



**People1st Pre Apprenticeship
Framework for Travel and
Tourism Services: Business and
Leisure in Northern Ireland**

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1. Overview

The purpose of this pre-apprenticeship framework is to provide people who are attracted to working in the Travel and Tourism Services: Business and Leisure sector with a rounded set of knowledge and skills that will help make them attractive to potential employers, and strong candidates for future acceptance onto full apprenticeship programmes.

The framework is designed to be delivered over a 52 week period and is made up of three core components:

- Assessment and Employment Skills Training - to determine learning needs, establish whether the Pre-Apprenticeship component is the appropriate component for training, complete a Personal Training Plan and develop employability skills
- Technical Training - designed to be an introduction to the core knowledge and skills associated with Travel and Tourism Services: Business and Leisure – culminating in the achievement of one of the following recognised Vocationally Related Qualifications (VRQ):
 - City and Guilds Level 2 First Diploma in Travel and Tourism (Qual Ref: 100/3751/2);
 - Edexcel Level 2 BTEC First Diploma in Travel and Tourism (Qual Ref: 100/5673/7)
 - OCR Level 2 National Certificate in Travel and Tourism (Qual Ref: 100/4202/7)
 - NCFE Level 2 Certificate in Travel and Tourism (Qual Ref: 500/2234/9)
- Work Placement – Focussed work placements within the Travel and Tourism Services: Business and Leisure industry

2. Entry requirements

There are no formal entry requirements for the Pre-Apprenticeship Framework. However, it is recommended that candidates complete a generic aptitude test before entry onto the programme. This assesses both the individual ability to complete the programme and highlights areas where additional support for learners may be required.

3. Delivery Programme

The delivery programme outlined below is based upon a five day per week (35 hour) model.

For the Assessment and Employability Skills Training a minimum of three days per week should be in directed, in-house training and a maximum of two days a week should be in work placement.

Weeks 1-12	<p>Induction/Assessment will comprise:</p> <ul style="list-style-type: none">• Initial Assessment• Interviews to determine motivation and interest• Essential Skills Assessment• Initial Skills Training <p>(A minimum of four weeks should be spent on the in-house induction and assessment programme)</p> <p>Employability Skills Training will comprise:</p> <ul style="list-style-type: none">• Employment Responsibilities and Rights (ERR) – requirements and expectations of the pre-apprenticeship, introduction to the Travel and Tourism Services: Business and Leisure industry, customer care, statutory responsibilities and associated documentation, the apprentice’s role in the organisation, familiarisation of the employer’s organisation (where appropriate), career pathways/career development (UKSP), equality and diversity, sources of information and advice; principles, policies and codes of practice used by employers and how they relate to jobs in the industry; why there is a range of statutory laws relating to ERR; how to effectively access information and advice on ERR; types of representative bodies in the Travel and Tourism industry; issues of public concern, what to expect in your placement (where appropriate) (<i>see section 4.1 below for more information on the ERR</i>)• Health and Safety requirements• Sales Training• Conflict Management• Personal Skills for the Working Environment – self-confidence, communication skills, personal presentation skills, making a good impression, time management, team building, attitudes and behaviours, limits of responsibility, taking initiative, problem solving, performing tasks to time, managing personal development, improving and managing working relationships, influencing skills, interview skills <p>(A minimum of eight weeks should be spent on the in-house employability skills training)</p>
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Following the initial 12 week period, attendance on the Pre-Apprenticeship programme component must be provided on the basis of 35 hours per week, of which a minimum of 14 hours per week is in-house, directed training, and a maximum of 21 hours is on work placement.

Weeks 13-52	Technical Training <ul style="list-style-type: none"> • Begin delivery of the relevant VRQ (one of the following qualifications): <ul style="list-style-type: none"> - City and Guilds Level 2 First Diploma in Travel and Tourism (Qual Ref: 100/3751/2); - Edexcel Level 2 BTEC First Diploma in Travel and Tourism (Qual Ref: 100/5673/7) - OCR Level 2 National Certificate in Travel and Tourism (Qual Ref: 100/4202/7) - NCFE Level 2 Certificate in Travel and Tourism (Qual Ref: 500/2234/9)
Weeks 13-52	Work Sampling Work placement with suitable Travel and Tourism Services: Business and Leisure related company*

* In the event that a participant is unable to find a work placement, in his/her occupational area, then the participant must continue in in-house, directed training for a minimum of 21 hours per week. However, where this is the case, a Supplier must provide robust evidence of its attempts to source a work placement, and must retain this evidence for inspection by the Department. Furthermore, where a suitable work placement is unavailable, the Training Supplier must build into the participant's personal training plan, the activities and outcomes that will be provided in-house, that will develop those skills and attributes which would otherwise have been gained in a work placement. This in-house "placement" should also contain an element of directed job-search activity.

