Middlesex University Regulations for Apprenticeship Provision

2024-25

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1. Introduction and Scope

1.1. The Regulations for Apprenticeship Provision are to be read in conjunction with the Middlesex University Regulations for undergraduate and postgraduate taught provision. Our policies | Middlesex University London (mdx.ac.uk)

1.2. The Apprenticeship Provision Regulations are subject to change and review in line with Education and Skills Funding Agency (ESFA) or other external body requirements. Where this happens within an academic year, apprentices affected by such changes will be notified.

1.3. These regulations apply to higher and degree apprenticeships at FHEQ levels 4 to 7.

1.4. An apprenticeship is a job with training. Through an apprenticeship, which will last at least 12 months, an apprentice will gain the technical knowledge, practical experience and wider skills and behaviours that they need to be competent in their immediate job and future career. They will achieve occupational competence in line with industry standards set by the Institute of Apprenticeships and Technical Education (IfATE), through a combination of formal off the job training and any other activities necessary to achieve the learning objectives of the programme. The job must have a productive purpose and must provide the opportunity to carry out their job role and embed and consolidate the knowledge, skills and behaviours gained with the appropriate employer support and supervision.

1.5. Apprentices are employed throughout their entire apprenticeship including any period of End Point Assessment that is required within the programme and are entitled to a minimum proportion of their normal contracted working time dedicated towards the development of new knowledge, skills and behaviours as off-the-job learning (this would be a minimum of 6 hours per week (278 hours per year) if employed for 30 hours a week or more), (Section 2 of Apprenticeship off-the-job training document (V5 October 2023). However, the proportion of off-the-job learning hours is dependent upon the requirement to develop full occupational/professional competence and this may exceed the required minimum. Employment hours are inclusive of off-the-job learning and all other activities planned within the programme that is necessary for the achievement of the apprenticeship standard including assessments and progress reviews. Off-the-job learning hours may take place on an employer's premises, on-site at the University, online or a combination of these. Off-the-job learning hours must include an element of synchronous learning activity even where this is provided online.

1.6. Apprenticeships constitute a 'tripartite' relationship between the employer, the apprentice and the University and compliance by all three parties is required for an apprenticeship to be funded to completion. All employers are required to hold an Apprenticeship Agreement with the apprentice to cover the period of the apprenticeship up to and including the completion of the End Point Assessment.

1.7. An apprenticeship is made up of three elements: off-the-job learning including on-programme assessment; other activities necessary under the funding rules including mandatory progress reviews; and End Point Assessment. Employers, apprentices, and the University each have responsibilities to ensure that all of these elements are appropriately provided, supported, and engaged with. The specific responsibilities and entitlements for each apprentice will be set out in a Training Plan, which must be signed by the employer, the apprentice, and the University within 42 days of the start of the apprenticeship.

1.7.1. The End Point Assessment for non-integrated apprenticeships will be delivered by a third party registered on the Register of Approved End Point Assessment Organisations.

1.7.2. The End Point Assessment for integrated apprenticeships are assessed by Middlesex University, subject to validation by Ofqual or the Office for Students (OfS).

1.8. All apprentices and their employers must follow the ESFA requirements for an apprenticeship as set out in the latest version of the Apprenticeship Funding Rules ("Funding Rules") throughout the apprenticeship. In the event of any conflict between these Regulations and the Funding Rules, the Funding Rules shall always prevail.

1.9. The ESFA requires the University to share details of an apprentice's engagement in active learning, progress, and any issues regarding appropriate support from their employer, via an Individualised Learner Record (ILR) as stated in the Funding Rules in order for the apprentice to be eligible for funding and as requested for ESFA auditory purposes. Evidence of engagement must be recorded by the apprentice at least every calendar month. Furthermore, it is required to share certain information about the apprentices on non-integrated apprenticeship standards (including engagement in active learning, learning support requirements, progress, and academic achievement) with third party End Point Assessment Organisations.

