

apprenticeship FRAMEWORK

Emergency Fire Service Operations (Wales) - non-statutory

Published by
Skills for Justice (fire and rescue
services etc)

apprenticeship
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Emergency Fire Service Operations (Wales) - non-statutory

Information on the Publishing Authority for this framework:

Skills for Justice (fire and rescue services etc)

The Apprenticeship sector for occupations in fire and rescue services, policing and law enforcement, custodial care, courts service, prosecution service, forensic science (also includes Maritime, Legal Services, Youth Justice, Probation/Offender Management, Community Justice).

Issue number: 1	This framework includes:
Framework ID: FR00385	Level 3
Date this framework is to be reviewed by: 01/04/2016	This framework is for use in: Wales

Short description

This framework is for Firefighters from a Fire and Rescue Service. Firefighters respond to emergency situations and rescue life and property from all types of incidents. They also make an area safer by minimising the risks, including the social and economic costs, caused by fire and other hazards. This is a Level 3 framework which will allow Firefighters to build the knowledge and skills needed to perform their job role competently.

Contact information

Proposer of this framework

This framework is published by Skills for Justice on a non-statutory basis prior to the designation of Issuing Authorities for Wales. A number of Fire and Rescue Services across Wales proposed this framework to promote high standards across the service.

Developer of this framework

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Purpose of this framework

Summary of the purpose of the framework

This framework is designed to develop an apprentice's skills, knowledge and understanding. Firefighters must be physically and mentally prepared as their role can, at times, be very demanding.

The purpose of this framework is to create a comprehensive package of training to ensure that trainees within the Fire Service have the required level of knowledge, understanding and skills to become competent in their role. This framework will address current and future workforce challenges, specifically serving to:

- improve transferability
- maintain high levels of motivation of staff
- retain talent and experience
- become more effective

The Fire and Rescue sector aims to attract more women and people from BME groups into the sector and to upskill the existing workforce and has the following targets*:

- By 2013, a minimum of 15 per cent of new entrants to the operational sector to be women
- By 2013 recruitment of minority ethnic staff across the whole organisation to be at the same percentage as the minority ethnic representation in the local working population

**Information from Communities and Local Government (2008), Fire and Rescue Service Equality and Diversity Strategy 2008-2018*

The vision is for the Justice and Community Safety sectors to have frameworks of flexible qualifications for all staff that meet the skills priorities for the sectors, which adds value and offers opportunities for career progression and transfer to other roles across the sectors. This Apprenticeship has been updated with the help of employers in Fire and Rescue to include the new qualifications for Firefighters working in Fire and Rescue Services to meet their skills needs and professionalise the service.

This framework is set at Level 3 and is aimed at both new and existing Firefighters. Apprentices will be expected to carry out a variety of duties including working closely with the local community to increase their level of safety awareness in order to help prevent fires and other incidents occurring in the first place. Apprentices will promote fire safety and fire safety standards in public and commercial premises by acting and advising on all matters, relevant to their role, relating to the protection of life and property from fire and other risks. Lectures,

exercises, practice drills and other forms of training are an integral and ongoing part of their role.

This Apprenticeship will also contribute to meeting the skills priorities for Wales by:

- providing flexible access to a high quality Level 3 skills programme, as a real alternative to academic qualifications, for those who prefer this style of learning and achievement
- incorporating skills to improve the levels of general literacy, numeracy and ICT in Wales
- using technical and competence qualifications, valued by employers, to help their businesses grow
- developing apprentices' employability skills, making them more attractive to all employers whichever career they choose
- providing a career pathway into jobs and training at higher levels, to provide the skills which the economy needs to grow
- building on the existing quality learning provision for the Justice & Community Safety sector in Wales

Aims and objectives of this framework (Wales)

Aim:

To create a nationally approved Apprenticeship framework, combining skills and knowledge, that provides a work based route to competence in the Emergency Fire and Rescue Services. The framework will help to standardise the skills of Firefighters, improving transferability between services.

