

## **Apprentice Attendance, Absence and Withdrawal**

Version: 3.1; effective from August 2024

Policy Summary: The Apprentice Attendance, Absence and Withdrawal Policy is a summary of the responsibilities of Cheynes Training, the employer and the apprentice for attendance, absence and withdrawal associated with the apprenticeship programme.

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### **Introduction**

This policy outlines the responsibilities of Cheynes Training, the employer and the apprentice regarding the apprentice's attendance, absence, and withdrawal during an apprenticeship programme.

The Training Agreement signed by the apprentice, the employer and Cheynes Training underpins this policy, and contains a commitment that all parties will work together to help ensure the apprentice has access to the high quality off-the-job teaching and assessment they need to successfully complete their training programme, and also that the apprentice will attend training unless absence is unavoidable. Cheynes Training expects all parties to the Training Agreement to adhere to this policy.

Cheyne Training has certain responsibilities which include a requirement to:

- Keep accurate attendance and participation records and use these to identify a learner who is at risk of withdrawing from the programme,
- support an apprentice and their employer if an agreed break in learning is required,
- determine within 28 days of an apprentice's absence from training if the apprentice intends to continue the apprenticeship,
- support and encourage a learner to find alternative employment if their employment changes or ceases for any reason,
- confirm withdrawal in writing to the learner (to their last known address) should they decide to leave their apprenticeship programme without completing.

### **Explaining the Policy**

Academy heads of centre or tutors will make apprentices aware of the Attendance, Absence and Withdrawal Policy and other related policies during programme induction, other policies include:

- Equality, Diversity and Inclusion Policy
- Learning Support and Reasonable Adjustments Policy
- Public Disclosure Policy (Whistleblowing)

All policies are available on the Cheynes Training website or by a written request for a hard copy by emailing [enquiries@cheynestraining.com](mailto:enquiries@cheynestraining.com)

### **Attendance**

Attendance is a significant factor of success. Attending face to face or online training sessions provides apprentices with opportunities to develop the knowledge, skills and behaviours necessary to successfully complete the apprenticeship programme. A decrease in levels of attendance and engagement often provides early warning of issues that may be building.

The minimum amount of off-the-job training an apprentice must attend is 20% of their planned working hours, (working hours are capped at 30 hours per week for funding purposes only), over the practical period of the apprenticeship, defined as the period from registration with ESFA to going through the Gateway.

**Time spent in training after an apprentice goes through the Gateway does not count towards the 20% off-the-job training.**

Unless prevented by circumstances beyond their control, the apprentice is required to attend all scheduled learning activities. If an apprentice does not attend a scheduled learning activity, Cheynes Training may contact the apprentice and/or their employer to discuss the absence with the apprentice and/or the employer.

**Responsibilities of the Apprentice**

- Attend work and training as agreed (provided they are healthy and fit to do so,
- agree annual leave with the employer and advise the head of centre or tutor at the Cheynes Training academy accordingly.

**Responsibilities of the Employer**

- Agree work and training hours for the apprentice within the maximum hours allowed under the Working Time Directive, taking note of time limits for any learners under the age of 18,
- record attendance and address any issues promptly with the apprentice and, should the absence become a disciplinary matter, inform the Cheynes Training academy,
- allow the apprentice to attend all scheduled off-the-job teaching, learning and assessment sessions.

**Responsibilities of Cheynes Training**

- Ensure teaching, learning and assessment is timetabled to meet the needs of apprentices and employers, and which fulfils the requirements of the apprenticeship programme.

**Absence**

In the event of absence from scheduled off-the-job training, we expect the apprentice to follow reporting procedures which include notifying their employer and the head of centre at the academy they attend of their absence from training and giving the reasons for the absence. Where repeated absence occurs, Cheynes Training may choose to conduct a formal investigation into the circumstances and share their findings with the apprentice and their employer.

**Acceptable reasons for absence include:**

- Illness lasting more than seven days: the academy requires evidence relating to medical conditions, this must take the form of a medical certificate or a doctor's letter,
- bereavement of a close relative or friend: if this occurs, the academy will not impose on the apprentice other than to request notification of the circumstances from the employer. Should an apprentice require additional support due to their loss, Cheynes Training will offer professional counselling,
- should absence occur due to exceptional circumstances, the academy will consult with the employer to agree a joint response.

**Responsibilities of the Apprentice**

- To advise the employer, and the head of centre or tutor at their Cheynes Training academy of any absence for whatever reason

### Responsibilities of the Employer

- To support and encourage the apprentice to attend all scheduled on-the job and off-the-job training activities,
- advise the Cheynes Training academy of any absence for whatever reason, especially reasons relating to exceptional circumstances.

### Responsibilities of Cheynes Training

- The academy head of centre or tutor will advise the employer of any unplanned absence.
- The academy will support the learner where possible if the learner is experiencing difficulties that prevent them from attending scheduled off-the-job training sessions.
- Should absence occur due to exceptional circumstances, the academy head of centre will consult with the employer to agree a joint response.

### Withdrawal

Cheynes Training will endeavour to avoid an apprentice withdrawing from their apprenticeship programme; to support this objective:

1. We encourage apprentices to develop a close professional relationship with the Regional Training Advisor (RTA) who is responsible for supporting each academy. Each member of our RTA team is a highly experienced senior professional with a background in hair or barbering who has received training in every aspect of support for apprentices. The trust developed in these professional relationships encourages apprentices to share their concerns and, also to respond more favourably to recommendations for support.
2. We maintain a 'Candidate at Risk' (CAR) register of each apprentice identified as being at risk of withdrawing from the programme and becoming an early leaver. The RTA involved and the academy head of centre carefully monitor each apprentice on the CAR register, regardless of the reason
3. We fully support all apprentices by ensuring all those involved with our programmes receive the correct level of support regardless of the challenges they face, this includes making reasonable adjustments to our programmes to fully meet the needs of individual learners. This programme is headed-up by our Safeguarding Lead, who personally monitors the progress of each apprentice involved.

Should potential or actual withdrawal from the programme occur prior to the apprentice completing the apprenticeship programme, the following key responsibilities occur:

### Responsibilities of the Apprentice

- To inform the head of centre or tutor at the Cheynes Training Academy immediately if their employment situation changes, this is then immediately relayed the RTA involved.
- To inform the head of centre or tutor if they have decided to leave the apprenticeship programme to follow a different career path.
- To meet with the head of centre or tutor and complete an exit interview.

### Responsibilities of the Employer

- Inform the head of centre or tutor at their Cheynes Training Academy immediately if the apprentice's employment situation changes, for example, reductions in the apprentices' hours of work or changes to their employment status.

### Responsibilities of Cheynes Training

- We will collect the required information that allows accurate reporting to the Education and Skills Funding Agency at the earliest opportunity
- We will ensure any unit credits gained by the apprentice are correctly recoded and details passed to the apprentice.
- We will help find a suitable alternative position to enable the apprentice to complete their apprenticeship, where applicable, should employment cease.

Monitoring and Evaluating the Policy: we will review this policy prior to the start of each new academic year.

Last review: July 2024

Next Review: July 2025

Melanie Mitchell, Managing Director, July 2024