2. Nomenclature

2.1. All apprenticeship programmes shall include and prioritise the name of the apprenticeship standard and level on the programme specification and programme handbook.

3. Higher and Degree apprenticeship awards

3.1. Higher and Degree apprenticeship awards are made to those apprentices:

3.1.1. who have been registered for, and who have satisfactorily followed, the prescribed programme linked to that award; and

3.1.2. who have successfully completed the programme associated with that award and met any other requirements as specified in the programme specification; and

3.1.3. who have been awarded the required credits, as specified in the programme specification; and

3.1.3.1. has successfully met the progression requirements at 'End Point Assessment gateway' prior to End Point Assessment (EPA) (which requires approval of both the employer and the University that the apprentice is eligible to undertake EPA); and

3.1.3.2. obtained a minimum of Level 2 in functional skills in English and Mathematics or equivalent (either during the apprenticeship but prior to the EPA gateway or prior to the start of the apprenticeship); and

3.1.3.3. has met the minimum duration requirements for the apprenticeship programme; and

3.1.3.4. received at least the minimum required off-the-job hours required at the point they are ready to take EPA, and this is satisfactorily evidenced in the learning management platform used to meet the funding rules; and

3.1.3.5. passed the requirements of EPA as set out in the apprenticeship standard and assessment plan; and

3.1.3.6. are employed as of the date of the final component EPA (unless made redundant); and

3.1.3.7. the University has received all required employer co-investment for the funding of the apprenticeship programme or, if unfunded, all approved fees for the programme.

3.2. The degree (or other higher education qualification) certificate is issued by the University or subcontractors with qualification awarding powers.

3.3. The apprenticeship is confirmed as completed by an End Point Assessment organisation (EPAO) once the EPA is successfully passed. EPAOs have the responsibility to apply for Apprenticeship Certificates through the Apprenticeship Assessment Service (https://assessors.apprenticeships.education.gov.uk) and subsequently to forward certificates to apprentice employers.

3.4. Where the University is registered on the Register of End Point Assessment Organisations (RoEPAO) for identified apprenticeship standards, the University can act as the EPAO for integrated Higher and Degree Apprenticeships, including specified apprenticeships leading to statutory and regulated professions. The University may also be able to act as EPAO for other apprenticeships where dispensations allow providers to conduct EPA for apprenticeships they have delivered, subject to also being registered on the RoEPAO for that apprenticeship.

4. Intermediate exit awards

4.1. An intermediate exit award recognises the academic achievement of apprentices who are unable to meet the credit volume and/or credit level requirements for the award on which they are registered.

4.2. Where an apprentice leaves the University before completing their apprenticeship programme, they will be classified as a withdrawal on the apprenticeship programme (on the ILR) and the university will recognise credits towards the academic qualification. The apprentice will be given the relevant intermediate exit award to which their accrued credits entitle them, as specified in the programme specification, if they are not in breach of the University regulations and all funding via the apprenticeship levy has been received up to the point of withdrawal. Note: employers are only liable to pay apprenticeship tuition fees up until the point of withdrawal (to the end of the month for data returns).

4.3. The title of an intermediate exit award should normally be the same as the main award unless there are discipline specific or PSRB (professional, statutory, and regulatory bodies) requirements which would make this inappropriate.

4.4. Titles of exit awards are confirmed at programme validation and listed in the programme specification.

5. Admissions

5.1. Entry requirements

5.1.1. Applicants are required to meet all ESFA requirements for an apprentice including: being in employment in a relevant job role (or is to be appointed to a relevant role) upon enrolment that allows the opportunity to embed and consolidate the knowledge, skills and behaviours gained through apprenticeship off-the-job training; meet residency requirements; to successfully meet any additional entry requirements (academic or otherwise) to specific programmes as specified in the Programme Specification; and to provide evidence of level 2 English and Mathematics or equivalent.

