UNIVERSITY OF HERTFORDSHIRE HIGHER EDUCATION CORPORATION

HIGHER AND DEGREE APPRENTICESHIP COMMITTEE

MEETING TO BE HELD ON THURSDAY, 22 JUNE 2023 FROM 09:00 HOURS IN THE GOVERNORS' SUITE, COLLEGE LANE AND VIA MS TEAMS

<u>**AGENDA**</u>

Please note the venue/time for this meeting and take the papers as read
The meeting will be conducted according to the **Microsoft Teams Meeting Protocol-v1.0.docx**

Item No.	Item	Pages	Confidential (Y/N)	Lead
1	Apologies	-	-	n/a
2	Declarations of interest (if any)	-	-	n/a
3	Membership	3 - 4	N	Chair
4	Chair's opening remarks (if any)	Verbal Report	-	Chair
5	Minutes - 18 April 2023 - To **confirm and sign t**he Minutes.	5 - 10	Y	Chair
6	Schedule of actions arising from the Minutes	To Follow	-	Chair
MATTERS FOR DISCUSSION				
7	Apprentices Progress and Academic Staff Observation Report for the School of Health and Social Work	To Follow	-	Professor Jackie Kelly
8	Apprentices Progress and Academic Staff Observation Report for the School of Physics, Engineering and Computer Science	To Follow	-	Dr Daniel McCluskey
9	Apprentices Progress and Academic Staff Observation Report for the Hertfordshire Business School	11 - 20	Y	Professor Damian Ward
10	Apprentices Progress and Academic Staff Observation Report for the School of Life and Medical Sciences	To Follow	-	Dr Richard Southern
11	Apprenticeship Safeguarding Group Report	21 - 26	Y	Karen Turner
12	Report from Apprenticeship Advisory Group - - To **note** Ofsted Readiness Update - To **note** Terms of Reference	-	-	Liz Gormley-Fleming
13	ESFA Audit Update	27 - 44	Y	Celeste Jones
MATTERS FOR DECISION				
14	Apprenticeship learner & employer surveys - - To **note** Survey Task & Finish Group Update	45 - 46	Y	Celeste Jones

	OTHER BUSINESS			
15	Emergency Business **-** (Admissible only with the consent of the Chair given prior to the meeting.)	-	-	n/a
16	People Development **-** **To identify** people development needs and to refer them to HR Development.	-	-	n/a
	GOVERNANCE			
17	Risk **-** To **consider** any risks inherent in the matters dealt with by the Committee during the meeting but not discussed when the item concerned was taken.	-	-	n/a
18	Clerk's Report **-** Members wishing to comment on any item in the Clerk's report (which consists of items requiring formal note and/or approval) are asked to inform the Chair through Marie Lowe, ext. 1254, e-mail governanceservices@herts.ac.uk at least 48 hours before the meeting. If no such indications are received, the Clerk's report will be taken as noted and approved.	Verbal Report	-	Clerk
19	Date of Next Meeting **-** The next meeting of the Higher and Degree Apprenticeship Committee will be held on 27 September 2023 from 13:00 hours in the Central Committee Room, MacLaurin Building. Items for the Agenda should be notified to the Clerk, Marie Lowe ('e'-mail governanceservices.herts.ac.uk) by 6 September 2023 and reports submitted by 13 September 2023.	-	-	-

HIGHER AND DEGREE APPRENTICESHIP COMMITTEE - HDAC

MEMBERSHIP

Category

1	A Chairman appointed by the Vice-Chancellor (Director of Business Development and Engagement)	Dr Kate Asante
2	Pro-Vice Chancellor (Education and Student Experience) (or nominee)	Dr Mairi Watson (Associate Professor Sarah Flynn)
3	Secretary and Registrar (or nominee)	Sharon Harrison Barker (Helen Davidson)
4	Dean of School Health & Social Work (or nominee)	Professor Jacqueline Kelly (Dr Julia Warrener)
5	Dean of Hertfordshire Business School (or nominee)	Professor Damian Ward
6	Dean of School of Physics, Engineering and Computer Science (or nominee)	Associate Professor Daniel McCluskey
7	Dean of Life & Medical Science (or nominee)	Dr Richard Southern (Alison Cain)
8	Dean of Students	Geraldine Ward
9	Associate Director for Academic Quality – Apprenticeships	Liz Gormley-Fleming
10	Deputy Director Marketing and Communications (Admissions)	Karen Chater
11	Assistant Director of Human Resources (or nominee)	*(Jill Lees)*
12	Associate Director for Apprenticeships (or nominee)	Celeste Jones Chris Cooper

