Apprenticeship Attendance and Punctuality Policy
UPR AS17 Appendix II version 17.0

Policies superseded by this document

This document replaces version 16.0 of UPR AS17, Appendix II, with effect from
1 September 2024.

Summary of significant changes to the previous version

None. Changes to version 16.0 relate to UPR AS17 and Appendix I only.

Glossary

A glossary of approved University terminology can be found in **UPR GV08**.

For the purpose of this document, the definitions of attendance, short term absence, and prolonged absence are set out in UPR SA06 'Attendance Regulations'

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1   Introduction

1.1   This regulation relates to apprentices only.

1.2   The purpose of this policy and procedures are to detail how the University will work in partnership with apprentices and employers to manage attendance and punctuality of apprentices at all timetabled sessions. It aims to:

i   identify those that do not attend to enable them to access appropriate support as necessary to enable them to continue with their apprenticeship.

ii   enable the apprentice to make timely progress on their apprenticeship to achieve timely completion;

iii   instil the importance of attendance and punctuality as necessary behaviours for professional working life;

iv   work with the apprentice to support them if they choose to commence a break in learning or withdraw from the apprenticeship;

v   provide external agencies with appropriate evidence as required (e.g., ESFA, Ofsted).

1.3   This policy is of relevance to Employers, Apprentices, and University staff. From the outset of every apprenticeship, a three-way agreement, the Training Plan, is signed by the Apprentice, Employer, and University. This Training Plan sets out the expectations, permissions, and obligations of all parties. This includes details of the training and permissions for the sharing of attendance and progression data and support information which is normally shared through the progress review meeting process. The Training Plan requires the apprentice to attend all training as these are a part of the overall Off The Job Training Apprentices are required to undertake.

1.4   Off the job training is a statutory requirement and as Apprentices are paid for their time at University full attendance is expected at all scheduled teaching or learning activity for the entire session (including remote attendance for online, live sessions or recorded sessions). Completion of off the job hours is a mandatory Gateway requirement.

1.5   An overview of the Apprentices' attendance is discussed at each Progress Review Meeting (PRM) between the Apprentice, Employer Mentor and Employer Liaison Tutor and is subsequently RAG rated as part of their overall progress on the apprenticeship.

1.6   Non-attendance will require the University to contact the apprentice's employer after any period of unauthorised absence.

2   Responsibility and Expectations

2.1   University Staff:

2.1.1   University staff are responsible for the following:

i   setting attendance expectations, which should be set out clearly within the programme specification and other programme information provided to the apprentice and their employer at induction;

ii   monitoring apprentices' attendance and punctuality, initiating contact and identifying support as required;

iii   keeping accurate attendance registers are completed for all planned teaching activities (e.g., Classroom, field visits, labs);

iv ensuring registers are completed by the end of each session and shared with the Compliance and Support team each week. These completed registers must be uploaded each week to the School SharePoint Site where The Compliance and Support team will collate the data for reporting and quality improvement purposes;

v supporting apprentices to ensure barriers for non-attendance and lateness are removed;

vi ensuring that opportunities for catch up sessions are scheduled to catch up from missed sessions. These sessions should be broadly planned and agreed in advance by the apprentice and employer.

2.1.2 Repeated non-attendance and/or lateness will be escalated by the University to the Employer to ensure they understand the implications, and to ensure the apprentice is clear about how these absences impact on their progress on the apprenticeship.

2.2 Apprentices:

Apprentices are responsible for the following:

i ensuring that they attend, and are punctual for, 100% of timetabled sessions, (face to face or online);

ii notifying the apprenticeabsence@herts.ac.uk if the apprentice is unable to attend any timetabled session or attend on time. They must notify this email address as soon as practically possible, usually before the start of the timetabled activity;

iii ensuring that any planned absences are discussed with the Programme Leader in advance and with good notice. The University accepts that timetables sessions may clash with religious observance requirements and other unavoidable arrangements;

iv ensuring that they attend rescheduled sessions are planned to recover learning missed through absence(s).

