

apprenticeship FRAMEWORK

Consumer Electrical and Electronic Products (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

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=FR03693

Issue date: 09 December 2015

Published by
SummitSkills

apprenticeship
FRAMEWORKS ONLINE
www.afo.sscalliance.org

CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

These changes relate to the Essential Skills and Employer Rights and Responsibilities requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 14th October 2016. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

Alternatives for Essential Skill qualifications

Foundation apprenticeships (Level 2): Where Essential Skills qualifications are specified in a foundation apprenticeship framework (Level 2), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade G (Level 1 equivalent); or
- b. O Level qualification in English language or literature to at least grade E; or
- c. A/AS Level qualification in English language or literature to at least grade E; or
- d. SCQF Level 4 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 4 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained are at Level 1 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade G (Level 1 equivalent); or
- b. O Level qualification in Mathematics to at least grade E; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 4 – Numeracy Core Skill (Graphical Information and using number); or
- e. SQA National 4 Mathematics ; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 1 or above.

Apprenticeships (Level 3): Where Essential Skills qualifications are specified in an apprenticeship framework (Level 3), the apprenticeship framework must specify as a Welsh certificate requirement, the acceptance of one of the following recognised proxy qualifications.

For Communication:

- a. GCSE or iGCSE qualification in English language or literature to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in English language or literature to at least grade C; or
- c. A/AS Level qualification in English or literature to at least grade E; or
- d. SCQF Level 5 – Communication Core Skills (Oral communication and written communication); or
- e. SQA National 5 English; or
- f. Functional Skills or Key Skills literacy qualifications in English provided the proxy qualification(s) attained is at Level 2 or above.

For Application of Number:

- a. GCSE or iGCSE qualification in Mathematics to at least grade C (Level 2 equivalent); or
- b. O Level Qualification in Mathematics to at least grade C; or
- c. A/AS Level qualification in Mathematics to at least grade E; or
- d. SCQF Level 5 – Numeracy Core Skill (Graphical information and using number); or
- e. SQA National 5 Mathematics; or
- f. Functional Skills or Key Skills numeracy qualifications in Mathematics provided the proxy qualification(s) attained are at Level 2 or above.

Higher Apprenticeships (Levels 4-7): Essential Skills requirements are as for an apprenticeship frameworks at Level 3.

CHANGES TO REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 14TH OCTOBER 2016

Employer Rights and Responsibilities (ERR)

The final modification to SASW is to Employer Rights and Responsibilities (ERR) which is no longer compulsory in frameworks. Please refer to the Employer Rights and Responsibilities section within the framework document to confirm specific requirements.

Additional Information

It should be noted that SASW has also been modified to reflect existing improvements to Essential Skills Wales Qualifications. These improvements to ESW qualifications were signalled by the revised names:

- Essential Skills Wales Communication is now Essential Communication Skills (still 6 credits in size)
- Essential Skills Wales Application of Number Skills is now Essential Application of Number Skills (still 6 credits in size)
- Essential Skills Wales Information Communication Technology Skills is now Essential Digital Literacy Skills (still 6 credits in size)

Whilst there have been some amendments to the content of ESW qualifications, the most significant change has been to the assessment methodology for these qualifications.

From 1 January 2016, all new starts have had to follow the revised Essential Skill qualifications.

The updated version of SASW, and guidance documents, can be accessed here:

<http://gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/providers/?lang=en&dgd>

Over the coming months, the Essential Skills section within AFO will be amended to reflect the SASW modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

Consumer Electrical and Electronic Products (Wales)

Contents

Framework summary	5
Framework information	7
Contact information	9
Revising a framework	10
Purpose of the framework	11
Entry conditions	13
Level 2: Foundation Apprenticeship in Consumer Electrical & Electronic Products	14
Pathway 1: Delivering and Installing	15
Pathway 2: Repairing Module Faults	23
Level 3: Apprenticeship in Consumer Electrical & Electronic Products	32
Pathway 1: Repairing Component Faults	33
Equality and diversity	42
On and off the job training	43
Wider key skills	46
Additional employer requirements	47

Framework summary

Consumer Electrical and Electronic Products

Foundation Apprenticeship in Consumer Electrical & Electronic Products

Pathways for this framework at level 2 include:

Pathway 1: Delivering and Installing

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 Diploma in Delivering and Installing Consumer Electrical Products

