


**UHL Apprenticeship and Development Centre**  
**Withdrawal, Break in Learning and Transfer of**  
**Apprenticeship Policy**

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## Document Amendment and Review Log

February 2023	V2.3 Change of name. Update to Appendix 1 and 3	10/02/2023	JS
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## 1. Purpose

- 1.1. The UHL Apprenticeship and Development Centre (hereon in referred to as 'Centre') is committed to helping learners be successful in their Apprenticeship Education Programme and remain on track to complete their educational goals. On occasion it might be in the best interest of the learner, Centre or employer for a learner to take a break in learning, withdraw from, or be withdrawn from, a programme prior to the expected completion date. The learner may also change their role or employer during the process of their Apprenticeship Education Programme.
- 1.2. The purpose of this policy is to define the break in learning, transfer of programme and withdrawal policy to ensure efficient processes are in place to support the learner in accordance with external levy funding rules.

## 2. Scope

- 2.1. The policy applies to all learners at the Centre regardless of the learner's employer organisation. The Centre will manage withdrawals, breaks in learning for apprentices, and transfers of apprenticeship programmes effectively and efficiently within its sphere of influence.
- 2.2. The Centre will also ensure that where a learner has to withdraw; appropriate and relevant Information, Advice and Guidance (IAG), and support is offered and recorded on the learners file.

## 3. Withdrawal from Programme

- 3.1. Once enrolled, a learner is considered on programme from the agreed first day of learning until completion of the programme. The exception to this is unless he or she officially withdraws from the programme in accordance with this policy.
- 3.2. Facilitators and Practitioners will identify and report learners that are at risk of withdrawal to the Centre Development Manager at the earliest opportunity. Indicators that a learner may withdraw could be conversations they have had with the Centre member of staff; consistent poor work performance which has been raised at the quarterly meeting with the manager and learner; consistently missed targets; significant behavioural issues in the classroom or other information shared by the manager at the quarterly reviews e.g. applying for other roles.
- 3.3. Should the learner formally request to withdraw from the programme (Appendix 1) or the concerns raised by the Practitioner, Facilitator or Manager present a significant concern the Centre Education Manager, or Centre representative, will meet with the learner in the first instance to ensure they are ok and see if there is any support they

need. It will also be discussed if a recovery plan could be put in place or reasonable adjustments can be made.

- 3.4. If the learner is absent from work at the point the withdrawal request is made, the Centre Education Manager, or Centre representative, will contact the learner's manager, or if appropriate their parent/carer (if under 18), to discuss the reasons for withdrawal from the Apprentice Education Programme and agree the next steps. It should be noted that all employment discussions and decisions remain the responsibility of the line manager (with the support of their HR team) in accordance with their organisations policies.
- 3.5. The Centre will provide IAG to both the learner and their manager on options available to ensure that a withdrawal from the course is the most suitable option for the learner. During this process if a pause in learning is identified as more appropriate, then the procedures for that will be followed instead.
- 3.6. On a rare occasion e.g. when a gross misconduct has occurred as part of their employed role, offering IAG might not be possible or appropriate.
- 3.7. If the request to withdraw is approved the learner should be notified in writing by the Centre Development Manager using Appendix 5.
- 3.8. Where possible, learners will be encouraged to complete their chosen programme by supportive means. That could include specific arrangements relevant to their needs to encourage successful completion e.g. attendance reduction to classroom sessions or remote support via the Centre. The learner will be encouraged to meet specific targets set through their e-portfolio which will be monitored ensuring successful completion of the programme. All agreed plans for completion to re-engage the learner, and support any 'catch up', must be confirmed in writing to learners and, in the case of 16-18 year olds, to their parents/carers wherever possible. Centre staff must ensure that records of the discussion and agreed actions are fully recorded on the learners file and the e-portfolio updated. Any written agreements should also be recorded and filed e.g. letters to learners.
- 3.9. A failure to attend classroom session or appointment with the Facilitator, or advising a fellow student, staff, or Centre member of staff of intent to withdraw from the programme does not constitute official withdrawal. Withdrawals become effective the date the appropriate form is received by the Centre and should clearly state the last day of learning.
- 3.10. Requests to withdraw from a programme will not be accepted by telephone. Learners are required to personally complete, sign and date all withdrawal requests (Appendix 1, Part A). Signed fax withdrawal forms are not acceptable. Confirmation of receipt is the responsibility of the learner to chase if not received.