Objectives:

- to formally recognise learning and development
- to promote standardisation of learning and development
- to improve transferability opportunities of skills and staff
- to promote high standards of training

Entry conditions for this framework

The following skills and attributes are essential to apprentices in this occupation:

- motivation to succeed
- willingness to learn and apply that learning in the workplace
- ability to communicate effectively with a range of people
- ability to work in a team environment
- ability to achieve operational physical fitness

Firefighters often work under a shift based system; so an apprentice must be prepared to work

days, nights, weekends and bank holidays as required.

The following are not entry conditions for this framework but are included for information as these are likely to be the conditions set by Fire and Rescue employers to gain employment as a Firefighter:

Applicants will be put through a range of ability tests including psychological tests to assess their ability to process information, problem solve and work with numbers. There may be a questionnaire to assess their personal qualities and attributes. Applicants also have to complete numerous physical tests which assess their physical competence and their confidence and ability to follow instructions.

Due to the high-risk nature of the work applicants to Fire and Rescue Services may be required to reach the age of 18 years or over before undertaking operational duties. Applicants usually have to complete a declaration of any criminal convictions that are unspent (under the Rehabilitation of Offenders Act 1974) and also pass a medical.

Rules to avoid repeating qualifications

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are no relaxations or proxies for any qualifications specified in a framework in the Specification of Apprenticeship Standards for Wales (SASW); however, providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace.

Essential Skills Wales:

- If applicants already have GCSEs in English and Maths they still have to do the Essential Skills Wales (ESW), at the relevant level as these are new qualifications and proxies do not exist
- Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales however, apprentices can be encouraged to complete ESW at a higher level if appropriate

Knowledge qualifications:

- If applicants have already achieved the Level 3 KNOWLEDGE qualification before starting their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved

this qualification within five years of applying for the Apprenticeship certificate. For example, they may have already achieved the KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework

Competence qualifications:

- If applicants have already achieved the Level 3 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within five years of applying for the Apprenticeship certificate and they will still have to demonstrate competence in the workplace

Prior experience:

- Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework

Initial Assessment:

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

Level 3

Title for this framework at level 3

Apprenticeship in Emergency Fire Service Operations

Pathways for this framework at level 3

Pathway 1: Emergency Fire Service Operations

Level 3, Pathway 1: Emergency Fire Service Operations

Description of this pathway

Emergency Fire Service Operations (in the Community)

The total number of credits that an apprentice must attain on the Qualifications and Credit Framework (QCF) for the pathway is **94**. This is achieved through completion of the Knowledge, Competence and Transferable Skills qualifications.

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

There are no additional entry requirements for this pathway. General entry requirements are specified in the general entry conditions section.

Job title(s)	Job role(s)
Firefighter	Respond to emergencies and rescue life and property from all types of incidents. Make an area safer by minimising the risks caused by fire and other hazards. Work closely with the local community to help prevent fires and other incidents occurring.

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Emergency Fire Services Operations in the Community					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	501/2320/8	EDEXCEL	37	209	N/A

Knowledge qualifications available to this pathway

K1 - BTEC Level 3 Diploma in Emergency Fire and Rescue Services Operations in the Community					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0698/5	EDEXCEL	39	180	N/A

Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1a provides the underpinning knowledge and understanding for C1a.

ICT is included in the framework as mandatory at a minimum of Level 1. ICT at Level 2 is not relevant to the effective performance of the roles within this pathway.

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 into this pathway

Progression into this pathway can be from a variety of routes including:

- direct entry from a school, college or other training programme
- direct entry from another occupation
- direct entry from young Firefighter schemes
- direct entry for existing Firefighters
- those who are not currently in education, employment or training
- training and qualifications such as Welsh Baccalaureate with Principal Learning Qualification in Public Services or BTEC Level 2 Award/Certificate/Diploma in Fire and Rescue Services in the Community

Progression from this pathway:

Jobs:

Progression from this pathway, with further experience/training, may be into more senior roles within Fire and Rescue Services, for example:

- Crew Manager
- Watch Manager
- Section Manager
- Group Manager
- Area Manager
- Brigade Manager

Progression from this pathway may also be into other roles within the Justice and Community Safety sector, for example; Police Officer, Police Community Support Officer (PCSO).

Further training and qualifications:

Progression within the Fire Service will involve Firefighters expanding and extending their occupational knowledge into areas and qualifications such as:

- Leadership
- Management
- Command
- Community Safety
- Fire Safety
- Learning & Development
- Other professional qualifications

The achievement of the qualifications within the framework will offer entry opportunities into Higher Education.