B2 - Level 2 Diploma in Delivering and Installing Consumer Electronic Products

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Pathway 2: Repairing Module Faults

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 Diploma in Repairing Module Faults in Consumer Electrical Products

B2 - Level 2 Diploma in Repairing Module Faults in Consumer Electronic Products

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Consumer Electrical and Electronic Products

Apprenticeship in Consumer Electrical & Electronic Products

Pathways for this framework at level 3 include:

Pathway 1: Repairing Component Faults

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 Repairing Component Faults in Consumer Electrical Products

B2 - Level 3 Diploma in Repairing Components Faults in Consumer Electronic Products

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

SummitSkills

The Apprenticeship sector for occupations in electrical and electronic servicing, plumbing, heating and building services (summarised as electrotechnical; plumbing, heating and ventilating; refrigeration and air conditioning).

Issue number: 2	This framework includes:
Framework ID: FR03693	Level 2 Level 3
Date this framework is to be reviewed by: 01/04/2020	This framework is for use in: Wales

Short description

Apprenticeships for occupations in the Consumer Electrical & Electronic Products Sector are designed to meet the industry's competence requirements.

This framework document contains two occupation pathways at two different levels:

Foundation Level 2 Framework

- Consumer Electrical & Electronic Products

The Foundation Level 2 framework provides an opportunity for new entrants to gain the skills and knowledge necessary for a career in an established industry, and for employers and apprentices to benefit from this structured learning and assessment programme.

Successful completion of this Foundation Level 2 framework reflect the ability to select and use relevant knowledge, ideas, skills and procedures to complete well defined tasks and address straightforward problems. They include taking responsibility for completing tasks and procedures, and exercising autonomy and judgement subject to overall direction or guidance. Successful candidates then have the option to further develop their skills, knowledge and

competence by progressing onto the Apprenticeship Level 3 framework.

Job roles

- Consumer Electrical & Electronic Products Installer
- Consumer Electrical & Electronic Products Module Faults Repairer

In order to demonstrate the industry recognised level of competence reflected by this Foundation Level 2 framework it is expected the minimum duration for its completion will be no less than 24 months.

Apprenticeship Level 3 Framework

- Consumer Electrical & Electronic Products

Progression into this framework is considered by employers to normally be for those who have already completed a Foundation Level 2 framework in Consumer Electrical & Electronic Products, or for individuals with comparable experience and knowledge. The structured learning and assessment programme of this framework will enhance the skills and knowledge of the entrant to the benefit of employers and apprentices alike.

Successful completion of this Apprenticeship Level 3 framework reflect the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that, while well defined, have a measure of complexity. They include taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgement within parameters. They also reflect awareness of different perspectives or approaches within an area of study or work.

Job roles

- Consumer Electrical & Electronic Products Component Faults Repairer

In order to demonstrate the industry recognised level of competence reflected by this Apprenticeship Level 3 framework it is expected the minimum duration for its completion will be no less than 24 months.

If applying Recognition of Prior Learning (RPL) for competence, knowledge or Essential Skills Wales then the Apprenticeship programme must be tailored to allow the apprentice to undertake new learning to a higher level and to develop new skills.

Contact information

Proposer of this framework

SummitSkills the Sector Skills Council for the Consumer Electrical & Electronic Products servicing industry has engaged with the Household Electrical & Electronic Services Training (HEEST) forum to ensure that the framework is fit-for-purpose. This strategic forum has a membership of employers, manufacturers, trade associations and training providers.

Developer of this framework

Name: Tony Beecher
Organisation: SummitSkills
Organisation type: Standard Setting Body
Job title: Learning & Development Programme Manager
Phone: 07834 868951
Email: tony.beecher@summitskills.org.uk
Postal address: Summit Skills Limited
Lincoln House
137-143 Hammersmith Road
London
W14 0QL
Website: www.summitskills.org.uk

Issuing Authority's contact details

Issued by: SummitSkills
Issuer contact name: Nigel Hollett
Issuer phone: 0207 3134890
Issuer email: enquiries@summitskills.org.uk

Revising a framework

Contact details

Who is making this revision: Tony Beecher
Your organisation: SummitSkills
Your email address: tony.beecher@summitskills.org.uk

Why this framework is being revised

As this framework is over 4 years old a review has taken place of any changes needed to this document and this includes new contact details for the developers and issuing authority to make sure the framework meets or exceeds the requirements of apprenticeships across the UK.

