

# Apprentice Support Policy

## Document history

Version history				
Version	Date	Reason for release / version update	Amendments	Issued by
1.0	03.08.2021	First release		Jo Winwood
2.0	19.08.2022	Annual review	Additional information about ALN in Scope section.	Jo Winwood
3.0	11.04.2023	Update	Update to include referral process	Jo Winwood

Document approval		
Job Role	Name	Date approved
Head of Serco Education	Anne Thomas	11.04.2023

## Introduction

Serco Education is committed to supporting apprentices as they work toward fulfilling their academic, professional and personal potential. Together as staff and apprentices, we form a community working to facilitate learning within a culture based on mutual respect in which individual rights, responsibilities and diverse needs are promoted.

## Scope

This policy is particularly focused on supporting apprentices to achieve their potential and therefore considers the key barriers that may occur within the apprentices' experience:

- Additional Learning Needs (ALN)
- Emotional needs
- Psychological needs
- Mitigating circumstances

Note: the term ALN has been used to recognise and offer support to all apprentices, regardless of whether they have a formal diagnosis of a condition or impairment. We work with adults who can identify the barriers they face, and we want to recognise these barriers and remove (or reduce them as far as possible) so that all apprentices are enabled to succeed. In addition, regardless of any need, many of our apprentices have developed coping strategies and might not see the relevance of terms such as SEN or disability within the context of their own learning and development. Therefore, we do not only offer this support to apprentices at the application stage (when needs and impairments can be identified) but throughout the programme, should it be required.

## Referral process

Apprentices with ALN can identify their needs at the application stage. However, this offer is not removed after applications are completed and any apprentice can request and access support at any stage on their learning journey. In addition, staff at Serco Education can

signpost an apprentice to support, if they think this might be beneficial. These processes are outlined in Appendix B. Contact between the ALN tutor and apprentice is based on the needs and requirements of the apprentice. Some apprentices meet regularly (every other week), some require no additional support once support mechanisms are in place. This is reviewed at regular intervals with the apprentice throughout their programme. The ALN tutor contacts apprentices who have identified as ALN but do not want additional support to ensure that they are aware that it is still available to them at least twice each year.

### **Supporting apprentices with ALN**

---

Serco Education aims to recruit apprentices from diverse backgrounds and experiences and we are therefore committed to developing processes to enable learning and progression for all. This might mean that adaptations to teaching, learning and assessment activity are required (wherever relevant and practical) to ensure that all apprentices are enabled to succeed.

We support all prospective, applicant and current apprentices. We endeavour to make such practicable and reasonable adjustments for each and every apprentice with an impairment or additional learning need. Please refer to our *Reasonable Adjustments and Special Considerations Policy*.

Serco Education is proactive with support offered, continuously improving our apprentice support systems with specific reference to meet the specific needs of any apprentice with visible and hidden impairments. We actively involve the apprentice in developing a support plan to meet their needs, recognising that active participation develops a sense of belonging and commitment for apprentices and staff.

Information about apprentices' needs will be treated with utmost confidentiality and only disclosed to members of staff where necessary to improve learning and support inclusion. Apprentices will be informed about the management of the information relating to their SEN, and their consent will be sought before sharing any information.

### **Emotional needs**

---

Serco Education is committed to ensuring that students are entitled to receive education and training free from threat, oppression and abuse. Bullying and harassment are unacceptable and any form of bullying or harassment will not be tolerated. Staff will be available to support all apprentices with emotional needs whether arising from within the Centre or external circles of influence. In line the detailed Safeguarding Policy, apprentices are free to discuss concerns in private with Serco Education's staff or Safeguarding Officer.

All Serco Education staff will set a good example to apprentices and promote mutual co-operation and respect. Serco Education provides specialist advice and guidance on Safeguarding during all programme inductions and through its training provision.

### **Psychological needs**

---

At times, an individual's mental health may not be as resilient as expected due to varying factors related to modern lifestyles within a global community. Serco Education does not judge individuals in any way based on their resilience to these pressures.

Opportunity to discuss these needs with a member of staff can always be made. Initial and private contact can be made with coaches, facilitators, Programme Managers or Programme Assistants. These will be recorded on the Apprentice Support Record and reported to the SEN Programme Lead, and any amendments to teaching, learning and submission deadlines will be made (whenever possible).

Depending on the potential to the apprentice to achieve the relevant qualification within the previously agreed schedule, further discussion, at an appropriate time, will be undertaken to explore the options available to them, including a possible break in learning. This is always discussed with the view that the apprentice will be able to resume studies and achieve their desired qualification.

### Mitigating circumstances

---

At times, unplanned and severe events occur that may have a significant impact on an apprentice's ability to meet an assessment deadline. Serco Education understands this and will apply its *Reasonable Adjustments and Special Considerations Policy* when appropriate.

### Apprentice Support and Apprenticeships

---

**NOTE:** This information is for apprenticeships and cannot be applied to any other programmes. Please also refer to the latest version of the Apprenticeship Funding Rules (ESFA) document for the most up to date regulations.

Funding is available for learning support on apprenticeships for those apprentices who have a learning difficulty or disability that directly impacts on their ability to complete the apprenticeship they are studying. Apprentices wanting to claim funding will need to complete an assessment which evidences their needs and how adjustments would enable them to participate and complete the apprenticeship. Once these have been completed, a plan outlining what adjustments are to be made will be agreed with the apprentice and, with the apprentice's consent, shared with the employer.

