apprenticeship
FRAMEWORK

Property Services (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 22 AUGUST 2017

Modifications to SASE came into effect on 22 August 2017. Accordingly, SASE publication DFE-00167-2017 applies **both** to new Apprenticeship starts from 22 August 2017 **and** all Apprenticeships commenced before and not completed by 22 August 2017.

For more details of the changes please read the following preface page to the framework document.

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=FR03306

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The Building Futures Group

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Apprenticeships

CHANGES TO THE ENGLISH AND MATHS REGULAR MINIMUM REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 22 AUGUST 2017 AND APPRENTICESHIPS REMAINING INCOMPLETE ON 22 AUGUST 2017.

Modifications to SASE came into effect on 22 August 2017. Accordingly, SASE publication DFE-00167-2017 applies both to new Apprenticeship starts from 22 August 2017 and all Apprenticeships commenced before and not completed by 22 August 2017.

The modifications allow for an exemption to the English and Maths regular minimum requirements for people with Special Educational Needs, Learning Difficulties or Disabilities. This means that adjusting the minimum requirements to Entry Level 3 in English and Maths can be considered by the provider, on an individual and case-by-case basis, where **all of the conditions** of the updated SASE section 18 (Intermediate level) or section 37 (Advanced level) for have been satisfied and can be evidenced.

Full details relating to the exceptions eligibility criteria are contained in:

Sections 15-23 of SASE for Intermediate Level Apprenticeships
Sections 34-42 of SASE for Advanced Level Apprenticeships

When applying this exemption, providers must **STILL** consider how to enable the Apprentice to access further literacy and numeracy development – including Level 1 and Level 2 courses – as part of their overall training provision.

The modifications to SASE have also extended the list of qualifications that meet the minimum English requirements to allow for a British Sign Language (BSL) qualification, at the appropriate level, to be accepted as an alternative to a qualification in English, where **BSL is the primary language of the Apprentice**.

Full details relating to BSL acceptance are contained in:

Section 5(f) of SASE for Intermediate Level Apprenticeships
Section 28(f) of SASE for Advanced Level Apprenticeships

Furthermore, the SASE modifications have further extended the list of qualifications that meet the minimum English and Maths requirements to allow for the acceptance of a range of UK-wide qualifications, as an alternative to qualifications gained in England.

Full details relating to the list of acceptable qualifications are contained in:

Sections 5(g-j) and 6(f-i) of SASE for Intermediate Level Apprenticeships
Sections 28(g-j) and 29(f-i) of SASE for Advanced Level Apprenticeships

The modifications include reference to the new numerical grades in the reformed GCSE system and the **minimum** grade requirements. A grade 4 (new grading) will be considered equivalent to a grade C (old grading). A grade 2 (new grading) will be considered equivalent to a Grade E (old grading).

Full details relating to the numerically graded GCSEs are contained in:

Sections 5 and 6 of SASE for Intermediate Level Apprenticeships
Sections 28 and 29 of SASE for Advanced Level Apprenticeships

Please note that some frameworks may have English and Maths grade/level requirements that are **above** the SASE **regular** minimum requirements. The exceptions relating to the use of British Sign Language or Entry Level 3 qualifications, detailed above, **do not apply** to **industry-specific** minimum entry requirements. Please check specific framework documents to ascertain where this is the case and/or check directly with the Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/630068/Specification_of_Apprenticeship_Standards_for_England_.pdf

Property Services (England)

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Framework summary

Property Services

Property Services

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 2 include:

Pathway 1: Sale of Residential Property

Competence qualifications available to this pathway:

C1 - Level 2 Certificate in Property (Sale of Residential Property)

Knowledge qualifications available to this pathway:

K1 - Level 2 Award in Residential Sales

K2 - Level 2 Certificate in Customer Service

K3 - Level 2 Certificate in Principles of Customer Service

K4 - BTEC Level 2 Certificate in Principles of Customer Service

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 2: Residential Letting and Management

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 Property (Residential Letting and Management)