Summary of changes made to this framework

Contact details have been amended as those listed have left SummitSkills, changes made to ERR evidence requirements and additional progression opportunities

Qualifications removed

(no information)

Qualifications added

(no information)

Qualifications that have been extended

(no information)

Purpose of this framework

Summary of the purpose of the framework

This framework document is designed to provide new entrants with the opportunity to develop competencies that are needed to carry out job roles and responsibilities associated with Consumer Electrical and Electronic Products, including relevant:

- Technological requirements and changes
- Statutory and Non- Statutory Regulations & Requirements

It will also contribute towards meeting the skills priorities for Wales, highlighted in the following extract from 'The National Strategic Skills Audit for Wales; June 2011'

<http://www.ukces.org.uk/publications/nssa-wales-vol-1>

"The Audit highlights the growing importance of technicians, the importance of replacement demands with regard to intermediate jobs in more traditional areas (skilled trades, for example); and the persistence of skills shortages at this level, perhaps seeing only temporary moderation due to the recession. Moreover, skilled trades are expected to be a key part of the skills mix within emerging sectors with high productivity levels, including elements of advanced manufacturing."

The following job roles will be covered in the framework:

- Consumer Electrical & Electronic Products Installer
- Consumer Electrical & Electronic Products Module Faults Repairer
- Consumer Electrical & Electronic Products Component Faults Repairer

Aims and objectives of this framework (Wales)

The aim of these occupation frameworks is to ensure that the Foundation (Level 2) and Apprenticeship (Level 3) programmes deliver:

- The Skills and Knowledge required by the industry to achieve competence
- Job related skills that will be used in the working environment
- Transferable Skills
- Career progression

Employers have endorsed this programme as it delivers qualified competent employees and improves productivity and retention.

Further information can be found at www.summitskills.org.uk

Entry conditions for this framework

Although there are generally no nationally laid-down minimum entry or previous experience requirements to undertake the Foundation (Level 2) and Apprenticeship (Level 3) frameworks in the Consumer Electrical & Electronic Products, the following selection criteria may be used as guidance.

The programmes are likely to be suitable for individuals who:

- Have an aptitude for technical subjects and/or are practically minded
- Have an interest in technology
- Can demonstrate an ability to solve practical problems
- Have a portfolio of evidence of practical work experience, non-accredited courses, volunteering or have previously worked in the sector

A career in this industry will not only reward an apprentice's potential, but also offer opportunities to enhance their technical capability. The industry needs new entrants of appropriate ability and offers a varied and rewarding career in a challenging working environment.

Other selection criteria may include:

- Motivation to succeed
- Willingness to learn and apply that learning in the workplace/job role
- Enthusiasm and attitude to work
- Ability to demonstrate that they have the potential to achieve the qualifications which are part of the Foundation (Level 2) or Apprenticeship (Level 3) frameworks
- Ability to communicate effectively with a range of people
- Being numerate and literate
- Good colour vision to recognise colour coded wires and components
- Willingness to work in confined spaces
- Willingness to work unsociable hours
- Willingness to undergo a Criminal Records Bureau (CRB) check when required
- A Full Clean Driving Licence

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and complete either of the Foundation (Level 2) or Apprenticeship (Level 3) frameworks can be found in each individual occupation pathway.

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer.

Level 2

Title for this framework at level 2

Foundation Apprenticeship in Consumer Electrical & Electronic Products

Pathways for this framework at level 2

- Pathway 1: Delivering and Installing
- Pathway 2: Repairing Module Faults

Level 2, Pathway 1: Delivering and Installing

Description of this pathway

Delivering and Installing - Delivering and Installing Consumer Electrical & Electronic Products in premises - 58 credits

- 40 credits for either combined qualification
- 18 credits for Essential Skills Wales Communication, Application of Number & IT

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

Successful completion of this Foundation (Level 2) framework reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problems. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgement subject to overall direction or guidance.