Officers in Attendance

Representing the Board of Governors	Dr Janet Bohrer
Representing the Board of Governors	Bob Macnaughton
Observer	Karen Trew
Clerk appointed by the Head of Governance Services	Mel Golder

Members total: 12
Officers in attendance total: 4

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HIGHER AND DEGREE APPRENTICESHIP COMMITTEE

Minutes of the meeting of the Higher and Degree Apprenticeship Committee held on 18 April 2023.

PRESENT: Dr Kate Asante (Chair)	
Liz Gormley-Fleming	
Dr Daniel McCluskey	
Dr Richard Southern	
Professor Damian Ward	
Celeste Jones	
Geri Ward	
Jill Lees	
Associate Professor Sarah Flynn	
IN ATTENDANCE:	
Dr Janet Bohrer	
Robert McNaughton	
Karen Trew	
Anna Levett	
Mel Golder (Clerk)	

1	**APOLOGIES** Apologies for absence were received from Karen Chater, Sharon Harrison-Barker, Professor Jackie Kelly and Dr Mairi Watson. Sarah Flynn attended the Committee on behalf of Dr Mairi Watson.
2	**DECLARATIONS OF INTEREST (IF ANY)** There were no declarations of interest declared.
3	**MINUTES - 2 FEBRUARY 2023** The Minutes of the meeting held on 2 February 2023 were confirmed and signed as an accurate record of the business conducted. Karen Trew asked if items 24.2 and 24.3 had progressed positively. The Chair stated that item 11 was on the agenda but asked Celeste Jones and Liz Gormley Fleming to provide an update. They confirmed that since the February Committee, the reporting structure, and timelines across Schools had improved and they were currently reviewing the meeting and reporting dates for the next academic to further improve the process. (Confidential Agenda Paper, 3, refers)
4	**SCHEDULE OF ACTIONS ARISING FROM THE MINUTES** The Committee noted that all actions arising from 2 February 2023 had been completed or formed part of the agenda. Members requested an update on the frequency of surveys. Celeste Jones reported that a Task and Finish Group had been established and she would report back formally at the next meeting of the Committee. The Chair requested an item at the June Committee, to include the Terms of Reference, Timeline, Data Reporting points, and any available analysis. Karen Trew asked why one of the actions from the 1 November 2022 meeting was not numbered, this was noted by the Clerk to be amended.

HIGHER AND DEGREE APPRENTICESHIP COMMITTEE

Minutes of the meeting of the Higher and Degree Apprenticeship Committee held on 18 April 2023.

5	**CHAIR'S OPENING REMARKS (IF ANY)**
	The Committee received an update from the Chair.
	The Chair confirmed that the Apprenticeship Policy discussed at the previous Committee had now been approved and would be published alongside the institution's updated UPRs at the start of the next academic year.
	Members were reminded that the next Ofsted Monitoring visit was likely to take place between July to December 2023; therefore, the Chair would be joining a forthcoming Apprenticeship Advisory Group meeting to review preparations post receiving a call regarding the visit.
	The Chair also asked it to be noted that members who couldn't attend the Committee should send a representative on their behalf.
6	**APPRENTICES PROGRESS AND ACADEMIC STAFF OBSERVATION REPORT FOR THE SCHOOL OF LIFE & MEDICAL SCIENCE.**
	Richard Southern delivered a report (paper 9) and he advised that while numbers of apprentices were small there were no matters of concern. He drew members' attention to the learner progress table to explain that the 20% figure referred to one learner, as the cohort had only five learners in total.
	Janet Bohrer asked for confirmation of the timeframe of the data to be included in future reports. Richard Southern confirmed that the report was produced from the March ILR submission, and Celeste Jones agreed to action this and amend the template for the next committee to include a time-period.
	Karen Trew asked what the problems were regarding tracking and assessing punctuality, and what were the ideas and timeline for implementation. The committee noted that there were some technical issues with the roll-out of the new QR code process. Liz Gormley-Fleming stated that this was flagged as an issue across each of the School progress reports. This was also reported at the Apprenticeship Advisory Group who were working on a resolution to fix the QR scanning code.
	The Chair asked when this would be implemented and fully resolved. As co-chairs of the Apprenticeship Advisory Group, Liz Gormley-Fleming and Celeste Jones agreed to confirm the timeline for full effective implementation following the Committee.
	Karen Trew stated that the narrative included regarding the three apprentices on breaks in learning was useful, and provided assurance that the School was providing full support and taking appropriate action.
	The Chair asked why there was no module feedback from apprentices included in the reports, as this was the case across all Schools. Celeste Jones advised that this was being considered by the Survey Task and Finish Group as previously mentioned.
	Karen Trew asked if the lesson observations, reflections, and recommendations were being collated. Liz Gormley-Fleming confirmed that these were currently being recorded to share best practice and learning across the institution. Analysis was planned to take place at the end of the Semester.
	The Chair stated that the previous comments regarding the time period, narratives and consistency in the values used (% or numerical) to allow the Members to compare and note variations in programme data (e.g., percentages and numerical data) needed to be addressed across all the reports for the next Committee.