5.1.2. Exceptionally, and where permitted in the programme admission policy, apprentices who cannot provide evidence of level 2 English and Mathematics may be permitted to register to the programme of study, in which case they should gain their level 2 English and Mathematics qualifications before the EPA Gateway progression stage and before the final award can be made.

5.1.3. All applicants to an apprenticeship programme must/will complete an initial assessment prior to starting their apprenticeship and prior to enrolment with the University via the University's apprenticeship management software. The initial assessment is split into three core sections:

5.1.3.1. Eligibility: Apprentices will be asked to answer questions in coordination with the ESFA funding rules to confirm their eligibility for enrolment and highlight any areas for concern (e.g. underage applicants, applicants without rights to work in the UK, confirmation that the apprentice productive job role has a direct link to the relevant Apprenticeship Standard etc.)

5.1.3.2. Functional Skills: All apprentices regardless of prior attainment in functional skills in English and Maths will be required to undertake an assessment of their current working level in English and Maths. Information from this assessment will be used to tailor activities on programme which are inclusive of the cohort's skill level in these areas. For apprentices who have not yet obtained Level 2 functional skills qualifications, the results of this assessment should be used to determine whether an apprentice can feasibly enrol onto the programme at the current working level while undergoing additional functional skills training to gain Level 2 qualification/s by the EPA Gateway point of the programme.

5.1.3.3. Prior Learning: All programme modules for apprenticeships are mapped against the Knowledge, Skills, and Behaviours (KSBs) of the apprenticeship standard at the validation stage. Where there is individual evidence from initial assessment that KSBs have been fully achieved prior to undertaking an apprenticeship this will result in a funding adjustment in accordance with ESFA Funding Rules that an apprenticeship must develop new knowledge, skills and behaviours. Initial assessment of prior learning may also identify modules where the applicant can apply for recognition of prior learning in accordance with the University's Recognition of Prior Learning policies and procedures. Apprentices with overall competence regarding apprenticeship KSBs that leads to a negotiated programme duration of less than twelve months or less than the minimum off-the-job-learning requirement, will not be eligible to enrol onto the apprenticeship programme.

5.1.4. For the Applicant to enrol the following must be in place:

5.1.4.1. A valid Apprenticeship Agreement between the apprentice and their employer (signed as agreed by both parties) which must be in place for the duration of their apprenticeship as defined in section A1 (3) of the Apprenticeships, Skills, Children and Learning Act 2009 (as amended by the Enterprise Act 2016) and the Apprenticeships (Miscellaneous Provisions) Regulations 2017).

5.1.4.2. A Training Plan between the employer, the apprentice, and the university (signed as agreed by all parties).

5.1.4.3. An ILR declaration signed by the apprentice to confirm the accuracy of data entered for their registration.

5.1.4.4. A contract for services between the University and the employer regarding the funding and provisions for the programme including a breakdown of fees.

5.2. Learning Support – Disability, Dyslexia Support (DDS)

During initial assessment processes all apprentices are asked to declare any additional learning support needs. Where a disability, health condition or specific learning difference is disclosed the DDS team will work with the apprentice to assess their support needs. Following this, and with the consent of the Apprentice, a Learning Support Form (LSF) is produced and shared with the Programme team. The LSF details the support to be provided to the Apprentice and may include support funded by the ESFA. Adjustments suggested in a LSF are designed to provide the apprentice with an equal opportunity to participate in all educational activities. The ESFA Funding Rules set out in which circumstances additional support can be funded.

5.3. Re-admission to an apprenticeship programme

Where an apprentice has withdrawn from the University, they may apply to the University to be admitted to the same or another programme and to have the credits they formerly accrued exempt them from some part of the programme, subject to the ESFA Funding Rules. Where exemptions are granted, the apprentice will be required to relinquish any intermediate exit awards they have taken before they register.

5.4. Exemptions

5.4.1. Where an apprentice is exempted from a part(s) of their programme of study based on prior study/experiential learning (as per 5.1.3.3), the content and/or duration of the apprentice's study may be reduced to reflect this. The new (reduced) duration should meet the minimum threshold of 12 months to comply with the ESFA Funding Rules.