- 3.11. Should circumstances prevent a learner from physically completing the withdrawal information, the learner, or their next of kin/legal representative, should contact the Centre immediately. The Centre reserves the right to request documentation to support the learner's inability to complete the withdrawal process in person.
- 3.12. It is the learner's responsibility to make amendments to any non-Centre documentation in respect of memberships or financial claims to inform the appropriate organisations that they are no longer an apprentice.
- 3.13. Where agreement has been reached with the Centre Leads that a learner needs to be withdrawn from programme, the Centre Development Manager or Centre Education Manager should complete the Withdrawal Request Form, Part B on Appendix 1. This is then forwarded to the Centre Education Manager or their nominated representative for approval. The Centre Education Manager will complete Part C of the withdrawal request. The Data Lead will update the Individual Learner Record (ILR) at the earliest opportunity to ensure that payments for the programme are stopped from the last day of learning. In due course the Apprenticeship Services Account (ASA) will also be updated. The learner should be notified in writing by the Lead facilitator using Appendix 5. A record of the reason for withdrawal will be recorded on the learner file and an annual check completed as a minimum on the number of withdrawals and reasons. The process is described in Appendix 2.
- 3.14. On the rare occasion a learner is requested by the Centre to withdraw from a programme a meeting will be arranged with the learner and their manager to discuss this. There should be a documented process that leads up to this 'last resort' and relevant support given. The exception is an act of gross misconduct whilst on the education side of the programme which would lead to an immediate withdrawal conversation. Should there be an impact on the learners employment contract e.g. Apprentice employment contract, the manager and learner need to be aware of the consequences of the withdrawal and consider if the learning should proceed under a different provider. The manager will be responsible for managing the employment contract under their organisations policies. Should the learner be unhappy with the decision made they are entitled to utilise the grievance policy of their employer organisation to have this reviewed. It is recommended that where possible a resolution is found before this point. In this instance the Centre member of staff developing the learner should complete part A of withdrawal application (Appendix 1).
- 3.15. Should the employer need to finish an apprentices employment contract that impacts on the education programme being completed then a meeting will be arranged with the learner and the Centre to discuss this. The manager may need to use their organisations disciplinary or capability procedures to support the cease of employment. It is advised that the manager seeks out the support of a human resource colleague from their organisation and keeps the Centre informed of progress. This will allow the Centre to accurately record the last day of learning on the ASA and where possible arrange for the transfer of learning to go to a new employer if they are reemployed as an apprentice. In this instance the manager



should complete Part A of withdrawal application, Appendix 1. Should the learner be unhappy with the decision made they are entitled to appeal any hearing through their employers policies.

- 3.16. The Centre will keep a record of all withdrawals and the reasons to monitor enrolments completion data.
- 3.17. Outcomes for requests to withdraw from a programme will be shared through Appendix 1.

#### **4. Break in Learning**

- 4.1. Should a learner be identified as needing a pause in learning due to a short term situation, e.g. long term sickness or maternity leave, then a break in learning should be applied for in advance wherever possible on Appendix 3. It is noted that there will be some emergency situations that require a manager to notify the Centre on the learner's behalf. The learner or manager should complete Part A of Appendix 3 and submit it to the Centre for review.
- 4.2. On receipt of the notification the Centre will complete Part B of Appendix 3 and meet with the learner and their manager to review the request and recommend a way forward. The Centre Education Manager or representative will review the recommendation and provide an outcome to the request. The Data Lead will update the ILR with the information at the earliest opportunity with the last day of learning prior to the pause.
- 4.3. The manager will be responsible for updating the Centre on their apprentice's progress in the case of sickness absence. The manager will be managing and supporting their apprentice in line with their organisations sickness absence and wellbeing policy, and will seek support for this from their HR team. The apprentice will have access to support e.g. counselling, occupational health through their employer.
- 4.4. In the case of an ad hoc circumstance that has caused the break in learning the learner will be responsible for keeping the Centre informed of their progress as agreed in the meeting.
- 4.5. Following the return from the break in learning the Facilitator will meet with the learner and manager and agree new learning goals, timeframes and a new completion date for the programme. These will be documented in writing. The Apprenticeship Service Account will be updated with the restart to learning date.
- 4.6. All outcomes to requests to break learning will be confirmed in writing to the learner and their manager using Appendix 6. This needs to be logged by the Lead Facilitator in Appendix 4.

