

Apprentice Attendance, Absence and Withdrawal Policy

Purpose

This policy outlines an overview of the responsibilities of **ioda**, the Apprentice and employer for Apprentices' attendance, absence and withdrawal during an apprenticeship but is subject to change as funding rules are updated.

It sets out how **ioda** will deal with Apprentices who do not attend or withdraw from their Apprenticeship or any other qualification part way through the planned programme.

ioda will do all it can to build a positive working relationship with each Apprentice to ensure they have the best possible chance of completing their programme. This relationship is also important in dealing early with any issue, problems or factors that may contribute to the non-attendance or withdrawal of an Apprentice.

Scope

This policy covers all Apprentices including those who do not complete an Apprenticeship or qualification with **ioda** due to withdrawal, redundancy or the termination of their employment.

Definitions

ioda will:

- Keep accurate attendance records and use these to identify Apprentices at risk of leaving early (withdrawal)
- Support Apprentices and employers in the event that an agreed Break in Learning (BIL) is required
- Determine some active learning (off-the-job training) has taken place in every calendar month of the practical period. The only exception to this is for those Apprentices with a term-time only contract, where we do not require a break in learning for the month of August. When the training documented on the training plan is complete, the practical period is complete.

Apprentice will:

- Attend work and their apprenticeship programme as agreed including any functional skills learning as required
- Advise their employer of sickness or absence and, when appropriate, the **ioda** Business Support Team
- Agree annual leave with their employer and advise the **ioda** Business Support Team, when appropriate
- Contact **ioda** immediately if employment changes

Employer will:

- Agree working and apprenticeship programme hours within the maximum hours allowed
- Record attendance and absence and address any issues promptly with the Apprentice and **ioda** if appropriate

Apprentice Attendance, Absence and Withdrawal Policy

- Attend progress reviews for the Apprentices as agreed in the Training Plan
- Advise **ioda** immediately if an Apprentice is absent from any part of their planned Apprenticeship activities
- Advise **ioda** immediately if an Apprentice goes on long-term sick leave
- Advise **ioda** immediately if an Apprentice leaves their employment

Attendance

Attendance is a significant factor of success.

Attending live/virtual training, interventions, webinar catch ups and Workplace Coach/Coach Mentor meetings provides the Apprentices with the opportunities to develop the skills and knowledge necessary to successfully complete their programme of study.

A decrease in levels of engagement and attendance can provide an early warning of problems.

Our attendance monitoring and programme design is intended to:

- Improve the engagement, commitment, and attendance of all apprentices
- Ensure a proactive approach to providing support when the Apprentice needs it
- Enable them to maximise their full potential, increasing success and achievement

Mitigating Circumstances

Mitigating circumstances are serious, unforeseen, unpreventable circumstances that significantly disrupt Apprentice's progress or ability to take part in assessment. Apprentices are expected to plan their work so that they can meet assessment deadlines at the same time as other obligations they may have.

The mitigating circumstances process should only be used if they experience significant disruption to their studies due to circumstances that were unforeseen and out of their control.

In order for a mitigating circumstance claim to be accepted, they must demonstrate, to **ioda** that the mitigating circumstances:

- Were outside the Apprentice's control
- Were unforeseen or unforeseeable
- Failures of equipment, including IT systems and computer viruses will only be accepted when they occur site-wide at the employer's premises

Functional Skills Learning

Functional Skills Level 2 Maths and English is no longer a requirement of all our apprenticeship programmes. It may still be required that the Apprentice proves that they already hold this or a similar level qualification if they need to prove exemption in line with employer requirements. Apprentices who are completing Functional Skills have a personalised learning plan and are allocated a personal tutor. The sessions between

Apprentice Attendance, Absence and Withdrawal Policy

Apprentice and tutor are scheduled in advance. If, for any reason, an Apprentice cannot attend, then as much notice should be given by contacting the tutor or the **ioda** Business Support Team as soon as possible. An apprenticeship programme cannot be completed without the attempt of a Functional Skills exam should they have been enrolled to do so. Non-attendance or non-engagement will be escalated to the employer in the first instance.

Agreed Break in Learning

In some circumstances a break in learning can be arranged.

An Apprentice, the provider or the employer can request a 'Break in Learning' which can prevent a withdrawal from the apprenticeship, but this Break in Learning must be agreed by all parties. A Break in Learning may also be requested by **ioda** if engagement in any aspect of their apprenticeship is not being made and attendance is below required levels.

This request should be discussed with the Employer, Workplace Coach/Coach Mentor and **ioda**'s Apprenticeship Manager.

A Break in Learning (BIL) will result in the Apprentice's studies being paused for an agreed period and the situation monitored by **ioda** and the employer.

An Agreed Break in Learning has to be for a period longer than **four weeks**.

An Agreed Break in Learning will not be allowed for more than **12 months** unless in exceptional circumstances.

An agreed Break in Learning will not be allowed for longer than **18 months** unless in exceptional circumstances e.g. extended maternity leave.

Withdrawal from an Apprenticeship

Apprentices may decide to withdraw, or are withdrawn, from their apprenticeship programme for a variety of reasons. A discussion will take place between all parties as and when desired and a mutual decision reached.

Procedure

Apprenticeships – The Training Plan and Apprenticeship Agreement are agreed and signed by the employer, Apprentice and **ioda** which confirms the commitment to regular attendance and completion of all elements of the Apprentice's apprenticeship.

An Apprentice who wishes to withdraw part way through their Apprenticeship are required to notify their Employer. The Employer will then notify **ioda**'s Apprenticeship Manager of the withdrawal and reason for this.

For Apprentices who have a prolonged or unexplained absences, where no confirmation of withdrawal has been received nor a request to have a break in learning requested, **ioda**'s Apprenticeship Manager will meet with the Apprentice and their Employer to try and better understand the reason behind their absence or lack of engagement and discuss their options moving forward, one of which may be to withdraw.

If the withdrawal is confirmed, **ioda**'s Apprenticeship Manager will follow the withdrawal process.

Apprentice Attendance, Absence and Withdrawal Policy

ioda's Apprenticeship Manager will make the necessary amendment to the ILR.

ioda's Apprenticeship Manager will also notify any relevant Awarding Organisation in order to withdraw the Apprentice from their provision.

ioda's Apprenticeship Manager will assess any outstanding fees to be passed onto the Employer and notify the Head of Operations, and the Managing Director of the costs that may need to be recovered. These will only be fees that have been paid in relation to the Apprentice's programme that are non-recoverable e.g. non-levy payment costs.

ioda's Apprenticeship Manager will restrict the Apprentices access to BUD (viewing rights only) and revoke access to SharePoint.

Our Policy is reviewed annually by our Quality Manager, following our Quality Calendar and is authorised by our Director.

Signed



Lisa Reynolds

Last review date: March 2026

Next review date: February 2027

Apprentice Attendance, Absence and Withdrawal Policy

Change log

Date & version	Changes made
V1 – March 2024	<ul style="list-style-type: none">• addition of FS paragraph, changed the word learner to Apprentice, ioda'ised ioda
20/05/24 2024	<ul style="list-style-type: none">• Addition to scope to include all Apprentices Addition to include reference to BIL being requested by ioda if progress is not meeting expected levels