Minutes of the meeting of the Higher and Degree Apprenticeship Committee held on 18 April 2023.

<table>
<tr>
<td></td>
<td>Action
- It was agreed Celeste Jones would amend the apprenticeship progress report template to include the time period for reporting, consistency in the values used (% or numerical) to allow Members to compare programmes.</td>
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<td>7</td>
<td>APPRENTICES PROGRESS AND ACADEMIC STAFF OBSERVATION REPORT FOR THE HERTFORDSHIRE BUSINESS SCHOOL.

The Committee received a report from Professor Damian Ward on Apprentices' Progress and Academic Staff Observations for Hertfordshire Business School. He advised that the new arrangements for updating the report with the central team were working well; however further discussions with the central EBD team were needed to ensure meeting and reporting dates were better aligned. Like LMS, the new QR code for tracking punctuality was not yet effective.

Janet Bohrer and Karen Trew noted that the Senior Leader completions had improved; but asked for greater narrative in future reports to better evidence the impact of actions. Damian Ward agreed, and stated he would work with Celeste Jones to adjust the template.

Robert McNaughton and Janet Bohrer updated members on their visit to HBS to meet the Senior Leader apprentices on 14th March 2023. They stated there were high levels of engagement amongst apprentices, and noted many activities were in place to improve the apprenticeship journey and provision.

It was agreed that Celeste Jones would organise other visits to schools i:e HSK, LMS and SPECS for both Robert McNaughton and Janet Bohrer.

Action
- It was agreed that Celeste Jones would organise Board of Governors visits for Robert McNaughton and Janet Bohrer to HSK, LMS and SPECS.</td>
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<tr>
<td>8</td>
<td>APPRENTICES PROGRESS AND ACADEMIC STAFF OBSERVATION REPORT FOR THE SCHOOL OF PHYSICS, ENGINEERING AND COMPUTER SCIENCE.

The Committee received a report from Dr Daniel McCluskey on Apprentices' Progress and Academic Staff Observation. He stated that from listening to the feedback and questions from members at the Committee, that adjustments would need to be made to the templates in order to better evidence changes to apprentices' status between Committee meetings, as on reflection this would not be apparent to members.

Robert McNaughton agreed that including a status label, as arrows or a RAG, would be helpful to demonstrate changes and stated that the trends data would then be useful.

Janet Bohrer agreed and stated that we need to ensure Schools are not working in silos and that there is an institutional approach to reporting and actions.

Members agreed to the template changes discussed.

Action
- It was agreed that Daniel McCluskey would work with Celeste Jones to amend the template to include a means of evidencing change in apprentice status.</td>
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HIGHER AND DEGREE APPRENTICESHIP COMMITTEE

Minutes of the meeting of the Higher and Degree Apprenticeship Committee held on 18 April 2023.