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and complete the Foundation (Level 2) in Consumer Electrical & Electronic Products are:

- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government "Pathway to Apprenticeship" programme in Electrical Installation or Consumer Electrical and Electronic Products
- Essential Skills Wales or Key Skills in Communication and Application of Number and ICT at Level 2
- Completion of a 'Pathway to Apprenticeship' in Engineering & Plumbing
- GCSE grade A-D in each of the following:- a communication subject, maths and either a science or technical-based subject
- Level 1 GNVQs in relevant vocational/technical subjects
- A Level 1 'Access to Building Services Engineering' qualification

Job title(s)	Job role(s)
Consumer Electrical & Electronic Products Installer	Delivering and Installing Electrical & Electronic Products

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 Diploma in Delivering and Installing Consumer Electrical Products					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/6117/0	City & Guilds	40	390	N/A

B2 - Level 2 Diploma in Delivering and Installing Consumer Electronic Products					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/6118/2	City & Guilds	40	390	N/A

Relationship between competence and knowledge qualifications

This framework requires the completion of one of the combined qualifications B1a or B2a identified in the combined qualifications section above and detailed below.

Qualification Title - Level 2 Diploma in Delivering and Installing Consumer Electrical Products has the following units:

Knowledge Units

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 **Unit Credit Value 6**
- Environmental legislation for consumer electrical and electronic products H/504/1885 **Unit Credit Value 9**
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 **Unit Credit Value 9**

Knowledge Element = 24 credits

Competence Units

- Transporting and protecting consumer electronic and electrical products D/504/1884 **Unit Credit Value 7**
- Installing, testing and handing over of consumer electrical products K/504/1886 **Unit**

Credit Value 9

Competence Element = 16 credits

Qualification Title - Level 2 Diploma in Delivering and Installing Consumer Electronic Products has the following units:

Knowledge Units

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 ***Unit Credit Value 6***
- Environmental legislation for consumer electrical and electronic products H/504/1885 ***Unit Credit Value 9***
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 ***Unit Credit Value 9***

Knowledge Element = 24 credits

Competence Units

- Transporting and protecting consumer electronic and electrical products D/504/1884 ***Unit Credit Value 7***
- Installing, testing and handing over of consumer electronic products M/504/1887 ***Unit Credit Value 9***

Competence Element = 16 credits

Total for either qualification = 40 credits

For further qualification details refer to: <http://register.ofqual.gov.uk/> and search by the relevant qualification or unit number.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	1	6

Progression routes into and from this pathway

Progression routes into this pathway:

Applicants may come from a range of routes including:

- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government "Pathway to Apprenticeship" programme in Electrical Installation or Consumer Electrical and Electronic Products
- Work or work experience
- Training and/or experience which could include a portfolio showing what they have done
- Academic qualification(s) such as three GCSEs grades A-D in each of the following:- a communication subject, maths and either a science or technical-based subject
- Achievement of Key Skills or Essential Skills
- Level 1 GNVQs in relevant vocational/technical subjects
- A Level 1 'Access to Building Services Engineering' qualification

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer

Progression routes out of this pathway:

On successful completion of the Foundation (Level 2) Apprenticeship in Consumer Electrical & Electronic Products, an apprentice will have the skills, knowledge and qualifications to:

- Register on an appropriate Certification Scheme
- Progress to learning and assessment programmes that lead to relevant Level 3 qualifications and/or an Apprenticeship Level 3 in Consumer Electrical & Electronic Products
- Progress in their career with further training into such job roles as Technician, Designer,

Estimator, Workshop Supervisor/Manager, Sales Engineer or Commercial Manager

Further career guidance can be found at: www.summitskills.org.uk/careers

Employee rights and responsibilities

The Employee Rights and Responsibilities (ERR) elements identified below are likely to be achieved through an induction programme, in combination with either the Level 2 Diploma in Delivering and Installing Consumer Electrical Products (City & Guilds (600/6117/0) or the Level 2 Diploma in Delivering and Installing Consumer Electronics Products (City & Guilds (600/6118/2) into which they are integrated and signposted. The ERR elements will be evidenced by issuing a qualification achievement certificate plus the declaration consent form when claiming for the apprenticeship certificate.

The delivery and assessment of ERR must be designed so that the apprentice:

1. knows and understands 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 responsibilities and duties of employers.
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health and Safety and Equality and Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisations principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry

Level 2, Pathway 2: Repairing Module Faults

Description of this pathway

Repairing Module Faults - Repairing Module Faults in Consumer Electrical & Electronic Products in premises - 64 credits

- 46 credits for either combined qualification
- 18 credits for Essential Skills Wales Communication, Application of Number & IT

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

Successful completion of this Foundation (Level 2) framework reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address straightforward problems. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgement subject to overall direction or guidance.