## **5. Transfer of Apprenticeship Education Programme**

- 5.1. On signing up to the programme the apprentice is agreeing to complete the programme in full within the timeframes described within the Commitment Statement. Should the learner be successful in changing roles during this time every effort should be made to complete the programme in full in the new post.
- 5.2. In circumstances where an internal transfer within the learners existing organisation to another apprenticeship or a banded position occurs then a review of the new role should be conducted to see if it supports the learner completing their required knowledge, skills and behavioural learning for the apprenticeship. If the new post provides the opportunities to enable the programme to continue a meeting with the new line manager, learner and Facilitator will be put in place. This will ensure targets are realigned to the new role and the new line manager understands, and is engaged, in the education element of the learner's journey. If the new role doesn't align to programme requirements a discussion will be needed with the learner and current manager on the impact on the programme outcome should the employment move occur. The Data Lead would update the learner record and the ASA and ILR as appropriate.
- 5.3. In circumstances where a transfer from the organisation occurs, the same considerations as above should be reviewed for the new role. The new organisation will need to consider if they are happy to support the programme and take on the levy funding for it. The learner and new organisation would need to review if they were able to continue learning with the Centre or if a move to one of their approved training providers were needed. The learner's wellbeing and progress should be at the heart of this decision. The Data Lead would update the learner record and the ASA as appropriate and ensure the last day of learning from the initial organisation is recorded. The Centre would support either the continuation of learning (if agreed) or advise on what and how to gather the relevant documents from the e-portfolio to take to the new training provider to accredit prior learning completed to date.

## **6. Policy Application**

Concerns over the application of this policy should be raised with the Centre Education Manager through [apprenticeships@uhl-tr.nhs.uk](mailto:apprenticeships@uhl-tr.nhs.uk) email address.

## Appendix 1

### Request to withdraw from Apprenticeship Education Programme form

Part A (Learner or their representative to complete)			
<b>Name</b>		<b>Date of Request</b>	
<b>Email Address</b>		<b>Contactable Phone Number</b>	
<b>Programme and Level</b>		<b>Unique Learner Number</b>	
<b>Employer</b>			

What was the main reason for not completing your apprenticeship?			
(Please select ONE box below for withdrawal request)			
<input type="checkbox"/>	I did not enjoy it	<input type="checkbox"/>	The salary did not fit my financial needs
<input type="checkbox"/>	I had personal or health reasons	<input type="checkbox"/>	The training was repetitive
<input type="checkbox"/>	I experienced discrimination or poor behaviour	<input type="checkbox"/>	The training was too difficult
<input type="checkbox"/>	I started another apprenticeship	<input type="checkbox"/>	The training was of poor quality
<input type="checkbox"/>	I started another job	<input type="checkbox"/>	The training was not relevant to the job role
<input type="checkbox"/>	I was made redundant	<input type="checkbox"/>	The training provider stopped delivering apprenticeships
<input type="checkbox"/>	The job was too difficult	<input type="checkbox"/>	The training provider ended my apprenticeship
<input type="checkbox"/>	The job was not what I expected	<input type="checkbox"/>	There were issues with my end-point assessment
<input type="checkbox"/>	None of the above		

Did any of the following factors contribute to your decision?			
(Please select ONE box below for withdrawal request)			
<input type="checkbox"/>	Caring responsibilities	<input type="checkbox"/>	Mental health issues
<input type="checkbox"/>	Family or relationship issues	<input type="checkbox"/>	Physical health issues
<input type="checkbox"/>	Financial issues	<input type="checkbox"/>	None of the above

Would any of the following have helped you to stay on?			
(Please select ONE box below for withdrawal request)			
<input type="checkbox"/>	A higher salary	<input type="checkbox"/>	More support from my training provider



<input type="checkbox"/>	A mentor or learning coach	<input type="checkbox"/>	More information on the end-point assessment process
<input type="checkbox"/>	Being able to skip training I have already done	<input type="checkbox"/>	More time to undertake learning and training with my training provider
<input type="checkbox"/>	Better training from my employer	<input type="checkbox"/>	Outside support to tackle discrimination or other problems
<input type="checkbox"/>	Better training from my training provider	<input type="checkbox"/>	Reasonable adjustments from my training provider
<input type="checkbox"/>	More support from my employer	<input type="checkbox"/>	None of the above