9	**APPRENTICES PROGRESS AND ACADEMIC STAFF OBSERVATION REPORT FOR THE SCHOOL OF HEALTH & SOCIAL WORK.** As there was no representation from HSK, the Chair agreed to follow up with the Dean, Jackie Kelly to request an update to be circulated to members. It was noted by the co-chairs of the Apprenticeship Advisory Group that from the updates they had received from HSK that there were no matters for concern. **Action** - It was agreed that the Chair would progress an update from Jackie Kelly. Members discussed the format for reporting to the Board of Governors Committee; it was agreed that these meetings should receive a clerks' report to evidence the HDAC decisions and provide updates on apprenticeship provision. In addition, it was recommended that the Board should also receive a formal item once a year on the institution's apprenticeship provision. Members agreed to this given the active role of the three Board of Governors members on the Committee, and the involvement of the Chair of the Board of Governors with the Senior Executive. **Action** - It was agreed that the Clerk to pass this recommendation on to the Board of Governors Clerk and to the Secretary and Registrar, Sharon Harrison Barker. - Robert McNaughton and Janet Bohrer would recommend to the Board of Governors Chair, that a presentation from the committee chair on apprenticeship provision was provided at their next strategy away day.
10	**APPRENTICESHIP SAFEGUARDING REPORT** It was noted that since the last Committee, all cases were closed, and no new safeguarding cases have been reported to the Safeguarding Manager during the period covering 1 January 2023 - 30 March 2023. The Safeguarding Policy for Learners had been approved and would be published. Members noted that the appointment of the Safeguarding Manager was having a positive impact by providing dedicated and timely support for apprentices, as well as support at IAG for staff and employers. Robert McNaughton requested that the next report include trend analysis data. This was agreed, and Geri Ward would take this action to be included in the June Committee Report. The Chair asked Geri Ward to consider if she would like to invite Karen Turner to the June meeting as an observer to meet members and answer any questions. **Action** - It was agreed that trend data be included in the June Committee Report. - Geri Ward would confirm with the Chair and Clerk if Karen Turner would be joining the June Committee.
11	**OFSTED READINESS UPDATE** The Committee received a verbal update from Celeste Jones on the Apprenticeships Advisory Group assessment of progress against Ofsted recommendations and preparedness for the monitoring visit. It was noted that positive progress had been made against all recommendations and the Apprenticeship Advisory Group's assessment was that 'reasonable progress' was being made.

Minutes of the meeting of the Higher and Degree Apprenticeship Committee held on 18 April 2023.

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<tr>
<td></td>
<td>Celeste Jones presented a summary of the changes made to ensure consistent School learner progress tracking. The Chair requested that the presentation was shared with members and for a flow-chart of apprenticeship progress reporting to be produced to evidence the information flow and discussion/review points through SBU structures.

Celeste Jones confirmed that a 48-hour plan was in place for the monitoring visit and that staff names and reserves were being confirmed by the Apprenticeship Advisory Group. It was confirmed that members of the Committee had access to this information. The Chair requested a list of all the staff involved in the monitoring visit.

Action
- Celeste Jones would share the presentation provided to members.
- Celeste Jones would devise an institutional flow-chart of apprenticeship progress reporting to evidence the information flow and discussion/review points through SBU structures.
- Celeste Jones / Liz Gormley-Fleming would send Kate Asante the names of staff for the monitoring visit.</td>
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<td>12</td>
<td>**PROFESSIONAL AND PERSONAL DEVELOPMENT PLAN UPDATE**

The Committee received a verbal update from Anna Levett on the progress made against the professional and personal development action plan approved at the previous Committee. It was noted that actions 28.4.2 and 28.5 had been completed and could be closed.

Members noted that good progress was being made against the action plan. Celeste Jones and Liz Gormley-Fleming confirmed that delivery and impact for apprentices was being monitored to ensure robust and continued activity within programmes.</td>
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<td>13</td>
<td>**APPRENTICESHIP ADVISORY GROUP UPDATE**

The Committee received a report from Liz Gormley-Fleming requesting approval of the recommendations from the external review and to approve the quality improvement plan.

As outlined in the paper, it was explained that the external review which took place in March had reviewed the institution's progress against the Ofsted recommendations; it was noted by the consultant that a high level of progress had been made to address five recommendations. The report shared key findings and recommendations that had been transferred to the QIP.

