

apprenticeship FRAMEWORK

Warehousing and Storage (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 21 SEPTEMBER 2018

Modifications to SASE came into effect on 21 September 2018. Accordingly, SASE publication DFE-00236-2018 applies **both** to new Apprenticeship starts from 21 September 2018 **and** all Apprenticeships commenced before and not completed by 21 September 2018.

Latest framework version?

For any previous versions of this framework: https://acecerts.co.uk/framework_library

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Warehousing and Storage (England)

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Framework information

Information on the Issuing Authority for this framework:

Institute of the Motor Industry

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

Issue number: 18	This framework includes:
Framework ID: FR03948	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 31/12/2014	This framework is for use in: England

Short description

Employers in the industry need to attract new talent to replace those who leave or retire, especially women and those from underrepresented groups and encourage existing staff to gain Level 2 qualifications. Apprentices work as Warehouse pickers/packers, loaders and with appropriate training, fork lift truck operators. Advanced Apprentices take on more responsibility including junior team leader roles. This framework will provide opportunities to move into Level 3 jobs and training in Warehousing and into the wider logistics sector.

Contact information

Proposer of this framework

A range of logistics employers have been involved in the development of this framework, and include: Sheffield Insulation, Royal Artillery, John Lewis, Wiseman Dairies, DHL, TNT , Stobart Group, NYK Logistics, TDG, Langdons and Waitrose. All have all been involved in the review of the qualifications and updating of the framework to ensure it remains current. The structure this framework provides at both Intermediate and Advanced level will enable these and other employers engaged in warehousing activities to effectively plan to meet their needs in the future.

Developer of this framework

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Revising a framework

Why this framework is being revised

To include additional ERR qualifications and remove one ERR qualification.

To update the name of IMIAL to IMI reflecting the name change from IMI Awardsto IMI.

To update the Developer contact information.

Summary of changes made to this framework

To include additional ERR qualifications and remove one ERR qualification.

To update the name of IMIAL to IMI reflecting the name change from IMI Awardsto IMI.

To update the Developer contact information.

Qualifications removed

Intermediate Level 2

ERR

- 601/1592/0 - IMIAL - Award in Employee Rights and Responsibilities in the Logistics Sector

Advanced Level 3

ERR

- 601/1592/0 - IMIAL - Award in Employee Rights and Responsibilities in the Logistics Sector

Qualifications added

Intermediate Level 2

ERR

- 603/0272/0 - Award in Logistics Industry Rights and Responsibilities for Employees - PAA\VQ-SET
- 600/6392/0 - ICQ - Award in Employee Rights and Responsibilities in the Logistics Sector
- 600/6024/4 - CILT - Award in Employee Rights and Responsibilities in the Logistics Sector
- 600/8172/7 - LAO - Award in Employee Rights and Responsibilities in the Logistics Sector
- 600/7827/3 - NOCN - Award in Employee Rights and Responsibilities in the Logistics Sector

Advanced Level 3

ERR

- 603/0272/0 - Award in Logistics Industry Rights and Responsibilities for Employees - PAA\VQ-SET

Qualifications that have been extended

No information

Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme under an Apprenticeship Agreement designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context.

This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs. All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship. On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The economy relies on the efficient movement of goods within the UK to ensure that goods arrive on time and in the right condition and warehousing and storage businesses play a crucial part in making this happen. If the wrong goods are packed and delivered, this affects customer satisfaction and the businesses' profitability.

Logistics employers report skills gaps and shortages, including literacy, numeracy and communications skills and the ageing workforce. Employers need to attract more people into the industry at level 2 to train as warehousing staff to fill these skills gaps and shortages, to provide a progression route to level 3 and to replace those who leave or retire.

Warehouse operatives, depending on the size of the company, undertake a range of duties, working alone or in a team, including loading/unloading of vehicles and selecting and packing customer orders, ensuring goods are ready for dispatch on time. Senior Warehouse staff take additional responsibility for looking after teams to ensure tasks are completed on time and in line with organisational and customer requirements.