5.4.2. Prior study/experiential learning is assessed according to section B4 of the University Regulations.

5.4.3. The minimum number of credits that an apprentice must successfully complete at the University to achieve an award can be found in Table A2 of the taught programme regulations.

5.4.4. Where an apprentice admitted to a degree apprenticeship programme has been exempted from parts of the programme based on previous study or experiential learning, their final degree class/grade is determined based on the work they have undertaken at the University after entering the programme of study.

6. Registration for programmes

6.1 All apprentices and their employer must complete the registration process in the apprenticeship learner management system prior to the start of the first period of teaching to enable the apprentice to commence learning and funding to be claimed from the ESFA.

6.2 All apprentices must enrol with the University and agree to comply with the University's Regulations, policies, and procedures and these are included within the terms and conditions agreed to at enrolment. https://www.mdx.ac.uk/about-us/policies

6.3 Re-enrolment will normally be completed annually, or as required.

6.4 Apprentices will remain registered with the University until the completion of the 'EPA phase'. For integrated degree apprenticeships, this is usually co-terminus with the completion of the relevant programme of study, as EPA is an integrated element of the apprenticeship within a module in the final stage of the programme.

6.5 The end date of the registration period for the apprenticeship for non-integrated apprenticeships may not be co-terminus with the end of the University programme or 'practical period'. It may be at the completion of the 'EPA phase' and completion of the programme of study. For non-integrated apprenticeships, this may be several months after the end date of the programme or 'practical period' and the expected date of EPA will be determined by the expectations set in the approved apprenticeship assessment plan.

7. Communications between apprentices, the university, and the employer

7.1 The University uses an apprentice's University email account to communicate important information about registration, module registrations, assessment, degree ceremonies and other matters. It is the responsibility of the apprentice to regularly check and use their University email account once it has been activated. Emails sent to the apprentice may copy in the employer.

7.2 All apprentices are subject to regular progress reviews with a representative from both their employer and the programme team to discuss their development on the apprenticeship. Progress reviews will normally be held at least 4 times per year, and all parties must sign the notes of review in the Apprenticeship Learner Management System.

7.3 Data for every apprentice is also accessible by their employers to consult at any stage in their apprenticeship between progress reviews.

7.4 Where the University (and employer) has agreed to the request of an apprentice to suspend their registration for a period of 4 weeks or more (classified as a 'break in learning'), the apprentice will retain their University email address which will be used by their Programme Leader in the first instance and other University officers to contact them.

7.5 The University will liaise with employers regarding fee amendments that may occur, for example, co-investment fluctuations linked to an employer's source of fees, exceeding their levy, non-payment of co-investment.

8. Extension of registration

8.1 In exceptional circumstances where there are confirmed extenuating circumstances, (Section D8 of the University Regulations applies) the Academic Registrar[1] may extend the maximum period of registration for a given apprenticeship for an individual apprentice in accordance with ESFA funding rules, the apprenticeship assessment plan and programme specifications.

8.2 Where an apprentice has been either permitted or required by the University to suspend their registration, this will require a break in learning (see 9.1) as stipulated in the ESFA Funding Rules and will be recorded on the Individualised learner record (ILR). During a break in learning, apprenticeship levy funds must be paused by the employer. Where this is the case, they will resume once the apprentice re-commences training and re-registers with the University. This is subject to a

[1] Throughout these regulations the role of Academic Registrar may be delegated to a senior manager (normally the Deputy Academic Registrar).

maximum apprenticeship registration period of six years including any such break. Should a break in learning and return episode require a cumulative duration exceeding six years the programme would be deemed a withdrawal and termination of registration.

8.3 The arrangements and opportunity to re-sit EPA will be confirmed within apprenticeship training agreements with employers. Normally, apprentices will have the opportunity for one re-sit of EPA, additional EPA re-sit opportunities will be exceptional and agreed in advance with employers, including any arrangements for additional fees, if applicable. EPA re-sits may also extend the University registration period.