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Property Services

Property Services

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 3 include:

Pathway 1: Sale of Residential Property

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Property (Sale of Residential Property)

Knowledge qualifications available to this pathway:

K1 - Level 3 Award in the Sale of Residential Property

K2 - Level 3 Certificate in Customer Service

K3 - BTEC Level 3 Certificate in Principles of Customer Service

K4 - Level 3 Certificate in Principles of Customer Service

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 2: Residential Letting and Management

Competence qualifications available to this pathway:

C1 - Level 3 Diploma in Property (Residential Letting and Management)

Knowledge qualifications available to this pathway:

K1 - Level 3 Award in Residential Letting and Property Management

K2 - Level 3 Certificate in Customer Service

K3 - BTEC Level 3 Certificate in Principles of Customer Service

K4 - Level 3 Certificate in Principles of Customer Service

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Framework information

Information on the Issuing Authority for this framework:

The Building Futures Group

The Apprenticeship sector for occupations in property, housing, and facilities management and cleaning.

Issue number: 9	**This framework includes:**
Framework ID: FR03306	Level 2 Level 3
Date this framework is to be reviewed by: 31/03/2017	This framework is for use in: **England**

Short description

This Apprenticeship has been designed with the help of employers to attract new people into the property sector and to upskill the existing workforce. Intermediate apprentices will work as junior sales and customer contact staff responsible for preparation of property information and their distribution, initial contact with potential customers and providing initial advice to prospective buyers and tenants. They make sure that all the information on properties are accurate and complete and that potential customers have the necessary information as well as arranging for viewings. Advanced apprentices will be negotiators and be involved in selling products and services to customers, organising market appraisals of properties and negotiate the sale and lettings of property.

Contact information

Proposer of this framework

This famework has been developed in conjunction with the Asset Skills Property Board and the Apprenticeship Working Group. Key members were Countrywide, Chamberlains and Reeds Raines.

Developer of this framework

Name:	Gill Spatcher
Organisation:	The Building Futures Group (formerly Asset Skills)
Organisation type:	Sector Skills Council
Job title:	Skills Development Manager - Apprenticeships
Phone:	01392 423399
Email:	gspatcher@thebuildingfuturesgroup.com
Postal address:	Hampton House 2nd Floor 23 Longbrook Street Exeter EX4 6AD
Website:	www.thebuildingfuturesgroup.com

Issuing Authority's contact details

Issued by:	The Building Futures Group
Issuer contact name:	Julie Freemantle
Issuer phone:	01392 423399
Issuer email:	jfreemantle@thebuildingfuturesgroup.com

Revising a framework

Contact details

Who is making this revision:	Gill Spatcher
Your organisation:	The Building Futures Group (formerly Asset Skills)
Your email address:	gspatcher@thebuildingfuturesgroup.com

Why this framework is being revised

- to remove a Customer Service Edexcel qualification at level 2
- to remove a Customer Service Edexcel qualification at level 3
- to add replacement Customer Service Pearson qualifications at level 2 and 3
- to remove Edexcel Sale of Residential Property qualifications at level 2 and 3

- to add in NCFE customer service qualifications at level 2 and 3

Summary of changes made to this framework

Please see above

Qualifications removed

- 600/9599/4 Pearson BTEC Level 2 Certificate in Principles of Customer Service
- 501/0442/1 Edexcel Level 2 Certificate in Customer Service
- 501/0443/3 Edexcel Level 3 Certificate in Customer Service
- 600/9663/9 BTEC Level 3 Certificate in Principles of Customer Service
- 600/1284/5 Edexcel Level 2 Certificate in Property (Sale of Residential Property)
- 600/1285/7 Edexcel Level 3 Diploma in Property (Sale of Residential Property)

Qualifications added

- 601/5359/3 Pearson BTEC Level 2 Certificate in Principles of Customer Service
- 601/5399/4 Pearson BTEC Level 3 Certificate in Principles of Customer Service
- 601/3712/5 NCFE Level 2 Certificate in Principles of Customer Service

- 600/2922/5 NCFE Level 3 Certificate in Principles of Customer Service

Qualifications that have been extended

(no information)

Purpose of this framework

Summary of the purpose of the framework

Definition of Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme 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.

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 standards set by the industry.

The Sector

The Property Sector covers a wide range of job roles and activities, but this apprenticeship focuses on the sale of residential property and residential lettings and property management. Estate Agents and Lettings Agents provide a quality service to customers in selling or renting properties ensuring that advice given and action taken meets legal requirements. Property and Lettings administrators tend to be office based roles, providing the first point of contact for customers and ensuring that legal requirements on data protection and the security of staff and customers are met.

Currently there are approximately 360,000 employees in the property and housing sector in over 105,000 workplaces. At present the figures for property alone cannot be disaggregated from housing. Over 55% of the organisations in the sector employ 10 people or less.

While the property sector is experiencing challenges in the recovering economy, there are signs of a general improvement in performance with 20% of employers planning to move into other areas of activity to develop their business within the next 12 months. Many employees put their career plans on hold during the recession but now the industry is stabilising employees are looking to continue their career development. 67% of property sector employees ranked career progression as the most important factor influencing their choice to change jobs and the apprenticeship will make a positive contribution to that process.

In a recent survey,70% of property companies aim to 'grow moderately' but only 17% of companies expected to 'grow rapidly' over the next three years.18% of companies stated they

had spent more time on training compared to the same period last year, 12% stated they have spent more money on training. The majority of respondents (53%) claimed that the level of investment and time spent on training has remained the same.

Challenges faced by the property sector companies include:

- Staffing and training - Respondents highlighted several issues related to staffing and training in the property sector. Several respondents indicated that recruiting and retaining skilled staff was challenging, especially in rural areas. In addition, some respondents stated that the availability and cost of training was a problem
- Market share - Expanding the business through increasing the property portfolio and attracting new clients, while dealing with competition from other business were also identified as challenges in the property sector
- Legislation - Ensuring that employees are up to date with changes in property legislation such as energy performance and the deposit scheme were identified as a challenge currently facing companies

Future competences required by the sector include:

- Addressing legislative changes
- Low carbon – energy efficiency
- The lettings market
- Office management
- Technological changes i.e. use of computers and the internet
- Licensing or registering of agents

In order to obtain/develop skills in the above areas it is likely that employers within the property industry will have to invest time and money in recruitment and training.

The Intermediate and Advanced Apprenticeship has 2 pathways, Sale of Residential Property and Residential Letting and Management, which will provide a career route into the sector, and those already in the sector will have opportunities to upskill and develop their careers.

Employers have been involved in the design of the qualifications in the framework which will develop the critical skills required within the sector. The Framework has also been updated to meet the requirements of the new Specification of Apprenticeships Standards for England.

The framework will also contribute to meeting the wider skills priorities for England by:

- Providing flexible access to a high quality Level 2 skills programme, which act as a real alternative to GCSEs and A levels for those who prefer this style of learning and achievement
- Incorporating skills to improve the general literacy, numeracy and ICT in England
- Using technical and competence qualifications, valued by employers, to help their businesses grow and remain competitive

- 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 Level 3 and higher, to provide the skills which the economy needs to grow

Aims and objectives of this framework (England)

The aim of the apprenticeship is to attract new people into the sector and to upskill the existing workforce to enable employers to remain competitive and profitable.

The objectives are to:
1. Attract new people from under-represented groups into the sector helping to fill current and future skills gaps
2. Upskill the existing workforce by qualifying them to levels 2 and 3
3. Provide a flexible programme which micro businesses will be able to use to help their businesses grow/remain sustainable
4. Provide a flexible route into a career in property at Levels 2 and 3 and above, through further and higher education and training, leading to professional status

Please refer to the Asset Skills website for more information:

http://www .assetskills.org/Research/SectorSkillsAssessment2010.aspx

Entry conditions for this framework

Employers are looking to attract applicants from a wide range of backgrounds and experience, some of whom will have had previous experience in a customer or sales focused environment. Applicants will be expected to have basic literacy and numeracy skills on which this apprenticeship will build; be willing to work as part of a team; have a keen interest in providing high standards of customer service and to communicate with a wide range of customers.