Additional funds can also be claimed for apprentices aged between 16-18 at the start of the apprenticeship, those who have Education, Health and Care Plan (EHCP) or apprentices who have been in care. If any of these apply to you, we will arrange an opportunity to discuss the options and start the process.

**Appendix A - Learning Support Record**

The student has given permission for this information to be shared with staff working on their programme. It must not be shared or discussed with any other staff or apprentices.

<b>Student Details:</b>	
<b>Name:</b>	
<b>Course:</b>	
<b>Start date:</b>	
<b>Outline of needs (identified by the student):</b>	

**Outline of needs**

<b>Teaching</b>	<b>Provider</b>

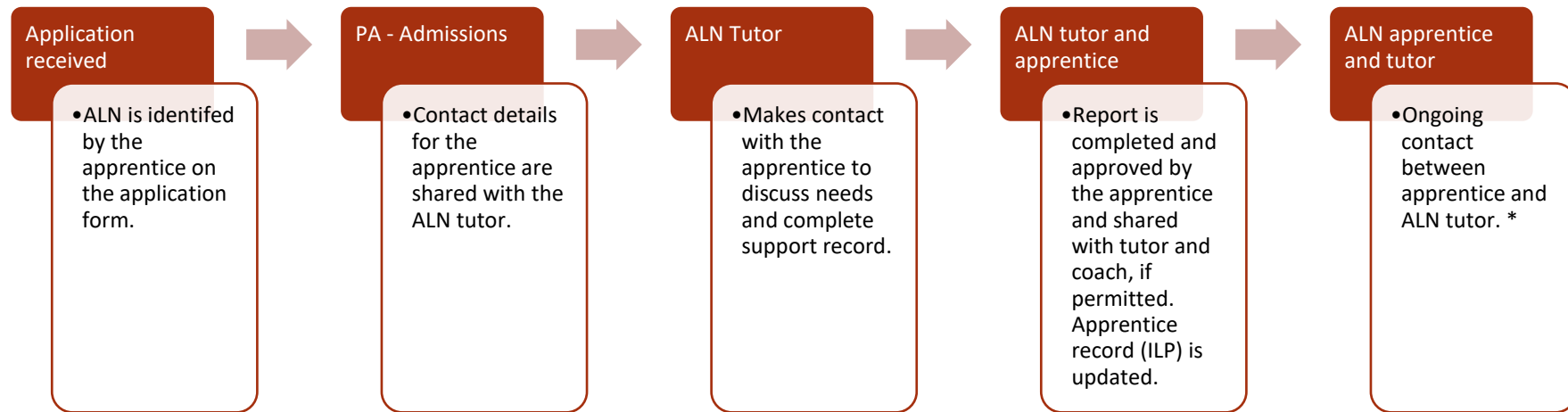
Assessments and exams	Provider

**Date of review (with student):**

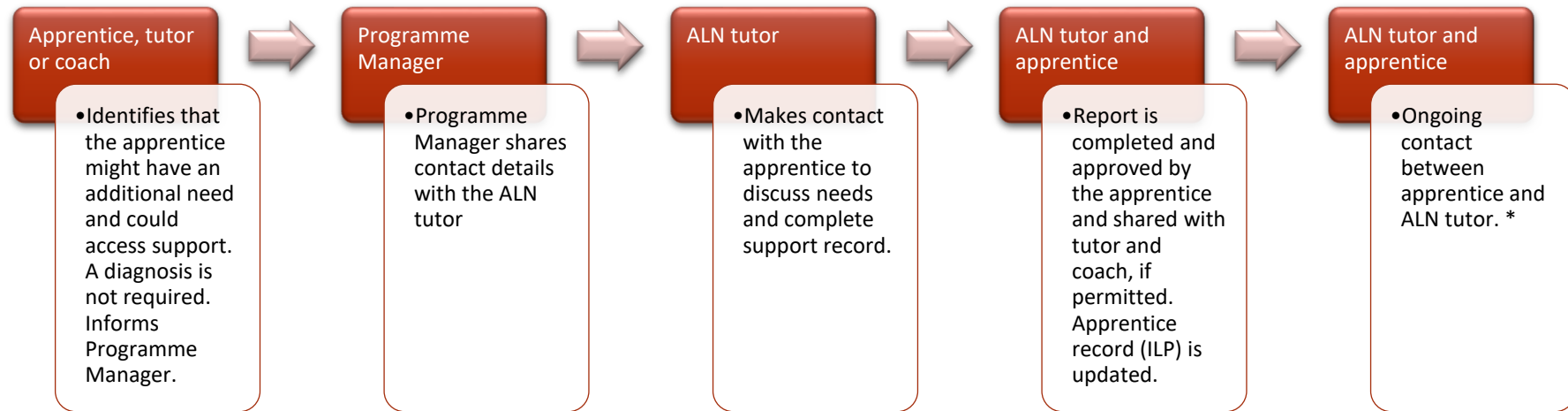
**Appendix B – Referral Process – Serco Education**

The diagram below outlines the process for apprentices to identify Additional Learning Needs (ALN) at the start of their apprenticeship. Apprentices can identify ALN on the application form and throughout the course (see diagram 2).

Information regarding support for ALN is included on the commitment statement (2021 forward) or the Individual Learning Plan (ILP). The ALN tutor keeps records outlining the support provided for each apprentice.



Apprentices and tutors can also request additional support from the ALN tutor at any stage during their studies.



\*Contact between the ALN tutor and apprentice is based on the needs and requirements of the apprentice. Some apprentices meet regularly (every other week), some require no additional support once support mechanisms are in place. This is reviewed at regular intervals with the apprentice throughout their programme.