2.3 Employers:

2.3.1 Employers are responsible for the following:

i collecting non-attendance in the workplace and reporting percentage of attendance at each Progress Review Meeting;

ii ensuring that the appointed Employer Liaison Tutor is made aware of any prolonged absences that could impact on the apprentices short-term or long-term continuation on the programme;

iii allowing apprentices to catch up following absence from timetabled sessions.

2.3.2 Attempts to resolve non-attendance and or lateness should be made with the apprentice allowing for reasonable circumstances as identified and communicated by the apprentice.

2.3.3   The identification and effectiveness of any support interventions will be discussed in School based apprenticeship meetings.

2.3.4   Extreme cases of non-attendance and non-engagement, with support, will lead to discussion with Employers and may result in the apprentice being withdrawn from their studies.

3   Escalation Process

3.1   Unauthorised Absence

Once non-attendance has been identified, the module leader should contact the apprentice directly to identify the reason for non-attendance, normally within one working day. If this absence is likely to be an isolated issue, the Module Leader should arrange for the apprentice to recover missed learning and identify any pastoral support requirements. The Module Leader will report the absence to the Employer Liaison Tutor (ELT) and Programme Leader (PL). The ELT will inform the employer mentor at the next progress review meeting.

3.2   Prolonged non-authorised absence

Any continued non-authorised absences (more than two weeks or one block session depending on delivery mode) will be escalated to Programme Leader and Employer Liaison Tutor. The apprentice will be signposted to any appropriate support and the employer will be contacted to advise of any support offered. The School will inform the Compliance and Support Team of any adjustments being made. All parties will then be required to meet to discuss attendance requirements and agree an action plan as appropriate.

3.3   Authorised Absence

Apprentices may, in exceptional cases, apply to the Programme Leader for authorised absence. This will include any annual leave agreed by the employer and absences for religious observance, compassionate or disability-related absences (UPR SA06, 4.5 and 4.6). The Programme Leader will discuss whether an application for Exceptional Circumstances is required if an assessment period is affected by the absence. The Programme Leader will update the apprentice authorised absence on the apprentice progress tracker. The Module Leader should arrange for the apprentice to recover missed learning and identify any pastoral support requirements.

3.4   Break in Learning

3.4.1   Apprentices must be involved in active learning (off the job training and/or English and Maths) throughout the apprenticeship from the learning start date to the learning actual end date. Some active learning must take place at least every four weeks or a break in learning must be used. Please refer to Break in Learning (UPR SA17) for more information. If the apprentice's absence is likely to be longer than 4 weeks, then employers and apprentices will be involved in all discussions regarding breaks in learning with the University.

3.4.2   Schools are responsible for notifying any changes to the Compliance and support team and submitted the appropriate evidence as per Suspension of Studies guidance. Schools must ensure that any applications for Exceptional Circumstances are made.

3.4.3   Arrangements for return to study will be negotiated between the University, Apprentice and Employer. If applicable, arrangements for Keeping in Touch (KIT) will be identified at this meeting if appropriate.

3.4.4   Upon return, The Compliance and Support Team are responsible for making changes to the apprentice's Individualised Learner Record.

3.4.5   Failure of the Apprentice to engage with the attendance monitoring process and support offered may result in withdrawal for non-engagement. Please refer to our Withdrawal Process (SA14)

3.5   Punctuality

3.5.1   Apprentices are expected to attend all sessions and ensure that they are punctual. Attendance at timetabled sessions are part of the apprentice's working day and attendance and punctuality should be treated as if it was a working day.

3.5.2   Persistent lateness should be treated as like a performance management issue and should be addressed with the apprentice to explore why someone might be persistently late to sessions.

3.5.3   Where reasonable adjustments are made with the apprentice and lateness persists, this should be reported to the employer either during progress review meetings or via escalation through Account Management in the Apprenticeships and Professional Programmes Team.

3.5.4   Where learners miss substantial training, efforts should be made by the apprentice to make up the time and learning missed.

Sharon Harrison-Barker
Secretary and Registrar
Signed: **1 August 2024**

Alternative format
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