For more information on careers see the Skills for Justice website at: www.skillsforjustice.com/careers.asp

UCAS points for this pathway: N/A

Delivery and assessment of employee rights and responsibilities

Employee Rights and Responsibilities (ERR) is a mandatory part of all Apprenticeships. All apprentices must understand their rights and responsibilities with regards to equal opportunities and health and safety. It is important that all apprentices receive a thorough induction into their organisation. This induction can contribute evidence and examples towards meeting the requirements for ERR. The Skills for Justice Workbook for Apprentices must be completed as part of this Apprenticeship framework. The apprentice must gather evidence and complete the workbook under the supervision and guidance of their assessor/manager.

The course of training in ERR must be designed so that the apprentice:

- knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers
- knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme
- 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
- understands the role played by their occupation within their organisation and industry
- has an informed view of the types of career pathways that are open to them
- knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities
- knows where and how to get information and advice on their industry, occupation, training and career
- can describe and work within their organisation's principles of conduct and codes of practice
- recognises and can form a view on issues of public concern that affect their organisation and industry

How to meet the requirements for ERR:

A declaration must be signed and dated by the apprentice, learning provider and employer to confirm that the apprentice has covered the target areas and criteria.

Evidence of achievement of ERR:

The declaration, in Appendix A of the Workbook for Apprentices, must be returned to Skills for Justice with the certificate claim form, on completion of the Apprenticeship framework.

For a copy of the Skills for Justice Workbook for Apprentices, please see the following link: www.skillsforjustice.com/template01.asp

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

How equality and diversity will be met

A key concern of the sector is that it does not reflect the community it serves.

- Black and Minority Ethnic (BME) groups and women are currently under represented as Firefighters. Within Fire and Rescue the workforce is 96.1% male and 96.3% white. The general make up of the wider workforce in the Justice and Community Safety sectors is around 53% male and 95% white.
- over half of the Justice and Community Safety Sectors workforce is between the age of 35 and 54 and around 12% are aged over 55.

Likely reasons which have contributed to this imbalance include:

- a perception of the sector as high risk, and a perceived lack of career opportunities may be limiting the number of applicants
- people wishing to enter the sector are often unaware of the breadth of opportunity and different roles that the Justice and Community Safety sectors offer, as well as the scope of career pathways from these roles, in particular the ways in which they could enter one area of the Justice/Community Safety sector by transferring skills gained in another area
- lack of an Apprenticeship route which offers a high quality standardised programme of training and development within Fire and Rescue Services and across the wider Justice and Community Safety sectors
- stereotypical views of the Fire and Rescue Service as a white, male dominated workforce
- vacancies are sometimes advertised in areas where there are little or no BME communities

In order to address these issues, awareness of Fire and Rescue Services as a profession is being raised through:

- producing careers information, advice and guidance including, career progression pathways and case studies
- raising awareness to encourage people from under-represented groups to consider the Fire and Rescue Service as a career
- development of Apprenticeships to create progression routes into and from occupations within Fire and Rescue Services

Visit the careers website for the Justice Sector at: www.skillsforjustice.com/careers.asp

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

Training providers and employers MUST comply with the Equality Act 2010 to ensure that

applicants are not discriminated against in terms of entry to and promotion within, the industry, using the 9 protected characteristics of:

1. age
2. disability
3. gender
4. gender reassignment
5. marriage and civil partnerships
6. pregnancy and maternity
7. race
8. religion and belief
9. sexual orientation

Skills for Justice will monitor take up and achievement of all Apprenticeships in the Justice and Community Safety sectors as part of its Apprenticeship Strategy and take steps to address any barriers to take up and achievement as part of its Sector Qualifications Strategy.

On and off the job training (Wales)

Summary of on- and off-the-job training

Total on and off the job training hours for this framework:

Emergency Fire Service Operations pathway - **606 hours** (minimum)

Off the job training:

Off the job training must be received whilst working under an Apprenticeship agreement. Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the apprentice.

The amount of off the job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off the job hours for this framework can be verified for Apprenticeship certification.

Previous attainment:

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications.