There are approximately 4,900 workplaces in England whose primary function is in freight transport activities, employing around 132,00 people directly in warehousing operations. The Warehousing Industry is part of a wider logistics sector which employs around 8% of the workforce in England and provides many opportunities to jobs and training in other parts of

logistics such as Traffic Office and Purchasing and Supply Chain Management.

The Warehousing and Storage Intermediate Apprenticeship/Advanced Apprenticeship and its predecessor the Storage and Warehousing Apprenticeship have been used by employers since 2005 and currently there are around 1900 new Apprentices starting this framework annually.

This Intermediate Apprenticeship/Advanced Apprenticeship builds on the success of the previous Apprenticeship, helping to meet the skills needs of employers and, at the same time contributes to meeting the skills priorities for England by:

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

Aims and objectives of this framework (England)

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

The objectives of the framework are to:

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

Entry conditions for this framework

Employers seek to attract applicants who have a keen interest in working in a warehousing business in the logistics sector. They must be willing to work shifts, as part of a team and be good timekeepers. Employers are also interested in applicants who have basic literacy and numeracy skills on which this Apprenticeship will build.

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

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- vocational or academic qualification(s)

Initial Assessment

The purpose of initial assessment is to identify prior learning and experience to tailor the Apprentice's Individual Learning Plan, not for screening out applicants.

Training providers and employers will identify the apprentice's learning and support needs and reflect these in the individual learning plan, recognising prior qualifications and experience. Where APL is recognised for existing competence or knowledge, the Apprenticeship programme must be tailored to allow the apprentice to undertake new learning, including learning at a higher level and develop new skills.

Level 2

Title for this framework at level 2

Warehouse Operative

Pathways for this framework at level 2

Pathway 1: Warehouse Operative

Level 2, Pathway 1: Warehouse Operative

Description of this pathway

Warehousing and Storage Level 2 (Warehouse Operative) 41 Credits made up as follows:

- Certificate in Warehousing and Storage - 26 Credits (Min 15 credits for Competence and 11 Credits for Knowledge)
- Functional Skills - Maths - 5 Credits
- Functional Skills - English - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

OR

Warehousing and Storage Level 2 (Warehouse Operative) 52 Credits made up as follows:

- Diploma in Warehousing and Storage - 37 credits (Min 23 Credits for Competence and 14 Credits for Knowledge)
- Functional Skills - Maths - 5 Credits
- Functional Skills - English - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

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

None in addition to the general entry conditions for the framework

Job title(s)	Job role(s)
Warehouse Operative	Working as part of a team, you may be required to load/unload vehicles. You will also have delegated responsibility for the correct selection and packing of customer orders, ensuring they are ready for despatch on time.

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 Warehousing and Storage					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	501/1707/5	EAL	26	101-177	
B1b	501/1061/5	Pearson Edexcel	26	99-125	
B1c	501/1082/2	City & Guilds	26	99-125	
B1d	600/0300/5	SQA	26	99-125	
B1e	600/1344/8	NCFE	26	101-177	
B1f	600/1230/4	ABC	26	99-125	
B1g	600/1694/2	PAA\VQSET	26	99-145	
B1h	600/2247/4	Skillsfirst Awards Ltd	26	101-177	
B1i	600/3311/3	HABC	26	99-125	
B1j	601/3556/6	Open Awards	26	97-117	
B1k	600/4381/7	FDQ	26	101-177	
B1l	600/6393/2	ICQ	26	99-125	
B1m	600/7364/0	IMI	26	99-125	
B1n	600/8215/X	LAO	26	99-125	
B1o	600/7940/X	NOCN	26	99-145	
B1p	601/1579/8	CILT	26	100-145	
B1q	601/2269/9	Future (Awards and Qualifications) Ltd	26	99-125	
B1r	601/1028/4	OCNER	26	99-125	

B1s	601/6956/4	BIIAB	26	99-125
B1t	601/3032/5	ProQual	26	99-125

B2 - Level 2 Diploma in Warehousing and Storage					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	601/1642/0	CILT	37	150-187	

Relationship between competence and knowledge qualifications

The Certificate and Diploma in Warehousing and Storage at Level 2 are combined qualifications incorporating competence and knowledge, which are separately assessed.