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

If an apprentice has accredited prior learning (APL) for the competency, knowledge or functional skill qualifications, the apprenticeship programme must be tailored to allow the apprentice to undertake new learning, including learning at a higher level and development of new skills.

Level 2

Title for this framework at level 2

Property Services

Pathways for this framework at level 2

Pathway 1:	Sale of Residential Property
Pathway 2:	Residential Letting and Management

Level 2, Pathway 1: Sale of Residential Property

Description of this pathway

Sale of Residential property: 60 credits which is made up as follows:

- 33 for Competence
- 12 for Knowledge
- 15 for Functional Skills in English, Maths and ICT

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

Please refer to general entry conditions.

Job title(s)	Job role(s)
Property Administrator	Duties will include the following: providing initial advice to customers and obtaining information on requirements and circumstances; preparing and distributing property information; managing office diaries and the safe keeping of keys; liaising with advertising agencies and organising viewings.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Certificate in Property (Sale of Residential Property)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
C1a	600/0990/1	ABBE	33	175	N/A
C1b	600/1192/0	City & Guilds	33	175	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Award in Residential Sales					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K1a	600/6934/X	City and Guilds	12	40	N/A

K2 - Level 2 Certificate in Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K2a	500/6329/7	City and Guilds	13	115	N/A

Knowledge qualifications available to this pathway (cont.)

K3 - Level 2 Certificate in Principles of Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K3a	600/0840/4	OCR	13	93	N/A
K3b	601/3712/5	NCFE	15	135	N/A

K4 - BTEC Level 2 Certificate in Principles of Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K4a	601/5359/3	Pearson	15	112	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Employers have a choice of knowledge certificates. If the apprentice is the first point of contact for customers then employers might prefer the customer service technical certificate. If the employer wishes to consoldiate the apprentice's understanding of legislation for the sector then the residential sales technical certificate might be more appropriate. Apprentices who take the customer sevice technical certificate will learn about the key legislation for residential sales within the competency qualification.

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.*

ICT

Apprentices must complete or have completed one of the ICT 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 one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

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

ICT is included in the Intermediate framework. Please refer to the table above.

Progression routes into and from this pathway

Progression into this Intermediate Apprenticeship

Applicants will come from a variety of routes which may include any of the following:

- School or college

- Previous experience in a sales/customer orientated environment
- 14 - 19 Diploma in Construction and the Built Environment

Progression from this apprenticeship

- Advanced Apprenticeship in Property Services
- Level 3 Diploma in Property Services or Level 3 NFOPP Award in Residential Sales
- Estate Agent roles

Further information on careers in the sector can be found at:

http://www.asse tskills.org/CareersandTraining/CareersHome.aspx

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

All Apprentices MUST receive an induction to the workplace and to the Apprenticeship programme. ERR will be delivered through an ERR QCF unit which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows.

RECOGNITION OF ERR:

ERR is covered by completion of the QCF unit 'Employment Rights and Responsibilities in the Facilities Management, Housing and Property Sectors,' which is mandatory for apprentices and sits within the competency qualification. The awarding organisation unit of achievement should be uploaded to the ACE system. There is an ERR workbook which can be used as a training tool.

Level 2, Pathway 2: Residential Letting and Management

Description of this pathway

Residential Letting and Management: 47 credits which is made up as follows:

- 10 minimum for Competency*
- 10 minimum for Knowledge*

*The remaining 12 credits will be achieved from the combined Optional units.

- 15 for Functional Skills - English, Mathematics and ICT

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

Please refer to general entry conditions.

Job title(s)	Job role(s)
Lettings Administrator	Duties will include the following: providing initial advice to customers and obtaining information on requirements and circumstances; preparing and distributing property information; managing office diaries and the safe keeping of keys; liaising with advertising agencies and organising viewings.