8.4 Where an apprentice has not completed their studies within the maximum period and has not met criteria set out in Regulations 8.2 and 8.3 above, their registration will be terminated (classified as a 'withdrawal'). In such a case, the Academic Registrar will offer an apprentice who has accrued the necessary credits with the intermediate exit award to which they are entitled if they are not otherwise in breach of University regulations.

9. Suspension of registration

9.1 An apprentice who is in difficulties, with their studies or through personal circumstances, may apply to the Programme Leader for the temporary suspension of their registration. With the agreement of their employer to extend their apprenticeship agreement, this can be recorded as a 'break in learning' (otherwise this will be deemed as a withdrawal by the ESFA). A break in learning will only be applied where learning has paused for a period of at least 4 weeks. The University will not normally suspend apprentice registration for longer than one year. It is expected that during a break in learning, the apprentice and the Programme Leader maintain communication regarding when they can expect to re-register to their programme. During a break in learning, apprenticeship levy funds may be paused by the employer. Where this is the case, they will resume once the apprentice re-commences training and re-registers with the University.

9.2 Where an apprentice is unable to return to their studies at the end of a period of temporary suspension and has not applied to the Academic Registrar for an extension to that period, their registration will be terminated at this stage, employers will be removed from the University's levy account and will not be liable to pay any funds following the commencement of the temporary suspension.

9.3 Where an apprentice's request for the suspension of their registration has been accepted by the Programme Leader, their access to university email systems will be maintained to assist contact/communications between the apprentice, their Programme Leader and Academic Advisor and Academic Registry.

5.1.1 A decision to temporarily suspend the registration of an apprentice on health grounds may be taken by the Academic Registrar on the recommendation of a Fitness to Study Panel convened in accordance with the Fitness to Study Policy. The employer will be kept updated by the Programme Leader.

9.4 The University may suspend the registration of an apprentice for a defined period where they are alleged to have acted in a manner that contravenes the University's *Student conduct and discipline regulations*. The employer will be kept updated by the Programme Leader.

9.5 Suspension of registration will be kept under review by the Programme Leader in consultation with the apprentice and the Academic Registrar. This will normally be through the University's email facilities. Where an apprentice's registration has been suspended, they are not eligible to participate in their programme (including assessments and reassessments) before resuming their registration or re-registering.

9.6 Upon re-registration, apprentices' training plan and apprenticeship agreement will need to be revisited with new programme and apprenticeship dates set. For apprentices who have undertaken a break in learning due to medical conditions, any additional learning support needs should be addressed as per 5.2.

10. Withdrawal from registration

Termination of Employment

10.1 If an apprentice loses their employment through termination, in effect the employer will be deemed to have initiated a withdrawal from their apprenticeship and this will be recorded on the ILR. In this circumstance, the University Employability Service may

assist the apprentice in finding a relevant employer to enable them to progress their apprenticeship. However, this will require a new apprenticeship contract for services with the new employer, Apprenticeship Agreement and Training Plan to be signed. Only once these new agreements are in place will re-registration be considered.

10.2 Alternatively, opportunities to continue study through a non-apprenticeship programme may be identified, with credit accrued being applied to the new programme if appropriate. (see 10.10)

Redundancy

10.3 If an apprentice is made redundant by their employer, the University has an obligation, where it serves as the main provider for the apprenticeship to assist the apprentice in sourcing a new employer for them to complete their programme with. The apprentice is expected to additionally make their own efforts to find a new employer. Once a new employer has been sourced with a suitable vacancy for the apprentice to complete their programme, the new employer must undergo the same rigorous screening process as an employer enrolling an apprentice from the beginning of their programme and any Apprenticeship Agreements and Training Plans must be revisited and re-signed by the appropriate parties.