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE.

The framework totals 41 or 52 credits which includes competence, knowledge, the ERR qualification and the two Functional Skills of English and Maths. This framework exceeds the minimum of 37 credits set by the SASE.

The minimum number of credits for Competence for the Certificate is 15

The minimum number of credits for Knowledge for the Certificate is 11

The minimum number of credits for Competence for the Diploma is 23

The minimum number of credits for Knowledge for the Diploma is 14

Total Credits for this combined qualification is 26 credits for the Certificate and 37 for the Diploma made up as follows:

Mandatory units

- Health, Safety and Security at work (1 credit for competence and 2 for knowledge)
- Develop effective working relationships with colleagues in logistics operations (2 credits for competence and 2 for knowledge)

Optional Units Group 1 (Certificate: 2 units from this group; Diploma: 3 units from this group)

- Process orders for customers in logistics operations (2 credits for competence and 1 for knowledge)
- Assemble orders for dispatch in logistics operations (2 credits for competence and 1 for knowledge)
- Pick goods in logistics operations (2 credits for competence and 1 for knowledge)
- Place goods in storage in logistics operations (2 credits for competence and 2 for knowledge)
- Wrap and pack goods in logistics operations (2 credits for competence and 1 for knowledge)

Optional Units Group 2 (Certificate: 1 unit from this group; Diploma: 1 unit from this group)

- Keep work areas clean in logistics operations (2 credits for competence and 1 for knowledge)
- Maintain hygiene standards in handling and storing goods in logistics operations (2 credits for competence and 1 for knowledge)
- Maintain the cleanliness of equipment in logistics operations (2 credits for competence and 1 for knowledge)

Optional Units Group 3 (Certificate: 1 unit from this group; Diploma: Any combination from this group to a minimum value of 7 credits)

- Use equipment to move goods in logistics operations (2 credits for competence and 1 for knowledge)
- Moving and/or handling goods in logistics operations (2 credits for competence and 2 for knowledge)
- Use a forklift side-loader in logistics operations (1 credit for competence)
- Use a compact crane in logistics operations (1 credit for competence)
- Use an industrial forklift truck in logistics operations (1 credit for competence)
- Use a hoist in logistics operations (1 credit for competence)

Optional Units Group 4 (Certificate: 1 unit from this group; Diploma: 1 unit from this group)

- Check stock levels and stock records (2 credits for competence and 1 for knowledge)
- Keep stock at required levels in logistics operations (2 credits for competence and 1 for knowledge)

Optional Units Group 5 (Certificate: A minimum value of 6 credits from this group; Diploma: A minimum value of 8 credits from this group)

- Operate equipment to perform work requirements in logistics operation (4 credits for

competence and 4 for knowledge)

- Maintain the safety and security of hazardous goods and materials in logistics operations (3 credits for competence and 3 for knowledge)
- Receive goods in logistics operations (2 credits for competence and 1 for knowledge)
- Process returned goods in logistics operations (2 credits for competence and 1 for knowledge)
- Sort goods and materials for recycling or disposal in logistics operations (2 credits for competence and 1 for knowledge)
- Contribute to the provision of customer service in logistics operations (2 credits for competence and 1 for knowledge)
- Supervise the receipt, storage or dispatch of goods (3 credits for competence and 3 for knowledge)
- Principles of food safety in logistics (1 credit for knowledge)

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

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

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO INTERMEDIATE APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young apprenticeship
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 INTERMEDIATE APPRENTICESHIP:

Intermediate Apprenticeships/Advanced Apprenticeships in any of the following:

- Intermediate Apprenticeship in Team leading
- Logistics Operations Advanced Apprenticeship
- Warehousing and Storage Advanced Apprenticeship
- Driving Goods Vehicles Advanced Apprenticeship

Into a job as a Warehouse Operations Team Member or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Team Leader
- Warehouse Manager
- Transport Manager

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

- Foundation or first degree in logistics, transport planning, logistics operations and administration.