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 Property (Residential Letting and Management)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
B1a	600/1003/4	ABBE	32	175	N/A
B1b	600/1194/4	City & Guilds	32	175	N/A

Relationship between competence and knowledge qualifications

There is one qualification, the Level 2 Certificate in Property: Residential Letting and Management, which includes both competence and knowledge.

The competency and knowledge elements will be achieved through completion of the mandatory and optional units listed within the awarding organisation's guidance. Mandatory units containing knowledge will be assessed via independent methods, are:

- Reduce risks to health and safety in the workplace (2 credits)
- Maintain the security of individuals and property (1 credits)
- Understanding professional conduct (1 credit)
- Progress customer enquiries associated with property services (1 credits)
- Know the legislation, guidelines, codes of practice and statutory information in residential lettings (3 credits)
- Conduct viewings of properties (2 credits)

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.*

ICT

Apprentices must complete or have completed one of the ICT 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 one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

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

ICT is included in this Intermediate framework. Please refer to the table above.

Progression routes into and from this pathway

Progression into this Intermediate Apprenticeship

Applicants will come from a variety of routes which may include any of the following:

- School or college

- Previous experience in a sales/customer orientated environment
- 14 - 19 Diploma in Construction and the Built Environment

Progression from this apprenticeship

- Advanced Apprenticeship in Property Services
- Level 3 Diploma in Property Services or Level 3 NFOPP Award in Residential Lettings & Property Management
- Lettings Agent job role

Further information on careers in the sector can be found at :

http://www.asse tskills.org/CareersandTraining/CareersHome.aspx

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

All Apprentices MUST receive an induction to the workplace and to the Apprenticeship programme. ERR will be delivered through an ERR unit which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

RECOGNITION OF ERR:

ERR is covered by completion of the QCF unit 'Employment Rights and Responsibilities in the Facilities Management, Housing and Property Sectors,' which is mandatory for apprentices and sits within the competency qualification. The awarding organisation unit of achievement should be uploaded to the ACE system. There is an ERR workbook which can be used as a training tool.

Level 3

Title for this framework at level 3

Property Services

Pathways for this framework at level 3

Pathway 1:	Sale of Residential Property
Pathway 2:	Residential Letting and Management

Level 3, Pathway 1: Sale of Residential Property

Description of this pathway

Sale of Residential Property: a minimum of 63 credits which is made up as follows:

- 41 for Competence
- 12 for Knowledge
- 10 for Functional Skills, Maths and English

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

Please refer to general entry conditions.

Job title(s)	Job role(s)
Estate Agent	Duties will include the following: Advising clients about the buying and selling process; valuing properties; taking photos and measurements; marketing and advertising properties for sale; conducting viewings of properties; negotiating an acceptable sale price between buyer and seller.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Property (Sale of Residential Property)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
C1a	600/1002/2	ABBE	41	155	N/A
C1b	600/1193/2	City & Guilds	41	155	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Award in the Sale of Residential Property					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K1a	501/2370/1	NFOPP	12	120	N/A

K2 - Level 3 Certificate in Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K2a	500/6206/2	City and Guilds	13	105	N/A

Knowledge qualifications available to this pathway (cont.)

K3 - BTEC Level 3 Certificate in Principles of Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K3a	601/5399/4	Pearson	19	134	N/A

K4 - Level 3 Certificate in Principles of Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K4a	600/2922/5	NCFE	17	113	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The residential sales job role is very customer focused and apprentices whose role is primarily sales and customer focused, rather than valuation and property maintenance, may prefer to take the customer service knowledge qualification rather than the NFOPP qualification. Both certificates provide a broad range of knowledge and complement the competency qualification.

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	2	5
GCSE qualification in English (with enhanced functional content)	C	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	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	2	5
GCSE qualification (with enhanced functional content) in Mathematics	C	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	2	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)

The work roles in this pathway have varying levels of ICT requirements and the generic ICT Functional Skills are too broad to accommodate this. The necessary ICT skills have been embedded in the relevant units of competence. Training will be given to apprentices to use in-house software systems.