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and complete the Foundation (Level 2) in Consumer Electrical & Electronic Products are:

- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government "Pathway to Apprenticeship" programme in Electrical Installation or Consumer Electrical and Electronic Products
- Essential Skills Wales or Key Skills in Communication and Application of Number and ICT at Level 2
- Completion of a 'Pathway to Apprenticeship' in Engineering or Plumbing
- GCSE grade A-D in each of the following:- a communication subject, maths and either a science or technical-based subject
- Level 1 GNVQs in relevant vocational/technical subjects

- A Level 1 'Access to Building Services Engineering' qualification

Job title(s)	Job role(s)
Consumer Electrical & Electronic Products Module Fault Repairer	Repairing Module Faults in Consumer Electrical & Electronic Products

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 Diploma in Repairing Module Faults in Consumer Electrical Products					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/6119/4	City & Guilds	46	440	N/A

B2 - Level 2 Diploma in Repairing Module Faults in Consumer Electronic Products					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/6120/0	City & Guilds	46	440	N/A

Relationship between competence and knowledge qualifications

This framework requires the completion of either of the combined qualifications B1a or B2a identified in the combined qualifications section above.

Qualification Title - Level 2 Diploma in Repairing Module Faults in Consumer Electrical Products which has the following:

Knowledge Units

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 **Unit Credit Value 6**
- Environmental legislation for consumer electrical and electronic products H/504/1885 **Unit Credit Value 9**
- Electrical principles for consumer electrical servicing M/504/1890 **Unit Credit Value 12**
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 **Unit Credit Value 9**

Knowledge Element = 36 credits

Competence Units

- Diagnosing modular faults and repairing consumer electrical products Y/504/1897 **Unit Credit Value 10**

Competence Element = 10 credits

Total Qualification = 46 credits

or

Qualification Title - Level 2 Diploma in Repairing Module Faults in Consumer Electronic Products which has the following:

Knowledge Units

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 **Unit Credit Value 6**
- Environmental legislation for consumer electrical and electronic products H/504/1885 **Unit Credit Value 9**
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 **Unit Credit Value 9**
- Electrical principles for consumer electronic servicing A/504/1892 **Unit Credit Value 12**

Knowledge Element = 36 credits

Competence Units

- Diagnosing modular faults and repairing consumer electronic products T/504/1888 **Unit Credit Value 10**

Competence Element = 10 credits

Total Qualification = 46 credits

For further qualification details refer to: <http://register.ofqual.gov.uk/Qualification/> and search by the relevant qualification or unit number

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	1	6

Progression routes into and from this pathway

Progression routes into this pathway:

Applicants may come from a range of routes including:

- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government 'Pathway to Apprenticeship' programme in Electrical Installation or Consumer Electrical and Electronic Products
- Work or work experience
- Training and/or experience which could include a portfolio showing what they have done
- Academic qualification(s) such as three GCSEs grades A-D in each of the following:- a communication subject, maths and either a science or technical-based subject
- Achievement of Key Skills or Essential Skills
- Level 1 GNVQs in relevant vocational/technical subjects
- A Level 1 'Access to Building Services Engineering' qualification

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer

Progression routes out of this pathway:

On successful completion of the Foundation (Level 2) Apprenticeship in Consumer Electrical & Electronic Products, an apprentice will have the skills, knowledge and qualifications to:

- Register on an appropriate Certification Scheme
- Progress to learning and assessment programmes that lead to relevant Level 3 qualifications and/or an Apprenticeship Level 3 in Consumer Electrical & Electronic Products
- Progress in their career with further training into such job roles as Technician, Designer,

Estimator, Workshop Supervisor/Manager, Sales Engineer or Commercial Manager

Further career guidance can be found at: www.summitskills.org.uk/careers

Employee rights and responsibilities

The Employee Rights and Responsibilities (ERR) elements identified below are likely to be achieved through an induction programme, in combination with either the Level 2 Diploma in Repairing Module Faults in Consumer Electrical Products (City & Guilds (600/6119/4) or the Level 2 Diploma in Repairing Module Faults in Consumer Electronic Products (City & Guilds (600/6120/0) into which they are integrated and signposted. The ERR elements will be evidenced by issuing a qualification achievement certificate plus the declaration consent form when claiming for the apprenticeship certificate.