**Any Additional Comments:**

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I confirm I have considered a break in learning	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I confirm I have accessed the support I need from my line manager	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I confirm I have advised my Facilitator of any additional support needs I have	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I can confirm I wish to have/have had/do not want independent information, advice and guidance on my options	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I understand under my organisations Study Leave Policy that there may be non-levy costs/charges associated with my withdrawal that I need to pay back and will make arrangements to do this	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I confirm I have the support of my manager to withdraw from the programme	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I confirm that I understand any implications withdrawing from the programme might have on my apprentice employment status <i>(as applicable to new to post apprentices only)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

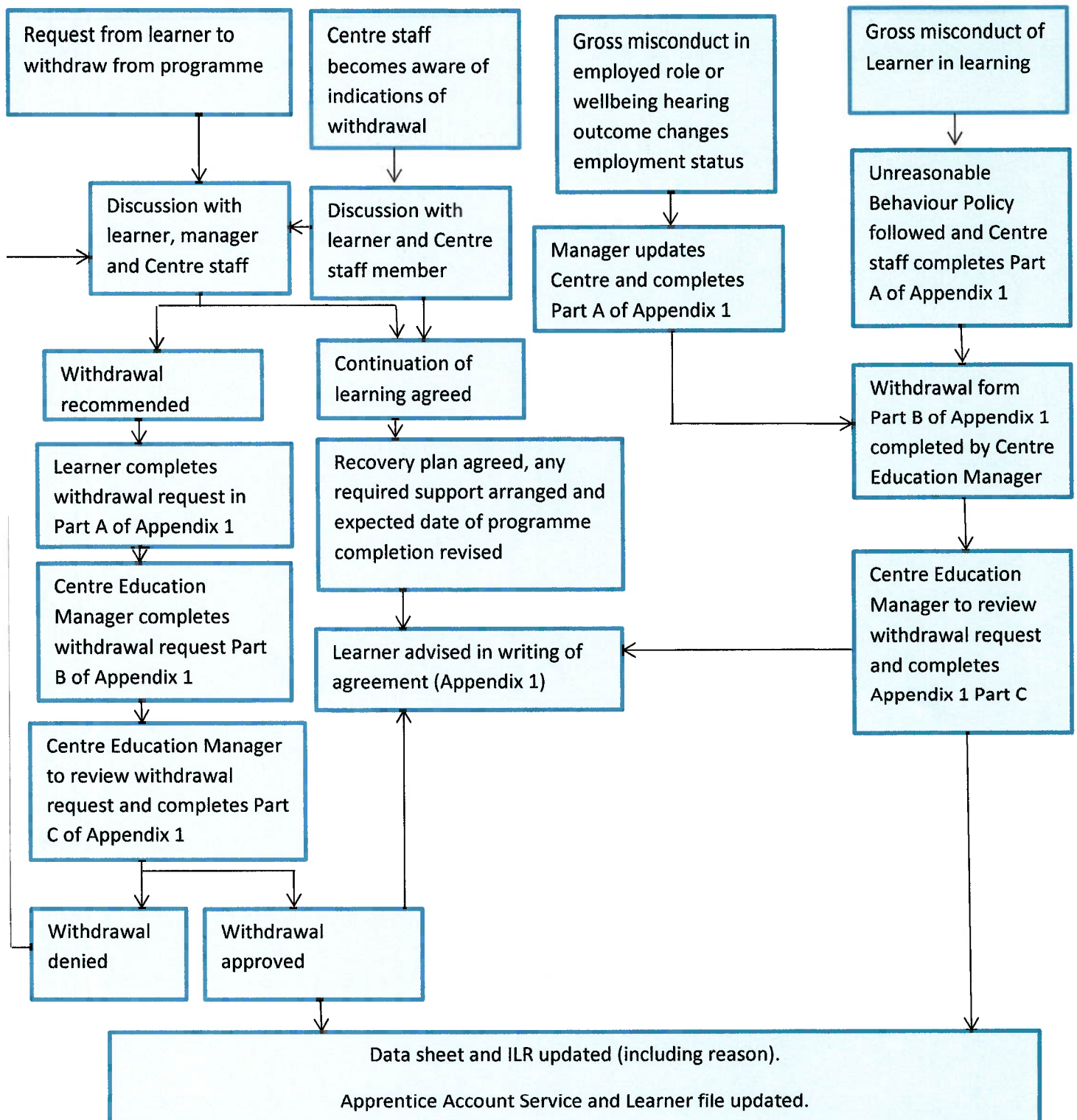
<b>Learner/Representative Name</b>		<b>Date</b>	
<b>Learner/Representative Signature</b>			