Logistics career structure

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

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQA
- 600/6392/0 - ICQ
- 600/6024/4 - CILT
- 600/8172/7 - LAO
- 600/7827/3 - NOCN
- 601/6848/1 - BIIAB
- 601/7107/8 - ProQual
- 601/6616/2 - Gateway Qualifications
- 603/0272/0 - PAA\VQ-SET

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

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

7. where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

An ERR workbook is available to support the delivery of the ERR award

<http://theimi.org.uk/standards-and-apprenticeships/logistics-frameworks-england>

RECOGNITION OF ERR:

When applying for the Intermediate Apprenticeship completion certificate, a certificate of achievement of the ERR Award must be must be retained in the Apprentices portfolio and is subject to audit.

CERTIFICATION

The ACE Apprenticeship Declaration and Authorisation form V3 must be uploaded as part of the certification process. This can be downloaded directly from the ACE website:

<http://acecerts.co.uk>

Level 3

Title for this framework at level 3

Warehousing and Storage

Pathways for this framework at level 3

Pathway 1: Senior Warehouse Person/Team Leader

Level 3, Pathway 1: Senior Warehouse Person/Team Leader

Description of this pathway

Warehousing and Storage (Senior Warehouse Person/Team Leader) 55 Credits made up as follows

- Diploma in Warehousing and Storage - 40 credits (Min of 23 Credits for Competence and 17 for Knowledge)
- Functional Skills - Maths - 5 Credits
- Functional Skills - English - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

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

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

Job title(s)	Job role(s)
Senior Warehouse Person/Team Leader	Working as the Senior Member/Team Leader of the team, in addition to your normal warehouse operation activities, you will also have delegated responsibility for overseeing the correct selection and packing of customer orders, ensuring your team complete these tasks on time ready for despatch.

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 3 Diploma in Warehousing and Storage					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/2366/1	PAA/VQSET	40	201-220	
B1b	600/2696/0	Pearson Edexcel	40	201-220	
B1c	600/3312/5	HABC	40	201-220	
B1d	600/3031/8	SQA	40	201-220	
B1e	600/3766/0	City & Guilds	40	201-220	
B1f	600/4277/1	Skillsfirst Awards Ltd	40	201-220	
B1g	600/4387/8	FDQ	40	201-220	
B1h	600/6378/6	ICQ	40	201-220	
B1i	600/7689/6	IMIAL	40	201-220	
B1j	601/2379/5	ProQual	40	201-220	
B1k	601/6849/3	BIIAB	40	201-220	UCASValue
B1l	601/6715/4	Gateway Qualifications	40	201-220	UCASValue
B1m	601/7369/5	EAL	40	201-220	UCASValue

Relationship between competence and knowledge qualifications

The Diploma in Warehousing and Storage at Level 3 is a combined qualification incorporating competence and knowledge, which is separately assessed.

Providers MUST ensure that apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE. This

pathway totals 55 credits which includes competence, knowledge, the ERR qualification and the two Functional Skills of English and Maths.

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

The minimum number of credits for Competence for this qualification is 23

The minimum number of credits for Knowledge for this qualification is 17

Total credits for the combined qualification is 40 made up as follows:

Mandatory Units

- Contribute to the provision of customer service in logistics operations (2 credits for competence and 1 for knowledge)
- Provide leadership for your team in logistics operations (2 credits for competence and 2 for knowledge)
- Supervise the receipt, storage or dispatch of goods (3 credits for competence and 3 for knowledge)
- Take responsibility for Health, Safety and Security in your team (2 credits for competence and 1 for knowledge)

Option Group 1 (3 units to be taken from this group)

- Moving and/or handling goods in logistics operations (2 credits for competence and 2 for knowledge)
- Use equipment to move goods in logistics operations (2 credits for competence and 1 for knowledge)
- Process returned goods in logistics operations (2 credits for competence and 1 for knowledge)
- Sort goods and materials for recycling or disposal in logistics operations (2 credits for competence and 1 for knowledge)
- Check stock levels and stock records (2 credits for competence and 1 for knowledge)
- Maintain the safety and security of hazardous goods and materials in logistics operations (3 credits for competence and 3 for knowledge)