10.4 The University has a responsibility to obtain evidence of an apprentice's notice of redundancy from their employer, clearly stating their last date in employment. It is important that this be a redundancy and not a dismissal/resignation for an apprentice to be applicable for the flexibility to their programme as stated below.

10.5 Where an apprentice has completed 75% or more of their apprenticeship, they may complete their apprenticeship without employment (following guidance in 10.3) providing the University has all necessary facilities to develop the knowledge, skills and behaviours required in order to pass End Point Assessment.

10.6 Where an apprentice is made redundant and has completed less than 75% of their apprenticeship, they are eligible to continue their programme for 12 weeks without securing new employment (following guidance in 10.3), after which, they will need to withdraw from their programme.

10.7 Alternatively, opportunities to continue study through a non-apprenticeship programme may be identified, with credit accrued being applied to the new programme if appropriate. (see 10.10)

Withdrawal

10.8 Apprentices who wish to withdraw from the University before they have completed their apprenticeship and programme of study are required to notify the Academic Registrar and their employer of their intention by email. The official end date for the apprenticeship must be agreed with the employer and evidenced with assistance from the University (e.g. register marks, student account entries, etc.).

10.9 Apprentices who have withdrawn from a programme and have accrued the necessary credits will be offered the intermediate exit award to which they are entitled if they are not otherwise in breach of University regulations.

Transfer between programmes of study

10.10 Where an apprentice cannot continue on their apprenticeship programme, they may apply to transfer to a taught programme of study, on condition that a satisfactory level of academic performance has been achieved, that the conditions of entry have been met, including module pre-requisites, and approval of the Programme Leader has been obtained for the new programme of study.

11. Academic study and engagement

11.1 The University requires that apprentices participate fully in the work of their programme and complete the required assessments as set out in the programme specification, the programme handbook, the apprenticeship standard, and the assessment plan. For apprentices learning at a distance, participation involves availing themselves of the virtual and other learning opportunities provided for them by the University and completing the required assessments.

11.2 Active engagement in learning is monitored through a range of methods including: online or physical attendance synchronous learning activities; records of participation on

asynchronous online learning activities; evidence of submission of formative and summative assessments; records of progress of learning; records of off-the-job learning through learning logs; regular progress reviews. This evidence of engagement in learning will be documented in the University apprenticeship management system and other University systems.

11.3 The University requires that the apprentices and the employer abide by the terms agreed in the relevant Training Plan including the requirements for off-the-job learning to support the development of occupational/professional competence within working hours.

11.4 The University's arrangements for defining and dealing with academic misconduct are set out in the Regulations and Policy and procedures for academic integrity and misconduct.

11.5 The University will work constructively with employers where it is identified that employers are in breach of the terms agreed in commitment statements, for example, the requirement to provide paid time for off-the-job learning or not providing the appropriate opportunities for apprentices to develop the required KSBs etc. However, if agreement cannot be reached, the University reserves the right to terminate the apprenticeship training agreement with the employer in accordance with the terms of the agreement.

12. Requirements for progression

12.1 Continued engagement in active learning is a requirement for apprenticeship funding as described in 11.1 to 11.3 above.

12.2 Progression is defined as taking place when an apprentice meets the University's requirements to move from one level or formal progression stage of their programme to the next level or formal progression stage; when an apprentice terminates their programme and takes an intermediate exit award (having met the University's requirements for that award); and when an apprentice finishes their programme and having met the University's requirements, takes the final award for their programme of study**.**

12.3 The EPA Gateway constitutes a formal progression stage for all apprenticeship programmes and all EPA Gateway requirements must be met and evidenced appropriately before an apprentice can progress to undertake EPA. For integrated degree apprenticeships this will typically be prior to the final module of the programme which includes EPA.

12.4 All apprentices must be able to evidence the achievement of level 2 (GCSE/Functional Skills or equivalent) in Maths and English to progress to EPA at the point of the EPA Gateway.

12.5 An apprentice's employer must confirm that they have met all EPA Gateway requirements, as specified in the Apprenticeship Assessment Plan, prior to an apprentice progressing to undertake EPA.