For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Apprenticeship certificate.

Previous experience:

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised. To count towards Apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF "Recognition of Prior Learning" procedures and the hours recorded may then count towards the off the job hours required to complete the Apprenticeship.

For apprentices with prior un-certificated learning experience, the off the job learning must have been acquired within 5 years of application for the Apprenticeship certificate or they must have been continuously employed in the relevant job role in the industry for 2 years.

On the job training:

On the job training must be received whilst working under an Apprenticeship agreement.

Previous attainment and experience:

On the job training hours may vary depending on previous experience and attainment of the apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or Recognition of Prior Learning (RPL procedures as off the job above). The amount of on the job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of on the job hours for this framework can be verified for Apprenticeship certification.

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an apprentice can claim towards the on the job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the apprentice's learning programme should include "customisation". Training providers are encouraged to identify additional on the job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning (QALL) through a Credit and Qualifications Framework for Wales (CQFW) recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skill or other competency-based qualifications/units relevant to the workplace. For apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Apprenticeship certificate or have been continuously employed in the industry for 2 years.

Firefighters require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

Certification:

Providers will be responsible for ensuring that the minimum requirement for on the job training has been met when applying for Apprenticeship certificates. For more information on certification see the following link: www.skillsforjustice.com/default.asp

Off-the-job training

Off the job training is defined as time for learning activities away from normal work duties.

Off the job training hours for this framework:

The total amount of off the job training required to complete this framework is as follows:

Emergency Fire Service Operations pathway – **397 hours** (minimum)

How this requirement will be met

Emergency Fire Service Operations pathway:

The requirement for off the job training is calculated as follows:

- 180 hours Level 3 BTEC Diploma in Emergency Fire and Rescue Services Operations in the Community
- 60 hours Level 2 Essential Skill in Application of Number
- 60 hours Level 2 Essential Skill in Communication
- 60 hours Level 1 Essential Skill in ICT
- 10 hours appraisals related to this Apprenticeship programme
- 15 hours for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 12 hours minimum for mentoring

Off the job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- 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 and induction

Evidence of off the job training - Emergency Fire Service Operations pathway:

- Level 3 BTEC Diploma in Emergency Fire and Rescue Services Operations in the Community
- Level 2 (or higher) Essential Skills Certificates for Application of Number and Communication
- Level 1 (or higher) Essential Skills Certificate for ICT
- Completion of the declaration in Appendix A of the Skills for Justice Workbook for Apprentices which confirms that requirements for on and off the job training have been met (please see the section on ERR for more details about the workbook)
- Coaching and mentoring record, log or diary - not required at certification

On-the-job training

On the job training is defined as skills, knowledge and competence gained within normal work duties.

On the job training hours for this framework:

The total amount of on the job training required to complete this framework is as follows:

Emergency Fire Service Operations pathway – **209 hours** (minimum)

How this requirement will be met

Emergency Fire Service Operations pathway:

The requirement for on the job training is calculated as follows:

- 209 hours Level 3 NVQ Diploma in Emergency Fire Services Operations in the Community

On the job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager
- be delivered during contracted working hours
- be delivered through one or more of the following methods: individual and group teaching, e-learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers
- be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer. These records of hours may need to be submitted to the Certifying Authority when applying for an Apprenticeship completion certificate.

Evidence for on the job training:

- Level 3 NVQ Diploma in Emergency Fire Service Operations in the Community
- Completion of the declaration in Appendix A of the Skills for Justice Workbook for Apprentices which confirms that requirements for training hours have been met (please see the section on ERR for more details about the workbook)
- Record of on the job training, e.g. coaching and mentoring record, log or diary - not required at certification

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

Improving own learning and performance is not mandatory. Consultation with employers shows that this Wider Key Skill is sufficiently covered in the the knowledge and competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

Working with others

Working with others is not mandatory. Consultation with employers shows that this Wider Key Skill is sufficiently covered in the the knowledge and competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

Problem solving

Problem solving is not mandatory. Consultation with employers shows that this Wider Key Skill is sufficiently covered in the the knowledge and competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

Additional employer requirements

N/A

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For more information visit
www.apprenticeshipframeworksonline.semta.org.uk