4.1 Delivery Guidance: Assessment and Employability Skills Training

Under the Pre-Apprenticeship, participants must undergo a 12 week period of assessment and employability skills training, to determine their learning needs and to establish whether the Pre-Apprenticeship component is the appropriate component for training. A completed Personal Training Plan (PTP) must be submitted after a minimum of four weeks and before a maximum of 12 weeks from the start if provision. Where a PTP is submitted before the maximum of 12 weeks, then all remaining time during the initial 12 week period must be spent on employability skills training. The initial 12 week block must be delivered on a basis of a minimum of 21 hours in-house, directed training and a maximum of 14 hours work placement per week. Work placements must not begin until a full PTP has been agreed.

The following guidance is included to give delivery centres an idea of the components that should be covered during the initial period of employability training. This will invariably differ slightly from centre to centre, but delivery of the following main elements should ensure a degree of commonality.

Employment Responsibilities and Rights

The following checklist is designed to highlight the main points that should be covered regarding employment responsibilities and rights:

Laws affecting employment, the main ones being:

- The Employment Rights Act 1996
- The Employment Relations Act 1999
- The Employment Act 2002

Basic employee rights:

- Written statement of employment
- National minimum wage
- A safe and healthy work place
- Equal pay for equal work
- Protection from discrimination on the grounds of disability, religion, race, gender and sexual orientation
- Protection against unfair dismissal
- Parental leave and time off for family emergencies
- Guaranteed payments in respect of lay-off and short-time working
- Time off to fulfil trade union duties
- Notice of termination of employment
- Sick pay
- Protection of employment upon the transfer of a business
- No unlawful deductions from wages
- Redundancy pay
- Maternity pay
- Limits on working time
- Paid annual leave

Employment law requires that employees receive a statement of employment within two months of starting work. The statement of employment should contain:

- The name of your employer and your name
- The date your employment started
- Your job title and a summary of your duties
- The period of employment stating whether it's a permanent position
- The place of work
- How much you'll be paid, how often, and the method of payment; it should also include information such as travel allowances and any deductions from pay
- Hours of work
- Holiday entitlement
- Procedures for dealing with absence from work through illness, or for other reasons, and how to notify the employer if absent
- Details of pension scheme if applicable
- Details of how to terminate employment (for example, length of notice required by both you and your employer)
- Disciplinary rules and procedures, but these are usually contained in a separate document such as a staff handbook
- Grievance procedures, which again could be contained in a staff handbook

Information on the following items could also be included in the statement, or alternatively in a staff handbook:

- Appraisal arrangements
- Training and development
- Trade union membership
- Health and safety matters
- Maternity rights
- Redundancy policy
- Company vehicles
- Smoking policy

In addition, Employment Rights and Responsibilities should include:

Requirements and expectations of the pre-apprenticeship, introduction to the Travel and Tourism Services: Business and Leisure industry, customer care, statutory responsibilities and associated documentation, the apprentice's role in the organisation, familiarisation of the employer's organisation (where appropriate), career pathways/career development (UKSP), equality and diversity, sources of information and advice; principles, policies and codes of practice used by employers and how they relate to jobs in the industry; why there is a range of statutory laws relating to ERR; how to effectively access information and advice on ERR; types of representative bodies in the Travel and Tourism industry; issues of public concern, what to expect in your placement (where appropriate)

Essential Skills

The following guidance on Essential Skills is summarised from the DEL Training for Success Operational guidelines:

- Essential Skills in Communication and Application of Number must be delivered for all learners who do not have a valid exemption
- Learners who have achieved GCSEs grades A* - C in English and/or Mathematics; Irish Leaving Certificate (Grades A–C) in English or Mathematics at ordinary/standard level grades; or Key Skills/Essential Skills at a level required within five years prior to starting *Training for Success* will be exempt from Essential Skills training in Communication and Application of Number respectively
- Learners who have achieved GSCE grade D in English and/or Mathematics should be encouraged to work towards completing Level 2 Essential Skills training in Communication and Application of Number respectively
- Learners who have achieved GSCE grades E/F in English and/or Mathematics should be encouraged to work towards completing Level 1 Essential Skills training in Communication and Application of Number respectively
- Learners who have achieved GSCE grade G in English and/or Mathematics should be encouraged to work towards completing Entry Level 3 Essential Skills training
- Essential Skills training courses must be at least 40 hours duration per Essential Skill area

Health and Safety requirements

This element of the employability training should focus primarily on familiarising the learners with the main pieces of legislation and the regulations that are designed to keep people safe in the workplace – and, most importantly, how these regulations are applied in the workplace.

Learners should also be fully trained in safe manual handling, risk assessments, preventing accidents and ill health, first aid, work equipment, personal protective equipment, hazardous substances, electricity and fire prevention.

Sales Training

This element of the employability training should focus on the importance of selling, communication skills of effective selling and how to manage the negotiations process.

Conflict Management

This element of the programme should focus on understanding conflict, resolving conflict, preventing conflict and the use of effective communications skills in such situations.