12.6 For integrated degree apprenticeships, which include EPA as part of the degree or for statutorily regulated apprenticeships, successful completion of the programme, including all modules and levels, will also constitute successful completion of the apprenticeship.

12.7 For non-integrated apprenticeships, apprentices must successfully complete all required programme modules and levels to achieve their target award. To be awarded the apprenticeship certificate, apprentices will also need to successfully complete EPA, which may be conducted by a separate EPA Organisation, with the exceptions identified in 3.3 and 3.4 above.

12.8 For an apprentice to achieve their award they must satisfactorily complete each level or formal stage of their apprenticeship programme. Satisfactory completion of a level is demonstrated by achieving the required credits as per the programme specification.

13. Failure to make progress: termination of registration

13.1 All apprentices must demonstrate that they are actively engaged in learning at least every four weeks to be eligible for continued funding as an apprentice.

13.2 Active engagement in learning is demonstrated by an apprentice continuing to take part in and logging learning activities as off the job training as described in the apprentice Training Plan. Continued funding of the programme is a requirement for the University to deliver the programme under the terms of the Apprenticeship Training Plan.

13.3 If a break in active learning is required due to sickness, ill health, maternity, or paternity leave it is permissible for an apprentice to take a break in learning and for the University to subsequently continue delivery subject to the University's academic regulations.

13.4 If there are no circumstances in which a suspension of academic studies is possible, where an apprentice disengages from active learning or proves unable to make progress with their studies through any or all of the events of: failing assessment, failed module(s) or lack of credit for the programme, it is not normally in their nor their employer's interest or that of the programme that they should continue.

13.5 In such circumstances, subject to the requirements of ESFA Apprenticeship Funding Rules and University appeals processes, if no confirmed extenuating circumstances led to a break in learning, a Programme Assessment Board may terminate the apprentice's studies and withdraw the apprentice from the programme. The employer and the ESFA will be informed.

14. Assessment and Reassessment

14.1 Evidence of submitted and verified summative assessment work is recorded in the University's student record system and its apprenticeship management software and will contribute to reporting on apprentice learning progression and informs progress review meetings.

14.2 Where reassessment extends the registration period of the apprenticeship, section 8.3 above applies.

14.3 The EPA requirements of an apprenticeship are set out in the Approved Assessment Plan. Approved Assessment Plans are approved and published by the Institute for Apprenticeships and Technical Education (IfATE). https://www.instituteforapprenticeships.org/apprenticeship-standards/

15. Approval, dissemination, and publication of results

15.1 Programme Assessment Boards confirm module grades, and Awards. Publication of module results and degree classification is via myUnihub. Qualification Certificates are normally sent within 2 months of publication of results.

15.2 The apprenticeship certificates are normally issued within 30 days by the Institute for Apprenticeships and Technical Education (IfATE) for Apprenticeship Standards once the EPAO confirms that the end-point assessment has been successfully completed.

16. Academic appeals and Complaints and Grievances

16.1 If you have a concern or complaint about any aspect of your Apprenticeship, please contact/speak with your personal tutor at the University in the first instance (reference to your Training Plan).

16.2 The grounds for and procedures for academic appeals are set out in Section G of the University's Regulations for Taught Programmes, with guidance and information on Unihub.

16.3 Students are directed to the University's Student Complaints & Grievance Procedure if they have a grievance against the University that relates to the delivery of the programme of study.

16.4 Students who have a grievance against their employer should follow the employer's grievance procedures.

16.5 Students who are not content with the outcome of their complaint once it has been through all the internal steps available through the employer's procedure and the University's complaint review, or who want some help or advice, may also contact the Skills Funding Agency:

Web address: https://www.gov.uk/government/organisations/skills-funding-agency/about/complaints-procedure.
Email: complaintsteam@sfa.bis.gov.uk OR
In writing by post to: The Skills Adjudicator, The Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry CV1 2WT

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