Option Group 2 (2 units to be taken from this group)

- Allocate and check work in your team in logistics operations (2 credits for competence and 1 for knowledge)
- Inducting new colleagues into a logistics operation (1 credit for competence and 1 for knowledge)
- Manage own resources and professional development in logistics operations (1 credit for competence and 1 for knowledge)
- Recruit, select and keep colleagues in logistics operations (2 credits for competence and 2 for knowledge)

- Build and manage teams in logistics operations (2 credits for competence and 2 for knowledge)

Optional Group 3 (2 units to be taken from this group)

- Schedule logistics operations to meet customer requirements (2 credits for competence and 2 for knowledge)
- Arrange the transportation of goods using multiple transport modes (2 credits for competence and 1 for knowledge)
- Organise the preparation of documentation for the transportation of goods (2 credits for competence and 1 for knowledge)
- Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations (1 credit for competence and 2 for knowledge)

Optional Group 4 (1 unit to be taken from this group)

- Optimise the use of logistics resources (2 credits for competence and 1 for knowledge)
- Respond to problems in logistics operations (1 credit for competence and 2 for knowledge)
- Improve the performance of logistics operations (2 credits for competence and 2 for knowledge)
- Minimise the environmental impact of logistics operations (1 credit for competence and 2 for knowledge)

Optional Group 5 (1 unit to be taken from this group)

- Release the vehicle for daily tasks (1 credit for competence and 1 for knowledge)
- Apply technology in logistics operations (2 credits for competence and 2 for knowledge)
- Monitor vehicle movements (1 credit for competence and 1 for knowledge)
- Manage the traffic office (2 credits for competence and 2 for knowledge)
- Principles of food safety supervision in logistics (1 credit for competence and 2 for knowledge)

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

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

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL THREE ADVANCED APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- Warehousing and Storage Intermediate Apprenticeship
- Driving Goods Vehicles Intermediate Apprenticeship
- Traffic Office Intermediate Apprenticeship
- Logistics Operations Intermediate Apprenticeship
- any of the Key Skills or Functional Skills
- Young apprenticeship
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 3 ADVANCED APPRENTICESHIP:

Advanced Apprenticeships in any of the following:

- Logistics Operations Advanced Apprenticeship
- Driving Goods Vehicles Advanced Apprenticeship

Into a job as a Warehouse Operations Team Leader, Lead Driver or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Warehouse Manager
- Transport Manager

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

- Foundation degree in logistics, transport planning, logistics operations and administration.

Logistics career structure

- This Level 3 Apprenticeship sits in the Logistics Professional Development Stairway at Step 5. For further information visit www.thestairway.org
- For careers information for the logistics sector visit www.deliveringyourfuture.co.uk

UCAS points for this pathway:

(no information)

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ
- 600/6024/4 - CILT
- 600/8172/7 - LAO
- 600/7827/X - NOCN
- 601/2287/0 - Future (Awards & Qualifications) Ltd
- 600/5724/5 - SFEDI
- 601/7107/8 - ProQual
- 601/6848/1 - BIIAB
- 601/6616/2 - Gateway Qualifications
- 603/0272/0 - PAA\VQ-SET

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

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

organisation and the main roles and responsibilities.

7. where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

An ERR workbook has been developed to support the delivery of the ERR award
<http://theimi.org.uk/standards-and-apprenticeships/logistics-frameworks-england>

RECOGNITION OF ERR:

When applying for the Advanced Apprenticeship completion certificate, a certificate of achievement of the ERR Award must be must be retained in the Apprentices portfolio and is subject to audit.

CERTIFICATION

The ACE Apprenticeship Declaration and Authorisation form V3 must be uploaded as part of the certification process. This can be downloaded directly from the ACE website:
<http://acecerts.co.uk>

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

How equality and diversity will be met

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

The Warehousing Industry, however, attracts more women as there are opportunities for part time work and flexible shift working.