Progression routes into and from this pathway

Progression into this Advanced Apprenticeship

Applicants will come from a variety of routes which may include any of the following:

- Previous experience in a sales/customer/business admin orientated environment
- Intermediate Apprenticeship in Property, Customer Services or Business Administration

Progression from this apprenticeship

- Level 5 NFOPP qualifications in Commerical Property Agency and Residential Estate Agency
- Professional progression through membership of professional organisations
- Senior roles in Commercial Property, Auctioneering and Residential Estate Agency
- Progression to HND and Foundation degrees in Property

On completion of this framework apprentices can apply to be associate members of the Royal Chartered Institute of Surveyors (RICS) and the National Federation of Property Professionals (NFOPP).

Further information on careers in the sector can be found at:

http://www.asse tskills.org/CareersandTraining/CareersHome.aspx

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

All Apprentices MUST receive an induction to the workplace and to the Apprenticeship programme. ERR will be delivered through an ERR unit which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

RECOGNITION OF ERR

ERR is covered by completion of the QCF unit 'Employment Rights and Responsibilities in the Facilities Management, Housing and Property Sectors,' which is mandatory for apprentices and sits within the competency qualification. The awarding organisation unit of achievement should be uploaded to the ACE system. There is an ERR workbook which can be used as a training tool.

Level 3, Pathway 2: Residential Letting and Management

Description of this pathway

Residential Letting and Management: a minimum of 63 credits which is made up as follows:

- 41 for Competence
- 12 for Knowledge
- 10 for Functional Skills, Maths and English

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

Please refer to general entry conditions.

Job title(s)	Job role(s)
Lettings Agent	Duties will include the following: advising landlords and tenants on the rental process and legal obligations; determining rental valuations of properties; advertising and marketing; conducting viewings of properties and preparing lettings documentation.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 Diploma in Property (Residential Letting and Management)					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
C1a	600/0988/3	ABBE	41	155	N/A
C1b	600/1198/1	City & Guilds	41	155	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Award in Residential Letting and Property Management					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K1a	501/2373/7	NFOPP	12	120	N/A

K2 - Level 3 Certificate in Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K2a	500/6206/2	City and Guilds	13	105	N/A

Knowledge qualifications available to this pathway (cont.)

K3 - BTEC Level 3 Certificate in Principles of Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K3a	601/5399/4	Pearson	19	134	N/A

K4 - Level 3 Certificate in Principles of Customer Service					
No.	**Ref no.**	**Awarding organisation**	**Credit value**	**Guided learning hours**	**UCAS points value**
K4a	600/2922/5	NCFE	17	113	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The lettings job role is very customer focused and apprentices whose role is primarily sales and customer focused, rather than valuation and property maintenance, may prefer to take the customer service knowledge qualification rather than the NFOPP qualification. Both certificates provide a broad range of knowledge and complement the competency qualification.

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	2	5
GCSE qualification in English (with enhanced functional content)	C	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	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	2	5
GCSE qualification (with enhanced functional content) in Mathematics	C	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	2	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)

The work roles in this pathway have varying levels of ICT requirements which the generic ICT Functional Skills do not reflect. The necessary ICT skills have been embedded in the appropriate Units of Competence. Training will be given to apprentices to use in-house software systems.

Progression routes into and from this pathway

Progression into this Adanced Apprenticeship

Applicants will come from a variety of routes which may include any of the following:

- Previous experience in a sales/customer orientated environment
- Intermediate Apprenticeship in Property, Customer Services or Business Administration

Progression from this apprenticeship

- Level 5 NFOPP qualifications in Residential Lettings and Property Management
- Professional progression through membership of professional organisations
- Senior job roles in Commercial Property Lettings and Property Management
- Progression to HND and Foundation degrees in Property

On completion of this framework apprentices can apply to be associate members of the Royal Chartered Institute of Surveyors (RICS) and the National Federation of Property Professionals (NFOPP).