Part B (Centre Staff Member to complete)			
<b>Name of Centre Staff</b>		<b>Date Request Heard</b>	
<b>Apprenticeship Aim Code</b>		<b>Qualification Learning Aim</b>	
<b>People Present</b>		<b>Actual off-the-job hours completed to date</b>	
<b>Summary of Meeting</b>			
I confirm I am happy the learner has considered having a break in learning	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I confirm I am happy that the learner has accessed the support they need from their manager	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I confirm there are no additional support needs I have been made aware of	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
I can confirm that the learner has had appropriate information, advice and guidance on their decision	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
From the information at the meeting I recommend the learner ( <i>Select appropriate option</i> )			
<b>Withdraw from learning</b>	<b>Last day of learning</b>		
	<b>Physical evidence provided for last day of learning</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
NB: This must be present to continue to Part C			
<b>Reason for withdrawal</b>			
<input type="checkbox"/>	Learner has transferred to another provider (2)	<input type="checkbox"/>	Learner has transferred to another provider to meet training that meets a specific Government strategy (41)
<input type="checkbox"/>	Learner Injury/Illness (3)	<input type="checkbox"/>	Other Personal ( <i>Please add details below</i> ) (44)
<input type="checkbox"/>	Learner has transferred to a new provider due to an intervention by or with the written agreement of the ESFA (7)	<input type="checkbox"/>	Learner is excluded (46)
<input type="checkbox"/>	Learner has been made redundant (29)	<input type="checkbox"/>	Other ( <i>e.g. Pregnancy/Death etc.</i> ) (97)
<input type="checkbox"/>	Learner has transferred to a new learning aim with the same provider ( <i>Please add details below</i> ) (40)	<input type="checkbox"/>	Other – Left department/employment (97)
<b>The reason for my recommendation is:</b>			
<b>Centre Staff Name</b>		<b>Date</b>	
<b>Centre Staff Signature</b>			
Part C (Centre Manager/Representative to complete)			
<b>The recommendation is</b>	<input type="checkbox"/> Approved		<input type="checkbox"/> Declined

<b>My reason for this decision is</b>			
<b>Centre Manager Name</b>		<b>Date</b>	
<b>Centre Manager Signature</b>			

## Appendix 2

### Withdrawal from Programme Process





### Appendix 3

### Request to Apply for a Break in Learning

Part A (Learner to Complete)						
Name			Date of Request			
Programme and Level			Unique Learner Number			
Email Address			Contact Telephone Number			
Reason for Request	<input type="checkbox"/> Illness/Injury		<input type="checkbox"/> Unpaid Leave			
	<input type="checkbox"/> Carer/Bereavement Leave		<input type="checkbox"/> Secondment			
	<input type="checkbox"/> Maternity/Paternity/Adoption Leave		<input type="checkbox"/> Other (Please specify below)			
	Comments:					
Dates for break in learning are:	From:			To:		
I confirm I have accessed the support I need from my manager			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
I confirm I have advised my Facilitator of any additional support needs I have			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
I confirm I have the support of my manager to take a break in learning from the programme			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
I confirm that I understand any implications of taking a break in learning on the completion date of the programme and any impact it will have on my employment status (relevant to new to trust or temporary contract apprentices)			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
Learner Name				Date		
Learner Signature						
Part B (Centre Staff to complete)						
Name of Centre Staff				Date		
I confirm I am happy that the learner has accessed the support they need from their manager			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
I confirm there are no additional support needs I have been made aware of			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
I can confirm that the learner has had appropriate information, advice and guidance on their decision			<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A	
From the information at the meeting I recommend the learner (Select appropriate option)						
<input type="checkbox"/> Is approved to take a break in learning			<input type="checkbox"/> Is not approved to take a break in learning			

<b>The reason for my recommendation is</b>		<b>Amount of Actual Off-the-Job Hours Completed to date</b>	
<b>Centre Staff Name</b>		<b>Date</b>	
<b>Centre Staff Signature</b>			
<b>Part C (Centre Staff to complete)</b>			
<b>Name of Centre Staff</b>		<b>Date</b>	
Confirmation that learning has restarted on <i>(Insert date of first day back in learning)</i>			
I confirm that the expected date of expected gateway is <i>(Insert expected gateway entry date)</i>			
I confirm that the expected date of completion is <i>(Insert expected completion date)</i>			
The above expected gateway entry/completion date is the same/different from the one in the Commitment Statement		<input type="checkbox"/> Same	
		<input type="checkbox"/> Different	
I confirm that a support/recovery plan is in place		<input type="checkbox"/> Yes	
		<input type="checkbox"/> No	
		<input type="checkbox"/> N/A	
<b>Centre Staff Name</b>		<b>Date</b>	
<b>Centre Staff Signature</b>			