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

- Delivering Your Future careers website illustrating non stereotypical roles
www.deliveringyourfuture.co.uk
- Made in China a free teaching resource to support Maths and Enterprise in schools using the journey of an MP3 player from China to the UK.
<http://www.madeinchinaresources.co.uk/>

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

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

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

1. Age
2. Disability
3. Gender

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

Guidance on how to comply with the Act is available on:

www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/

Skills for logistics will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement.

On and off the job guided learning (England)

Total GLH for each pathway

Total GLH for each Pathway

For the Level 2 Pathway

The total amount of Guided Learning Hours (GLH) for the Level 2 Intermediate Apprenticeship which includes both on and off-the-job guided learning is a minimum of 299 GLH over the minimum duration of 12 months for this programme, which exceeds the 280 GLH per year to meet the SASE.

For the Level 3 Pathway

The total amount of Guided Learning Hours (GLH) for the Level 3 Advanced Apprenticeship which includes both on and off-the-job guided learning is 401 GLH over the minimum duration of 12 months for this programme which exceeds the 280 GLH per year to meet the SASE.

Duration of the Apprenticeship

For Apprentices from 16 - 18, the Apprenticeship must last at least 12 months and for Apprentices 19 and over, the Apprenticeship must be at least 12 months, unless relevant prior learning is recorded. Where this is the case, Apprenticeships will not be less than six months and must include new skills and new learning.

Guided Learning Hours:

- must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager;
- must allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- are delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study; provide examples from the sector as to how this will be delivered in the "how this requirement will be met in the off the job and on the job sections;
- Apprenticeship delivery must be planned to make full and effective use of the duration, including the opportunity for apprentices to embed and extend their learning through repeated workplace practice;

- completed in relation to accredited components of the framework achieved prior to the apprenticeship training may count towards the GLH requirement for the framework;
- where an apprentice completes an Apprenticeship part way through the final 12 month period (which is after the first 12 months), an apprentice must receive a proportion of the minimum of 280 GLH which is at least equal to the proportion of the final 12 month period spent on the Apprenticeship

Minimum off-the-job guided learning hours

Off the job GLH

For the Level 2 Intermediate Apprenticeship an apprentice will need to complete a minimum of 202 GLH off-the-job, which exceeds the minimum of 30% or 100 GLH off the job per year minimum set by SASE for this 12 month programme .

For the Level 2 Pathway:

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

For the Level 3 Advanced Apprenticeship an apprentice will need to complete a minimum of 237 GLH off-the-job, which exceeds the minimum of 30% or 100 GLH off-the-job per year minimum set by SASE for this 12 month programme.

For the Level 3 Pathway:

- 67 GLH per year for the knowledge element of the Level 3 Diploma in Warehousing and Storage.
- 45 GLH Level 2 Functional Skill in Maths (alternatively apprentices can complete Level 2 Key Skill in Application of Number).
- 45GLH Level 2 Functional Skill in English (alternatively apprentices can complete Level 2 Key Skill in Communication).
- 40 GLH for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job).

- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme).

How this requirement will be met

Off the job learning requires activity away from the immediate pressures of the workplace in order to develop the knowledge required for the job role. This can include access to a computer during working hours, day release, block release, web-based learning and mentoring.

Evidence of off the job GLH for this Apprenticeship is:

For the Level 2 Pathway

- Level 2 Certificate in Warehousing and Storage or L2 Diploma in Warehousing and Storage
- Level 1 Functional Skills Certificates for Maths, English or Level 1 Key Skills Certificates for Communication and Application of Number.
- Certificate of completion of the ERR Award.
- The ACE Declaration form which asks the Apprentice to confirm they have completed the required GLH.

For the Level 3 Pathway

- Level 3 Diploma in Warehousing and Storage.
- Level 2 Functional Skills Certificates for Maths and English or Level 2 Key Skills Certificates for Communication and Application of Number.
- Certificate of completion of the ERR Award.
- The ACE Declaration form which asks the Apprentice to confirm they have completed the required GLH.

Minimum on-the-job guided learning hours

For the Level 2 Pathway the on the job GLH total is 97 GLH.