Further information on careers in the sector can be found at :

http://www.asse tskills.org/CareersandTraining/CareersHome.aspx

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

All Apprentices MUST receive an induction to the workplace and to the Apprenticeship programme. ERR will be delivered through an ERR unit which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR.

RECOGNITION OF ERR:

ERR is covered by completion of the QCF unit 'Employment Rights and Responsibilities in the Facilities Management, Housing and Property Sectors,' which is mandatory for apprentices and sits within the competency qualification. The awarding organisation unit of achievement should be uploaded to the ACE system. There is an ERR workbook which can be used as a training tool.

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

How equality and diversity will be met

52% of the property sector UK workforce is female and 91% of employees are white. In addition, the majority of UK property sector employees are aged over 35 years old (71%) and work on a full-time basis (66%). 13% of the workforce has a disability which is the average for all sectors in England. Although the workforce is fairly evenly balanced the sector wish to recruit more young people and people from the BME group

Likely reasons for these imbalances include:

- A general lack of understanding amongst the population about property job roles and range of skills involved
- A perception that there are limited career opportunities
- A perception that salaries are low
- Lack of professional status for the sector
- A poor public image of the property sector

Asset Skills is taking the following steps to address diversity issues in the workforce:

- Raising awareness in schools about property as a career through job profiles cards and career progression pathway information
- Teaching resources for schools
- Use of non stereotypical images on the careers website and materials
- Case studies for the property sector which present under-represented groups as an important part of the property workforce

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry, therefore entry conditions to this framework are extremely flexible.

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

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregancy and maternity
7. Race

8. Religion and Belief
9. Sexual orientation

Asset Skills will monitor take up and achievement of all Apprenticeships through its Property Employer Group and continue to 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

Intermediate Apprenticeship- Sale of Residential Property pathway

The total amount of on-and-off the job guided learning hours (GLH) for this apprenticeship is 370 hours made up as follows:

- 175 GLH for the Certificate in Property
- 135 GLH for all 3 Functional Skills
- 40 GLH for the Award in Residential Sales
- 20 GLH for mentoring/review sessions and PLTS induction and recording

Intermediate Apprenticeship - Residential Lettings and Management pathway

The total amount of on-and-off the job guided learning hours (GLH) for this apprenticeship is 330 hours made up as follows:

- 175 GLH for the Certificate in Property
- 135 GLH for all 3 Functional Skills
- 20 GLH for mentoring/review sessions and PLTS induction and recording

Advanced Apprenticeship - Both pathways NFOPP knowledge qualification

The total amount of on and off the job guided learning hours (GLH) for this apprenticeship is 385 GLH made up as follows:

- 155 GLH for the Diploma in Property
- 120 GLH for the Award in Residential Sales or Residential Lettings
- 90 GLH for Key/Functional Skills
- 20 GLH for mentoring/progress reviews, PLTS induction and recording.

Advanced Apprenticeship - Both pathways Customer Service knowledge qualification

The total amount of on and off the job guided learning hours (GLH) for this apprenticeship is 370 GLH made up as follows:

- 155 GLH for the Diploma in Property
- 105 GLH for the Certificate in Customer Service
- 90 GLH for Key/Functional Skills
- 20 GLH for mentoring/progress reviews and PLTS induction and recording

Key Information relating to all levels and pathways
The minimum duration of the intermediate and advanced apprenticeship is 12 months. For apprentices aged 16-18 it is mandatory to complete a minimum of twelve months. For apprentices aged 19 or over, the length of the framework can be reduced for relevant prior learning which has been recorded. Where this is the case, the framework will not be less than 6 months and must include new skills and new learning. GLH are delivered during contracted working hours and the working week for an apprentice is recommended to be 30 hours.

