


<b>Responsibility:</b>	<b>Director of Quality &amp; Compliance</b>	<b>Date doc. created:</b>	<b>April 2022</b>
<b>Print name sign off:</b>	Chris Garcia	<b>Last review date of doc</b>	<b>April 2026</b>
<b>Signature:</b>		<b>Next review date:</b>	<b>April 2027</b>

# Apprentice and Employer–Mentor Engagement Policy

## 1. Purpose

This policy sets out how Best Practice Network (BPN) monitors apprentice engagement and progress, and the actions taken where engagement is insufficient. It ensures compliance with Department for Education (DfE) apprenticeship funding rules and supports consistent, fair, and evidence-based decision-making.

Relevant guidance:

- Apprenticeship funding rules: <https://www.gov.uk/guidance/apprenticeship-funding-rules>

## 2. Scope

This policy applies to:

- All apprentices enrolled on BPN apprenticeship programmes
- Employers and workplace mentors
- BPN staff involved in delivery, monitoring, and quality assurance

## 3. Definitions

**Engagement:** Active participation in the apprenticeship programme, including completion of learning activities, attendance at reviews, communication with tutors, and logging of off-the-job training (OTJT).

**Activity:** Measurable interaction with the programme, including (but not limited to):

- Completion of learning tasks
- Attendance at scheduled sessions or reviews
- Attendance at booked online classes
- Submission of work
- Logging OTJT hours
- Responding to tutor communications

**Sufficient progress:** Completion of planned activities in line with the individual training plan, including functional skills (where applicable), attendance at reviews, and timely OTJT logging.

**Inactivity:** No recorded activity on Bud, BKSB or Canvas (programmes and functional skills dependant) and no meaningful communication with BPN.

**Break in Learning (BiL):** A formal pause in the apprenticeship programme in line with DfE/Skills England rules, agreed where the apprentice is temporarily unable to engage.

**Alert (Amber):** Early warning status indicating emerging concerns about engagement.

**At Risk (Red):** Escalated status indicating sustained or repeated engagement concerns.

## 4. Principles

BPN will:

- Monitor apprentice engagement regularly and consistently
- Intervene early where concerns arise
- Provide appropriate support to enable continued participation
- Apply decisions fairly, proportionately, and with documented evidence
- Ensure compliance with funding and regulatory requirements

## 5. Monitoring of Engagement and Progress

Engagement and progress are monitored through:

- Bud and/or Canvas activity (BKSB and classroom attendance for functional skills)
- Completion of planned learning activities
- Attendance and participation in progress reviews
- OTJT logging in line with programme expectations
- Communication between apprentice, tutor, and employer/mentor

Apprentices are considered to be making sufficient progress where they meet these requirements in line with their training plan.

## 6. Inactivity Process and Timescales

Where inactivity is identified, the following staged process applies:

### Week 2 (Inactivity Trigger)

- Apprentice flagged for monitoring by Apprenticeship Tutor
- Initial contact attempt made (minimum two methods: e.g. email and phone)

### Week 3 (Formal Warning)

- Apprentice and employer/mentor notified of risk of programme pause
- Tutor agrees a recovery plan where contact is established

#### **Week 4 (Break in Learning Consideration)**

- If no engagement or communication, Break in Learning initiated
- Training plan and Apprenticeship Agreement updated and reissued

#### **Week 5 (Escalation)**

- Performance Manager reviews case
- Further contact attempts made and options discussed with employer

#### **Week 8 (Withdrawal Consideration)**

- If engagement cannot be re-established, withdrawal may be actioned
- Decision based on documented evidence of contact attempts and support offered

All contact attempts and actions must be recorded.

### **7. Learner Risk Rating (Engagement Quality)**

This operates alongside the inactivity process.

#### **Green**

- Apprentice fully engaged
- Activities completed on time
- Reviews attended and documented
- OTJT up to date

#### **Amber (Alert)**

Triggers include:

- Lateness
- Missed reviews
- Missed classroom sessions
- Lack of engagement with functional skills if taking
- Poor communication
- Unsigned documentation

Actions:

- Tutor notifies apprentice and employer/mentor
- Recovery plan agreed and documented

#### **Red (At Risk)**

Triggers include repeated Amber issues or sustained poor engagement.

Actions:

- Performance Manager involvement

- Formal discussion with employer/mentor
- Revised training plan may be implemented

Status returns to Green when expectations are met but may be reinstated if issues reoccur.

## 8. Support and Intervention

Before withdrawal is considered, BPN will:

- Make multiple contact attempts (minimum three across different channels)
- Offer academic and pastoral support where appropriate
- Engage the employer/mentor
- Consider safeguarding or welfare concerns where relevant

## 9. Break in Learning and Withdrawal

Break in Learning will be used where there is a reasonable expectation of re-engagement.

Withdrawal may be considered where:

- There is sustained inactivity (typically 8 weeks)
- Engagement cannot be re-established
- All reasonable support measures have been exhausted

Decisions are made by the Associate Director of Apprenticeships, informed by:

- Tutor input
- Performance Manager review
- Employer feedback
- Apprentice participation history

## 10. Notifications and Record Keeping

- Apprentices and employers will be informed at each formal stage
- Withdrawal decisions will be confirmed in writing within 10 working days
- All actions, communications, and decisions must be recorded on internal systems

## 11. Appeals

Apprentices may appeal a withdrawal decision.

- Appeals must be submitted within 10 working days of notification
- Appeals should outline grounds and supporting evidence
- Appeals are reviewed in line with the BPN Feedback Policy

Outcome:

- Decision confirmed within 10 working days of appeal receipt

- Decision is final following review

## 12. Related Policies

- BPN Feedback Policy: <https://www.bestpracticenetwork.co.uk/our-policies>