### Appendix 4 Log of Requests for Breaks in Learning

Learner Name	Programme	Summary of issues	Date reported To Quality Lead	Summary of action taken by whom and date

## Appendix 5

### Request to Withdraw from Apprenticeship Education request form

UHL Apprenticeship and Development Centre  
Knighton Street Offices  
Leicester Royal Infirmary  
LE1 5WW

Tel: 0116 258 6112

[Insert Date]

[Insert Learner's name]

[Insert Learner's area of work]

Dear [Insert name]

#### **Re: Withdrawal from Apprenticeship Education Programme**

I am writing to formally notify you of the outcome of your request to withdraw from the [insert title] Apprenticeship Education Programme that was made on [insert date].

Following a full review of the application form and after subsequent support meetings I can confirm that your withdrawal has been approved on the following grounds; [insert reason for withdrawal]. I can confirm during this process that you have been provided with opportunities for support, information, advice and guidance. Your last day of learning is noted as [insert date].

Whilst we are keen to ensure that all learners complete the programmes they enrol for we understand that there are certain circumstances that do not allow this to happen and we wish you all the best in your future career.

Or (Delete as appropriate)

Following a full review of the application form and after subsequent support meetings I can confirm that your withdrawal has been declined on the following grounds; [insert reason for decline]. I can confirm during this process that you have been provided with opportunities for support, information, advice and guidance.

We are keen to ensure that all learners complete the programmes they enrol for and through this process have identified opportunities to provide additional learning support and a recovery plan to support you in completing your Apprenticeship Education Programme. These can be found enclosed.



Your expected date of completion was [insert date] and your renewed expected date of completion following this process is [insert date]. Please note that further extensions to the completion date are not viable unless there are approved extenuating circumstances.

We wish you every success in the remainder of the course and welcome any concerns you have to be raised at the earliest opportunity so we can assist wherever possible.

Or (Delete as appropriate)

The Centre has been made aware of a circumstance that requires you to be withdraw from the [insert name] Apprenticeship Education Programme. It is regret that I am writing to inform you that the last day of learning is [insert date]. I am aware that you have followed the relevant processes or policy with your employer or the Centre to date. If you wish to appeal against this decision this can be done so using the Centres Appeal Policy within the times frames it describes or your organisations Grievance Policy.

Yours Sincerely

[add name]

Centre Education Manager  
PP Line Manager

**Appendix 6**  
**Outcome Letter for Break in**  
**Learning Request**

UHL Apprenticeship and Development Centre  
Knighton Street Offices  
Leicester Royal Infirmary  
LE1 5WW

Tel: 0116 258 6112

[Insert Date]

[Insert Learner's name]

[Insert Learner's area of work]

Dear [Insert name]

**Re: Break in Learning Request**

I am writing to formally notify you of the outcome of your request to take a break in learning that was submitted to us on [insert date] by yourself. The break in learning is requested from [insert date] to [insert date] for the following reason [insert reason learner provided].

Following a review of the request and any subsequent support discussions I can confirm that your break in learning for the above dates / for the following dates of [insert date] to [insert date] has been approved on the following grounds; [insert reason]. I can confirm during this process that you have been provided with opportunities for support, information, advice and guidance including the opportunity to look at a recovery plan to ensure your learning stays on track on your return. Your revised completion date is [insert date].

We wish you every success in the remainder of the course and welcome any concerns you have to be raised at the earliest opportunity so we can assist wherever possible.

Or (Delete as appropriate)

Following a review of the request and any subsequent support discussions I can confirm that your break in learning request has been declined on the following grounds; [insert reason]. I can confirm during this process that you have been provided with opportunities for support, information, advice and guidance including the opportunity to look at a recovery plan to ensure your learning and work stays on track.

The expected completion date of the programme remains at [insert date].

We wish you every success in the remainder of the course and welcome any concerns you have to be raised at the earliest opportunity so we can assist wherever possible.

Yours Sincerely

[add name]

Centre Education Manager  
PP Line Manager