Minimum off-the-job guided learning hours

Intermediate Apprenticeship- Sale of Residential Property pathway

The number of GLH for off-the-job is 148 made up as follows:

- 40 GLH for the knowledge qualification - the Award in Residential Sales
- 68 GLH for Functional Skills
- 20 GLH for the knowledge element within the competency qualification
- 20 GLH for reviews/mentoring and PLTS

Intermediate Apprenticeship - Residential Lettings pathway

The number of GLH for off-the-job is 148 made up as follows:

- 68 GLH for functional Skills
- 60 GLH for the knowledge components within the combined qualification
- 20 GLH for reviews/mentoring and PLTS

Advanced Apprenticeship - both pathways NFOPP qualification

The number of GLH for off-the-job is 185 made up as follows:

- 120 GLH for the NFOPP technical awards
- 45 GLH for functional skills
- 20 GLH for reviews/mentoring, PLTS induction and recording

Advanced Apprenticeship- both pathways Customer Service knowledge qualification

The number of GLH for off-the-job is 170 made up as follows:

- 105 GLH for the Customer Service knowledge qualification
- 45 GLH for Functional Skills
- 20 GLH for reviews/mentoring and PLTS induction and recording

How this requirement will be met

Off-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 manage
- Be delivered during contracted working hours
- Recording will be via a log sheet, timesheets and registers

Off-the-job GLH can be delivered through the following:

- Group teaching
- Individual teaching
- E-learning
- Coaching
- Mentoring
- Feedback and assessment
- Private Study in work time
- Company training relating to the knowledge qualification
- Collaborative/networked learning with peers

Evidence for off-the-job GLH will include:

- NFOPP or customer service knowledge qualification at level 3
- The customer service knowledge or residential sales knowledge qualification at level 2
- The combined qualification for residential lettings and management at level 2
- Functional Skills certificates
- PLTS Workbook signed by apprentice and tutor/assessor
- The ACE declaration from signed by the provider and apprentice stating that off-the-job GLH has been met

Minimum on-the-job guided learning hours

Intermediate Apprenticeship - Sale of Residential Property pathway

The number of GLH for on-the-job is 222 made up as follows:

- 155 GLH for the competency qualification

- 67 GLH for functional skills

Intermediate Apprenticeship - Residential Lettings and Management pathway

The number of GLH for on-the-job is 182 made up as follows:

- 115 GLH for the competency elements within the combined qualification
- 67 GLH for functional skills

Advanced Apprenticeship - both pathways

The number of GLH for on-the-job is 200 made up as follows:

- 155 GLH for the Diploma in Property
- 45 GLH for Functional Skills

How this requirement will be met

On-the-job GLH consists of learning which encourages and enables apprentices to demonstrate practical job related skills and to practise and apply these skills in the context of a job. It can be seen as the time the apprentice spends undertaking normal activities as part of their job role, but which provides opportunities to learn, develop and practice skills.

On-the-job 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
- Recording will be via a simple log of hours completed, timesheet or diary.

On-the-job GLH can be delivered through the following:

- Group teaching
- Individual teaching
- E-learning
- Coaching or job shadowing

- Mentoring
- Feedback and assessment
- Portfolio building
- Company training relating to the competency qualification
- assessment of competence

Evidence for on-the-job GLH will include:

- Level 2 Certificate in Property /Level 3 Diploma in Property
- Functional Skills certificates
- The ACE declaration form signed by the provider and apprentice stating that on-the-job GLH has been met

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

All of the six Personal, Learning and Thinking Skills (PLTS) have been mapped to the mandatory units of the competency qualification, including the additional mandatory unit for apprentices, 'Develop yourself in the job'. The apprentice will need to complete the Asset Skills PLTS Workbook in order to evidence PLTS and to help them recognise the skills they have developed. The workbook will need to be placed in the apprentices portfolio for quality assurance purposes and the sign off sheet uploaded to ACE for final certification.

The mapping documentation and the workbook can be found on the Asset Skills website:

http://www.assetskills.org/QualificationsAndStandards/Apprenticeships/HousingApprenticeshipInformation.aspx

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

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

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

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

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

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

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

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

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

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

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 as 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

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

Additional employer requirements

There are no additional employer requirements for this framework

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org