The delivery and assessment of ERR must be designed so that the apprentice:

1. knows and understands 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 responsibilities and duties of employers.
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health and Safety and Equality and Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities
7. knows where and how to get information and advice on their industry, occupation, training and career;
8. can describe and work within their organisations principles and codes of practice;
9. recognises and can form a view on issues of public concern that affect their organisation and industry

Level 3

Title for this framework at level 3

Apprenticeship in Consumer Electrical & Electronic Products

Pathways for this framework at level 3

Pathway 1: Repairing Component Faults

Level 3, Pathway 1: Repairing Component Faults

Description of this pathway

Repairing Component Faults - Install, Service & Repair Consumer Electrical & Electronic Products in premises - 65 credits

- 47 credits for either combined qualification
- 18 credits for Essential Skills Wales Communication, Application of Number & IT

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

The Consumer Electrical & Electronic Products Industry would normally expect entry into this framework to be for those who have already successfully completed a Foundation (Level 2) Apprenticeship in Consumer Electrical & Electronic Products or for individuals with the experience and knowledge comparable with the requirements of that programme.

Examples of formal qualifications that can be used as an indication that an applicant has the potential to progress into and successfully complete the Apprenticeship (Level 3) in Consumer Electrical & Electronic Products are:

- Successful completion of a Foundation Apprenticeship in Consumer Electrical & Electronic Products
- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government "Pathway to Apprenticeship" programme in Electrical Installation or Consumer Electrical and Electronic Products
- GCSE grade A-C in each of the following:- a Communication subject, Maths and either a science or technical-based subject
- Essential Skills Wales or Key Skills in Communication and Application of Number and ICT at Level 2
- Level 2 GNVQs in relevant vocational/technical subjects
- Level 2 'Access to Building Services Engineering' qualification

Job title(s)	Job role(s)
Consumer Electrical & Electronic Products Component Faults Repairer	Service & Repair Component Faults in various properties

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 Repairing Component Faults in Consumer Electrical Products					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/6121/2	City & Guilds	47	510	N/A

B2 - Level 3 Diploma in Repairing Components Faults in Consumer Electronic Products					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B2a	600/6122/4	City & Guilds	47	510	N/A

Relationship between competence and knowledge qualifications

This framework requires the completion of either of the combined qualifications B1a or B2a identified in the combined qualifications section above and detailed below.

Qualification Title - Level 3 Diploma in Repairing Component Faults in Consumer Electrical Products has the following units:

Knowledge Units

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 **Unit Credit Value 6**
- Environmental legislation for consumer electrical and electronic products H/504/1885 **Unit Credit Value 9**
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 **Unit Credit Value 9**
- Electrical and electronic principles for consumer electrical servicing T/504/1891 **Unit Credit Value 12**

Knowledge Element = 36 credits

Competence Unit

- Diagnosing component faults and repairing consumer electrical products A/504/1889 **Unit**

Credit Value 11

Competence Element = 11 credits

or

Qualification Title - Level 3 Diploma in Repairing Component Faults in Consumer Electronic Products has the following units:

Knowledge Units

- Customer care procedures and techniques when dealing with consumer electrical and electronic products Y/504/1883 ***Unit Credit Value 6***
- Environmental legislation for consumer electrical and electronic products H/504/1885 ***Unit Credit Value 9***
- Health and Safety legislation, practices and procedures for consumer electrical and electronic products J/504/1894 ***Unit Credit Value 9***
- Electrical and electronic principles for consumer electronic servicing F/504/1893 ***Unit Credit Value 12***

Knowledge Element = 36 credits

Competence Units

- Diagnosing component faults and repairing consumer electronic products L/504/1895 ***Unit Credit Value 11***

Competence Element = 11 credits

Total for either qualification = 47 credits

For further qualification details refer to: <http://register.ofqual.gov.uk/> and search by the relevant qualification or unit

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	2	6
Application of numbers	2	6
IT	2	6

Progression routes into and from this pathway

Progression routes into this pathway:

Applicants may come from a range of routes including:

- Successful completion of an Foundation (Level 2) Apprenticeship in the Consumer Electrical & Electronic Products Sector
- Welsh Baccalaureate Foundation Diploma
- Completion of a Welsh Government 'Pathway to Apprenticeship' programme in Electrical Installation or Consumer Electrical and Electronic Products
- Work or work experience
- Training and/or experience which could include a portfolio showing what they have done
- Academic qualification(s) such as three GCSEs grades A-C in each of the following:- a communication subject, maths and either a science or technical-based subject
- Achievement of Key Skills or Essential Skills at Level 2
- Level 2 GNVQs in relevant vocational/technical subjects
- A Level 2 'Access to Building Services Engineering' qualification

No individual should be refused access to an initial assessment on the basis of educational qualifications alone. The ultimate responsibility for selection will rest with the individual employer.

