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**CBT MODERN APPRENTICESHIP   
SERVICE LEVEL AGREEMENT**

Modern Apprenticeship funding is classed as a contribution towards the delivery of Scottish Vocational Qualifications (SVQs). An employer contribution is required and amounts will vary, dependant on the qualification undertaken and the age category of the learner. CBT’s MA Contribution Table is made available to all prospective employers wishing to access Skills Development Scotland MA funding.

CBT has three main models of delivery for SVQs to fulfil employer expectations:

* **One to one delivery**:  
  CBT Assessors meet with learners in their workplace on a regular basis to assess their competence in their role and support them to build a high quality portfolio of evidence
* **Workshop delivery**:  
  This is a streamlined delivery for groups of up to six people. Learner groups meet with the Assessor either in their workplace, or at our training centre facility at Bellshill. This delivery requires several full day sessions for up to six months.
* **E-Portfolio**:  
  This mode of delivery works particularly well for learners at higher levels or in remote areas.

**Please see our website www.cbtltd.net for further details**

Prior to induction, Assessors will carry out interviews with prospective learners, to ascertain length of service, suitability and commitment to gaining the qualification.

1. **Parties to the contract:**

**Service Provider:** **Client:**

Competence Based Training Ltd T/A CBT

256 Main Street

Bellshill

ML4 1AB

1. **Duration of the Agreement:**

All learners are expected to achieve their qualification within 12 months, unless there are extenuating circumstances.

Some higher levels of qualification may take up to 18 month delivery

1. **Description of Service contracted:**
2. All learners will be registered with our awarding body SQA within 8 weeks of beginning their award
3. CBT will provide Assessors for........................ for the duration of the qualification
4. CBT Assessors require each learner to be available for approximately 1.5 / 2 hours per visit on a 3 / 4 weekly basis. This may be extended from time to time if a learner requires additional support.
5. Workshop delivery (if relevant) will be from 10am – 4pm
6. Employers are required to give learners regular access time for E-Portfolio and Assessor observations
7. During this time the learner’s portfolio will be subject to CBT internal quality assurance checks where internal verification will take place regularly
8. Learners’ portfolios must be made available if requested by the SQA External Verifier for External Verification.
9. Electronic learner feedback forms will be sent to management on a monthly basis.
10. **In order for successful completion of the SVQ it is essential that:**

CBT Assessors will require commitment from the managers and they must make themselves available to meet with CBT staff as required. Learner attendance is mandatory.

1. Learners recruited on to the programme must have a minimum of 3 months experience, but preferably 6 months
2. Learners have had all necessary mandatory training required prior to the beginning of the SVQ Programme
3. Employers must ensure an internal Mentor is in place to support learners during their apprenticeship
4. Learners are required to meet the Unitary Standard requirements. Where additional training is required, employers must agree to address this
5. Learners complete all necessary tasks requested by their assessor in the time frame stated

Employers should endeavour to take steps to ensure that the recruitment process is fair and transparent, free from prejudice and bias, in line with the Equality Act 2010. All managers will be invited to participate at all stages from induction to completion. Both interim and final evaluations will be requested from employers.   
  
Learners who fail to attend meetings and/or submit work, will be removed from the MA programme. Learners on workshop delivery must endeavour to attend all training days. Contingency planning will allow 2 further days offered to support learners as required.

Should our Assessor be unavailable for any reason, CBT will strive to provide another Assessor If this is not possible and a session is missed, completion dates will be extended and CBT will bear the cost.

Both parties must keep each other advised of any special requirements applicable to the provision of the SVQ.

1. **Pricing**

Registration & Certification fees are mandatory by the employer. Core Skill units and technical apprenticeship units (Level 4), will also be charged. This amount varies, dependant on prior achievement.

Any learner who fails to keep an appointment with their Assessor, unless there is a valid reason, may be charged £50.00 plus VAT per visit

1. **Payment Terms**

By arrangement, and will include VAT

**Recruitment Policy:**

In April 2011, the Public Sector Equality Duty (PSED) came into force. The PSED was created under the Equality act 2010.

Requirements of PSED:

* Eliminating discrimination
* Advancing equality of opportunity
* Foster good relations with groups of people with protected characteristics

How this affect employers:

* Contracting with SDS has legal and moral obligations to improve the representation of disabled groups, people from ethnic minority backgrounds, and to address gender segregation in particular framework grouping of MAs.
* When putting forward MAs with CBT, please consider some of the protected characteristics: age, disability, race, gender reassignment, religion & beliefs, sexual orientation, and sex.

**Recruitment:** Please ensure discrimination plays no part when selecting learners, and that your ethical practices are fully inclusive.

**Consider culture**: Diversity in the workforce brings creativity. Research has shown that organisations with a diverse workforce are more creative, innovative and dynamic.

**Retention:** When recruiting MAs, consider the length of service, experience, and abilities of the prospective learner, to ensure the correct level of qualification for each individual.

**Employer commitment:** CBT require their employers to be fully involved in the progress of their staff throughout the Modern Apprenticeship. We require employers to demonstrate unbiased collaboration with the visiting assessors, and show a willingness to embrace the needs of their workforce, and the processes attached to delivery of SVQs.

**Employers must show that they are meeting their obligations under the Equality Act 2010, and working cohesively to create a more diverse and inclusive workplace. In order to comply with the requirements of Skills Development Scotland, CBT may request to view the Employer’s Recruitment and Equalities Policies, especially where there are high volumes of early leavers.**

Further information regarding the Equality Act 2010 can be viewed at:

[www.gov.uk/guidance/equality-act-2010-guidance](http://www.gov.uk/guidance/equality-act-2010-guidance)

**GDPR Compliance:**

When you use our services, you’re trusting us with your information. We understand this is a big responsibility and work hard to protect your information and put you in control.

Our Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can update, manage, export, and delete your information.

You can read our privacy policy on our website [www.cbtltd.net](http://www.cbtltd.net)

SIGNED ON BEHALF OF CBT SIGNED ON BEHALF of:

Print Name: Print Name:

DATE: DATE:

