>	

The **Employer’s responsibilities (employed status apprentices only)** are to:

- 1 employ the apprentice subject to the employer’s usual terms and conditions of employment;
- 2 provide the apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice’s personal training plan;
- 3 pay the apprentice an agreed salary which reflects the obligations of the employer and the opportunities for the apprentice;
- 4 in the event of the employer becoming unable to retain the apprentice after completion of the apprenticeship, to use reasonable endeavours to secure employment elsewhere;
- 5 in the event of the apprenticeship being terminated prematurely by either the employer or apprentice for any reason other than dismissal for unsatisfactory performance or misconduct, to use reasonable endeavours to secure employment and continuation of this apprenticeship elsewhere;
- 6 operate a formal Health and Safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the modern apprentice; and
- 7 operate an Equal Opportunities policy which meets all legal requirements.

The **Apprentice’s responsibilities** are to:

- 1 work for the employer in accordance with the agreed terms and conditions of employment;
- 2 undertake training, attend courses if required, keep records, and take assessments to be determined by the employer and/or Apprenticeship Centre, and carry out such work as may be required in order to achieve the selected apprenticeship outcomes specified in the apprentice’s personal training plan;
- 3 be diligent, punctual, behave in a responsible manner and in accordance with the requirements of Health and Safety legislation relating to the apprentice’s responsibilities as an individual; and
- 4 promote at all times the employer’s best interests.

The **Apprenticeship Centre’s responsibilities** are to:

- 1 agree the content of the apprentice’s personal training plan as confirming that the selected apprenticeship outcomes and training plans meet the criteria of this apprenticeship
- 2 contract with the employer to provide the training and assessment necessary to enable the apprentice to achieve the selected Framework outcomes specified in the apprentice’s personal training plan; and
- 3 use its best endeavours to ensure that the employer provides the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice’s personal training plan.

This agreement to be signed by all parties:

<b>Employer</b>		<b>Date:</b>
<b>Apprentice</b>		<b>Date:</b>
<b>Apprenticeship Centre</b>		<b>Date:</b>

### APPRENTICESHIP TRAINING PLAN

#### The Apprenticeship Centre

Name:
Address:
Telephone:
Contact:

#### The Apprentice

Full name:
Home address:
Work address:
Date of birth:

#### The Employer

Name:
Address:
Telephone:
Contact:

#### Skills Development Scotland office

Name:
Address:
Telephone:
Contact:

**Apprenticeship selected outcomes****Mandatory outcomes**

**Candidates must achieve a total of 7 Units from the following award structure to achieve the full qualification at SCQF level 6.**

SVQ Level 6 – Mandatory Units		Tick units being undertaken	SCQF Level	SCQF Credit Points
PHARM01	Assist with the provision of a pharmacy service		6	6
PROHSS1	Make sure your own actions reduce risks to health and safety		5	8
SCDHSC 241	Contribute to the effectiveness of teams		6	9
SCDHSC0023	Develop your own knowledge and practice		6	8
<b>SVQ Level 6 – Group A Units:</b> Candidates must achieve a minimum of 1 (i.e. maximum of 3) of the following Units				
PHARM04	Provide advice on non-prescribed medicines and products		7	11
PHARM07	Receive prescriptions		5	6
PHARM09	Assemble prescribed items		6	12
PHARM12	Order pharmaceutical stock		6	8
PHARM13	Receive pharmaceutical stock		6	8
PHARM14	Maintain pharmaceutical stock		6	8
PHARM15	Supply pharmaceutical stock		6	8
PHARM17	Manufacture and assemble medicinal products		7	11
PHARM19	Prepare aseptic products		7	11
PHARM20	Prepare documentation and materials for the manufacture and assembly of medicinal products		5	9
PHARM21	Prepare documentation and materials for the production of aseptic products		5	9
PHARM24	Provide an effective pharmacy collection and delivery service		5	8
PHARM32	Assist in the issuing of prescribed items		6	5
<b>SVQ Level 6 – Group B Units:</b> Candidates must achieve a minimum of 2 of the following Units (no duplication with Group A)				
SFHHT2	Communicate with individuals about promoting their health and wellbeing		7	10
SFJCPS8.12	Search databases and sources of information		6	6
CFACSA5	Promote additional services or products to customers		5	6
GEN21	Interact with individuals using telecommunications		6	8
GEN39	Contribute to effective multidisciplinary team working		7	8
GEN98	Promote effective communication in a healthcare environment		7	8
<b>Enhancements</b>				
None	None			

<b>Work Place Core Skills</b> <i>(Include details of the minimum level required)</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
1	Communication		5	6
2	Working with others		5	6
3	Numeracy		5	6
4	Information and communication technology		5	6
5	Problem Solving		5	6

**Optional outcomes**

<b>Additional units (if any)</b> <i>These are optional and should reflect the individual training needs of the Apprentice</i>		Tick units being undertaken	SCQF Level	SCQF Credit Points
	(specify unit)			
	(specify unit)			
	(specify unit)			
	(specify unit)			

**Summary of Apprentice’s accredited prior learning:**

N/A
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*If you require assistance in completing this form, please contact:*

Skills for Health  
 C/O Workforce Development Trust Ltd  
 Vertigo,  
 Cheese Lane,  
 Bristol,  
 BS2 0JJ.  
 :  
 Website: <https://www.skillsforhealth.org.uk/>