Progression routes out of this pathway:

On successful completion of the Apprenticeship (Level 3) in Consumer Electrical & Electronic Products, an apprentice will have the skills, knowledge and qualifications to:

- Take a relevant Trade Test to demonstrate competence to work in other UK countries
- Register on an appropriate Certification Scheme
- Progression to relevant Level 4/5 qualifications e.g. Level 4 Building Services Engineering

Technology & Project Management, Higher National Certificate in Construction and the Built Environment or Foundation Degree in Building Services Engineering

- Develop further skills in specific Commercial & Industrial repair work
- To progress in their career with further training into job roles such as Technician, System Designer, Estimator, Site/Workshop Supervisor/Manager, Sales Engineer or Commercial Manager

Further career guidance can be found at: www.summitskills.org.uk/careers

UCAS points for this pathway: N/A

Employee rights and responsibilities

The Employee Rights and Responsibilities (ERR) elements identified below can be achieved through an induction programme, in combination with either the City & Guilds (600/6121/2) Level 3 Diploma in Repairing Component Faults in Consumer Electrical Products or the City & Guilds (600/6122/4) Level 3 Diploma in Repairing Component Faults in Consumer Electronic Products qualification into which they are integrated and signposted. The ERR elements will be evidenced by issuing a qualification achievement certificate plus the declaration consent form when claiming for the apprenticeship certificate.

The delivery and assessment of ERR must be designed so that the apprentice:

1. knows and understands 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 responsibilities and duties of employers;
2. knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health and Safety, and Equality and Diversity training must be an integral part of the apprentice's learning programme;
3. knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. understands the role played by their occupation within their organisation and industry;
5. has an informed view of the types of career pathways that are open to them;
6. knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities;
7. knows 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. recognises and can form a view on issues of public concern that affect their organisation and industry

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

How equality and diversity will be met

The nature of the work means that the Consumer Electrical and Electronic Products Industry is not a traditional career choice for women, but women do qualify and work successfully in the industry and this is encouraged. We are continuing to work with the UK Resource Centre for Women in Science, Engineering and Technology and the Platform 51 (formerly YWCA) to promote the opportunities for women working within the building services engineering sector.

SummitSkills will have overall responsibility for the development and review of the framework and for monitoring equality of opportunity, primarily by the analysis of the National Apprenticeship Service data.

There should be open recruitment of apprentices who meet the selection criteria, regardless of gender, ethnic origin, religion/belief, sexual orientation or disability .

All partners involved in the delivery of the apprenticeship and employers must be committed to a policy of equal opportunities and must have a formal equal opportunities policy and procedure in place. Employers/providers must be able to demonstrate that there are no overt or covert discriminatory practices in selection and employment. All promotional, selection and training activities must comply with relevant legislation such as the Equality Act 2010.

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

Providers will monitor equality of opportunity practice and procedures within their own organisation and take positive action when necessary. It is also recommended that employers/providers conduct an exit interview if the apprentice leaves the programme before completion.

On and off the job training (Wales)

Summary of on- and off-the-job training

Overview of FOUNDATION Pathways - (either will meet the requirements of the Foundation (Level 2) Apprenticeship)

Delivering & Installing

Competence Qualification Total - 390 hrs (Knowledge Element 230 hrs + Competence Elements 160 hrs)

Essential Skills (ES) - 135 hrs (notional value of 45 hrs per ES x 3, which can be offset if previously completed)

Mentoring - 184 hrs (based on 46 wks x 2 hrs per full year over 24 months)

Minimum total Training Hours for this framework is 709 hrs

Repairing Module Faults

Competence Qualification Total - 440 hrs (Knowledge Element 340 hrs + Competence Elements 100 hrs)

Essential Skills (ES) - 135 hrs (notional value of 45hrs per FS x 3, which can be offset if previously completed)

Mentoring - 184 hrs (based on 46 wks x 2 hrs per full year over 24 months)

Minimum total Training Hours for this framework is 759 hrs

Overview of Apprenticeship Level 3 pathway - Repairing Component Faults

Competence Qualification Total - 510 hrs (Knowledge Element 410 hrs + Competence Elements 100 hrs)

Essential Skills (ES) - 135 hrs (notional value of 45hrs per ES x 3, which can be offset if previously completed)

Mentoring - 184 hrs (based on 46 wks x 2 hrs per full year over 24 months)

Minimum total Training Hours for this framework is 829 hrs

In addition to these hours we would encourage further practice take place in the work place as

Apprenticeships should normally require employment of at least 30 hrs per week as part of their Apprenticeship Agreement.