The Committee approved the updated QIP, and the Chair asked for thanks to be recorded and passed to the relevant staff.</td>
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<td>14</td>
<td>**OFS RECURRENT FUNDING ALLOCATION FOR LEVEL 6 DEGREE APPRENTICESHIPS**

The Committee received a report from Celeste Jones requesting approval on the proposed spending of the recurrent funds received for degree apprenticeships from the OfS.

The Committee approved the proposal. The Chair asked that Celeste Jones reported on the impact of the funding, particularly in terms of the number of new apprenticeships starts, at the autumn Committee.</td>
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HIGHER AND DEGREE APPRENTICESHIP COMMITTEE

Minutes of the meeting of the Higher and Degree Apprenticeship Committee held on 18 April 2023.

	Action - Celeste Jones would report on the outcomes of the OfS funding in the semester A Committee.
15	**RISK** There were no further matters concerning risk which had not already been considered during the meeting.
16	**EMERGENCY BUSINESS** There was no emergency business

Apprenticeship Progress Group Report

Author	Jacob Ellacott (Accounts and Operations Officer)
Report for School	Hertfordshire Business School
Date Submitted	
Data correlates with ILR data as of	02/06/2023

SCHOOL EXECUTIVE GROUP APPROVAL

Document Approved by:

Name: ……………………………………….

Position: ……………………………………….

Date: ……………………………………….

HIGHER AND DEGREE APPRENTICESHIP COMMITTEE APPROVAL

Document Approved by:

Name: ……………………………………….

Position: ……………………………………….

Date: ……………………………………….

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1   Apprenticeship Standards

Please see below a list of the apprenticeship Standards and the associated University of Hertfordshire awards delivered as part of this standard.

Name of Apprenticeship Standard	Name of University Hertfordshire Award
Senior Leader Degree Apprenticeship	MBA MSc Business and Organisational Strategy MSc Public Service Management
Chartered Manager Degree Apprenticeship	BA (Hons) Business and Management BA (Hons) Business and Management (Fast Track)
Senior Leader Apprenticeship Version 1.1	PG Dip Strategic Leadership

2   Apprenticeship Numbers by Status

Please see below a list of Apprenticeship Standards and associated headcount, of all academic years of delivery to date, split by current status on programme.

Name of Apprenticeship Standard	Number of Registered		Number of Break in Learning		Number of Withdrawn		Number of Completed	
	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	90	88	18	19	95	95	96	96
Chartered Manager Degree Apprenticeship	103	102	2	2	29	29	76	77
Senior Leader Apprenticeship Version 1.1	41	40	5	5	3	4	0	0

The registration data has remained largely static, with very few new withdrawals documented. As the SLDA approaches the end of it's lifespan, there are limited numbers of expected withdrawals still being processed.

CMDA is still processing two withdrawals – one from the fast track and one from the standard route – due to health and employment change issues respectively.

3 Learner Progress

Please see below for a RAG rated update on Learner Progress for learners on the following standards in the School of Health and Social Work.

Table 1: Learner Progress RAG Ratings by apprenticeship standard

Name of Apprenticeship Standard	Number of Active Learners		Number of Active Learners at Red rating		Number of Active Learners at Amber rating		Number of Active Learners at Green rating	
	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	108	107	26	25	19	19	46	45
Chartered Manager Degree Apprenticeship	105	104	7	4	5	9	85	76
Senior Leader Apprenticeship Version 1.1	46	45	3	4	3	3	39	37

The rating of learners has remained largely static with the previous month, although there are some positive developments on CMDA in this respect, reflected in the shift from Red to Amber.

Red and Amber Cases on the Senior Leader DA programme reflect the relatively high proportion that have had a Break in Learning, and are undergoing continued closer monitoring and support. Efforts to prioritise completions, timely completions, and successful return to learning on the programme routes that are 'winding down', especially where most of these learners are now completing their programmes out of line with the expectations set on their initial recruitment. The parallel drop in new withdrawals indicates that the higher levels of intervention and monitoring have a positive impact.

4 Attendance and Punctuality

Please see below the percentage of attendance and punctuality to timetabled teaching sessions in the current academic year.