Personal Skills for the Working Environment

The training aims outlined above should also be complemented by sessions which are specifically designed to prepare the learners for the reality of life in the working world. These sessions should include:

- self-confidence
- communication skills
- personal presentation skills and making a good impression
- time management
- team building
- attitudes and behaviours
- limits of responsibility
- taking initiative
- problem solving
- managing personal development
- interview skills
- improving and managing working relationships
- influencing skills

4.2 Delivery Guidance: Technical Training

The technical training element of the pre apprenticeship framework consists of one of the VRQs:

- City and Guilds Level 2 First Diploma in Travel and Tourism (Qual Ref: 100/3751/2);
- Edexcel Level 2 BTEC First Diploma in Travel and Tourism (Qual Ref: 100/5673/7)
- OCR Level 2 National Certificate in Travel and Tourism (Qual Ref: 100/4202/7)
- NCFE Level 2 Certificate in Travel and Tourism (Qual Ref: 500/2234/9)

It is recommended that delivery centres allow candidates to complete any core units before deciding upon which of the optional units to select.

4.3 Delivery Guidance: Work placement

Work placements in the occupational area chosen by the participant may not always be available. Where a Supplier cannot find a work placement in the participant's chosen occupational area, a work placement will be permitted in another area of the Hospitality and Catering sector that is related to the participant's chosen path. This will enable the participant to learn valuable transferable skills that can later be applied within his/her chosen occupational area. Furthermore, it should be built into a participant's personal training plan, the benefits and outcomes of any such alternative work placement.

Where no relevant work placement can be found for a participant, the participant must nevertheless continue in in-house, directed training for a minimum of 21 hours

per week. However, where this is the case, a Supplier must provide robust evidence of its attempts to source a work placement, and must retain this evidence for inspection by the Department. Furthermore, where a work placement of any kind is unavailable, the Training Supplier must build into the participant's Personal Training Plan, the activities and outcomes that will be provided in-house, that will develop those skills and attributes which would otherwise have been gained in a work placement. This in-house "placement" should also contain an element of directed job-search activity.

All work placements must be formalised through the completion of a training agreement between the learner, the delivery centre and the employer – outlining exactly what is required from each part during the duration of the placement. (Additional guidance on training agreements will be provided by DEL).

People1st recommends that initially only employers with a history of providing apprenticeships should be permitted to provide work placements.

Schemes of work should be developed to ensure that the content of the qualification being worked towards can be applied in the work placement.

4.4 Workplace Monitoring

The workplace monitoring element of the programme is to be delivered in line with the DELNI Operational guidelines for the 52 week Pre-Apprenticeship Component.

5. Progression

Upon successful completion of the Pre Apprenticeship framework, candidates should be ideally placed to progress onto full apprenticeship programmes in their preferred Travel and Tourism Services: Business and Leisure occupational area (details of these schemes are at Appendix 1). If suitable employment places cannot be secured, the nature of the qualifications and the employability training means that the skills attained can be transferred to other Travel and Tourism Services related occupational areas.

Completion of the Pre-Apprenticeship framework would also enable candidates to progress onto one of the following Travel and Tourism Services: Business and Leisure related qualifications:

- Full Level 2 NVQ in Travel and Tourism Services: Business and Leisure;

or for some candidates with the right assessed aptitude

- Level 3 NVQ in Travel and Tourism Services: Business and Leisure

6. Funding

The funding for this framework is to be taken from the DELNI operational guidelines for the 52 week Pre-Apprenticeship component, to be published August 2008.

**Appendix 1: Progression Routes
(People 1st NI Apprenticeship and Advanced Frameworks – Level 2 and 3)**

Summary of the Mandatory Outcomes

Framework Code

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Apprenticeship	Level	Advanced Apprenticeship	Level
NVQ(s) Travel and Tourism Services Leisure and Business	2	NVQ(s) Travel and Tourism Services Leisure and Business	3
Key Skills Application of Number Communication	1 1	Key Skills Application of Number Communication	2 2
Technical certificates(s) All apprentices to complete: Worldwide Travel and Tourism Destinations Additional Travel and Tourism Services And at least one of the following: UK Travel and Tourism Destinations Introduction to Business Travel Air Fares and Ticketing (IATA Level 1)	2 2 2 2 2	Technical certificate(s) All advanced apprentices to complete: Worldwide Travel and Tourism Destinations Travel Insurance And at least one of the following: UK Travel and Tourism Destinations Business Travel Practices Air Fares and Ticketing (IATA Level 2)	3 3 3 3

<p>Employment rights and responsibilities</p> <p>Induction covering workplace Employment Rights and Responsibilities</p> <p>Proof of the induction process having taken place will be required when claiming certification. The evidence for this will be an approved and signed copy of the Employment Rights and Responsibilities induction component, a copy of which can be obtained from People 1st</p>		<p>Employment rights and responsibilities</p> <p>Induction covering workplace Employment Rights and Responsibilities</p> <p>Proof of the induction process having taken place will be required when claiming certification. The evidence for this will be an approved and signed copy of the Employment Rights and Responsibilities induction component, a copy of which can be obtained from People 1st</p>	
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