Training Hours must be delivered during contracted working hours under an Apprenticeship Agreement, or during a qualifying period ending on the date of application for a certificate.

All Training Hours must:

- be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager
- allow training support via a tutor, teacher, mentor or manager

Some of these hours may be offset through Recognition of Prior Learning (RPL) of suitable qualifications and demonstrable experience.

Off-the-job training

Foundation Level 2 Apprenticeship Pathways - (either will meet the requirements of the Foundation Apprenticeship)

Delivering & Installing - Minimum total off-the-job Training Hours is 525 hrs over 24 months

- Yr 1 - 263 hrs
- Yr 2 - 262 hrs

Repairing Module Faults - Minimum total off-the-job Training Hours is 575 hrs over 24 months

- Yr 1 - 288 hrs
- Yr 2 - 287 hrs

Apprenticeship Level 3

Repairing Component Faults - Minimum total off-the-job Training Hours is 645 hrs over 24 months

- Yr 1 - 323 hrs
- Yr 2 - 322 hrs

How this requirement will be met

Training Hours will be achieved through clear and specific outcomes which contribute directly to the successful achievement of the framework and these may include accredited and non-accredited elements of the framework.

Training Hours will be delivered through one or more of the following methods: individual and

group teaching; e-learning; distance learning; coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.

All Training Hours delivery to take place during contracted working hours & whilst working under an Apprenticeship Agreement.

This will be evidenced by training provider attendance statistics and assessment reports.

On-the-job training

Minimum total on-the-job Training Hours for each pathway is 184 hrs over 24 months

- Yr 1 - 92 hrs
- Yr 2 - 92 hrs

These are the minimum number of Training Hours that should be allocated for the apprentice to gather evidence in accordance with the requirements of the competence qualification and mentoring.

How this requirement will be met

Training Hours will be achieved through clear and specific outcomes which contribute directly to the successful achievement of the framework and these may include accredited and non-accredited elements of the framework.

Training Hours will be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.

All Training Hours delivery to take place during contracted working hours & whilst working under an Apprenticeship Agreement.

This will be evidenced by qualification assessment records and reports.

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

There is no requirement for apprentices to provide evidence they have achieved the Wider Key Skill of **Improving own learning and performance**. However, it should be noted that the content, delivery and assessment of the combined qualifications within the Foundation (Level 2) and Apprenticeship (Level 3) frameworks will provide an opportunity for the apprentice to demonstrate they have the ability, to improve their own learning and performance in the work place and training environment

Working with others

There is no requirement for apprentices to provide evidence they have achieved the Wider Key Skill of **Working with others**. However, it should be noted that the content, delivery and assessment of the combined qualifications within the Foundation (Level 2) and Apprenticeship (Level 3) frameworks will provide an opportunity for the apprentice to demonstrate they have the ability, to work with others in the work place and training environment.

Problem solving

There is no requirement for apprentices to provide evidence they have achieved the Wider Key Skill of **Problem Solving**. However, it should be noted that the content, delivery and assessment of the combined qualifications within the Foundation (Level 2) and Apprenticeship (Level 3) frameworks will provide an opportunity for the apprentice to demonstrate they have the ability, to solve theoretical and practical problems in the work place and training environment.

Additional employer requirements

Although not a requirement for issuing an “Apprenticeship Completion Certificate”, employers in the building services engineering sector **encourage** organisations that are delivering a learning and assessment programme for this Apprenticeship (Level 3) Framework to integrate the ***Level 3 Award in the Fundamental Principles and Requirements of Environmental Technology Systems*** (eg City & Guilds 600/4282/5, BPEC 600/6377/4, EAL 600/0665/1, LCL 600/6377/4 or ProQual 600/6253/8; credit value 2, GLH 15) into their delivery models.

Matching qualifications from other Awarding Organisations may intermittently become available on the OFQUAL Register and this framework document will be updated bi-annually to reflect suitable qualifications at that time. It should be noted that the delivery of this qualification **may** not attract funding.

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org