- a minimum of 67 GLH on-the-job for the 12 month programme as part of the competence element of the Level 2 Certificate in Warehousing and Storage.
- 20 GLH related to the on the job elements of induction and ERR.
- 10 GLH on the job to practice the two Key/Functional Skills.

For the Level 3 Pathway the on the job GLH total is 164 GLH

- a minimum of 134 GLH on-the-job for the 12 month programme as part of the competence element of the Level 3 Diploma in Warehousing and Storage.
- 20 GLH related to the on-the-job elements of induction and ERR
- 10 GLH on-the-job to practice the two Key/Functional Skills

How this requirement will be met

Delivery and recording of on the job GLH

Apprentices will take part in a variety of activities on the job in order to demonstrate occupational competence and an understanding of the workplace. This can include embedding knowledge into workplace activities, coaching sessions and performance reviews, mentoring, assessment of competence, the building of portfolios, keeping diaries/logs and peer review discussions. On the job GLH must be recorded and apprentices can do this using a diary or a portfolio.

Evidence for on the job GLH

For the Level 2 pathway is:

- Certificate of Competence for the Level 2 Certificate in Warehousing and Storage or Level 2 Diploma in Warehousing and Storage
- Certificate showing achievement of the ERR Award.

For the Level 3 Pathway is:

- Certificate of Competence for the Level 3 Diploma in Warehousing and Storage.
- Certificate showing achievement of the ERR Award

There is no requirement under SASE for achievement of GLH to be evidenced at point of claiming completion certificate. The Universal Declaration and Authorisation Form requires apprentices to tick to acknowledge that they have received the minimum levels of GLH as required by their framework but ACE does not require this to be evidenced.

Certification Requirements for GLH

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

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

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

To download the evidence record sheets, visit

<http://theimi.org.uk/standards-and-apprenticeships/logistics-frameworks-england> or email skillsforlogistics@theimi.org.uk

Certification Requirements for PLTS

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Creative thinking

People think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Generate ideas and explore possibilities;
- Ask questions to extend their thinking;
- Connect their own and others' ideas and experiences in inventive ways; Question their own and others' assumptions;
- Try out alternatives or new solutions and follow ideas through; Adapt ideas as circumstances

change.

Independent enquiry

People process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes.

Skills, behaviours and personal qualities for apprentices:

- Identify questions to answer and problems to resolve;
- Plan and carry out research, appreciating the consequences of decisions; Explore issues, events or problems from different perspectives;
- Analyse and evaluate information, judging its relevance and value;
- Consider the influence of circumstances, beliefs and feelings on decisions and events; Support conclusions, using reasoned arguments and evidence.

Reflective learning

People evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Assess themselves and others, identifying opportunities and achievements;
- Set goals with success criteria for their development and work;
- Review progress, acting on the outcomes;
- Invite feedback and deal positively with praise, setbacks and criticism; Evaluate experiences and learning to inform future progress;
- Communicate their learning in relevant ways for different audiences.

Team working

People work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Collaborate with others to work towards common goals;
- Reach agreements, managing discussions to achieve results;
- Adapt behaviour to suit different roles and situations, including leadership roles; Show fairness and consideration to others;
- Take responsibility, showing confidence in themselves and their contribution;
- Provide constructive support and feedback to others.

Self management

People organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Seek out challenges or new responsibilities and show flexibility when priorities change;
- Work towards goals, showing initiative, commitment and perseverance;
- Organise time and resources, prioritising actions;
- Anticipate, take and manage risks;
- Deal with competing pressures, including personal and work-related demands;
- Respond positively to change, seeking advice and support when needed;
- Manage their emotions, and build and maintain relationships.

Effective participation

People actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Discuss issues of concern, seeking resolution where needed;
- Present a persuasive case for action;
- Propose practical ways forward, breaking these down into manageable steps;
- Identify improvements that would benefit others as well as themselves;
- Try to influence others, negotiating and balancing diverse views to reach workable solutions;
- Act as an advocate for views and beliefs that may differ from their own.

apprenticeship **FRAMEWORK**

For more information visit-
www.acecerts.co.uk/framework_library