Name of Apprenticeship Standard	Total Number of Active Learners		Attendance Percentage		Punctuality Issues	
	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	108	107	82%	82%		
Chartered Manager Degree Apprenticeship	105	104	82%	80%		
Senior Leader Apprenticeship Version 1.1	46	45	96%	96%		
The data remains largely static. Additional communication is now in place between central and school teams to assist in diagnosing attendance omissions from the data. Current reasons identified for this are mixed. Technical issues are referred on for resolution by relevant LCS teams, and the school is seeking further insight from central teams on whether there are specific modules that have unreliable attendance records, which can then be addressed as a training need. Overall, programme teams report a high level of attendance, with learners demonstrating appropriate behaviours where they are unable to attend for legitimate reasons including: seeking authorisation from both employer and provider, confirming strategies to mitigate any lost learning, resolving any OTJ implications resulting from non-attendance.						

5   Breaks in Learning

Please see below details as to how many learners are currently on a break in learning, any learners that have been on a break for more than 365 days.

Name of Apprenticeship Standard	Number on a break in learning		Number of Learners on a break exceeding 365 days	
	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	18	19	3	3
Chartered Manager Degree Apprenticeship	2	2	1	1
Senior Leader Apprenticeship Version 1.1	5	5	1	1
This data has remained largely static from last month, and reflects the nuance of the specific cases provided previously. Regular but appropriate contact is maintained with those on BIL and all learners will have an agreed target return date which the tripartite stakeholders work towards and review. Return to Learning meetings are robust and purposeful, ensuring that opportunities for success are maximised. Learners on the SLDA who remain on BIL are aware of the programme route closures and plans for their return reflect the need for these programmes to reach completion, particularly given the impact on learning experience of returning to extremely small modules.				

6   Withdrawals

Please see below details as to how many learners have withdrawn in the current academic year 2022/23, the retention rate for the apprenticeship standard. The Apprenticeship Accountability framework stipulates those organisations with an all-age apprenticeship retention rate of less than 52% is considered 'at risk' and those that are greater than or equal to 52% and less than 62% is considered as 'needs improvement'.

Name of Apprenticeship Standard	Number of withdrawals 22/23	Number of all-time withdrawals	Retention Rate (%)

	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	5	5	95	95	69%	69%
Chartered Manager Degree Apprenticeship	0	0	29	29	87%	87%
Senior Leader Apprenticeship Version 1.1	2	3	3	4	94%	92%

The static nature of the withdrawal data on SLDA and CMDA reflects the interventions taken to date, including a) resolution of the withdrawals of historical cases; b) effective support plans and interventions with employers; and c) timely escalation of issues.

There has been one additional withdrawal on SLA route, which was the result of combined ill health and issues with providing care to a family member.

Additional details on retention and expected completion is also reflected in Section 7, below.

7   Completions

Please see below details those learners that are currently still registered where their planned completion year has passed. Please also find below the current in year (Academic year 2022/23) expected completions. The Apprenticeship Accountability framework stipulates those organisations with an all-age apprenticeship achievement rate of less than 50% is considered 'at risk' and those that are greater than or equal to 50% and less than 60% is considered as 'needs improvement'.

Non-Timely Completion Rates

Name of Apprenticeship Standard	Number of learners still on programme after their planned completion year		Number of learners that are due to complete in the current academic year	
	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	5	4	82	82
Chartered Manager Degree Apprenticeship	1	1	36	36
Senior Leader Apprenticeship Version 1.1	0	0	0	0

There are several cases of delayed completion that are being addressed. Two main reasons emerge for these including learners struggling to secure a Gateway meeting with their employer; and those challenged by time to polish portfolios post degree award. Of the four learners remaining from previous years on SLDA, three have EPA booked for June/July and one has been withdrawn since the ILR.

Please see further commentary on forecast untimeliness in the section below

Other interventions to address untimely completions are:

- Apprenticeship Progression Group – meeting monthly, close scrutiny of all learner progress
- Intensive ELT support with learners to maintain drive to a quality completed Portfolio – securing employer leverage as par for the course. This is driven through action plans with regular learner meetings (usually fortnightly), relying on the escalation processes at APG where traction is soft.
- Engaging EBD in the above APG meeting, improving efficiency in resolving employer issues via account management relationship, and finding alternative support where the mentor is unavailable.
- Increased PL engagement with ELTs, ExedEd and Employers (where required) to ensure learner progression, weekly PL meetings (chaired by the Programme Lead for SLMDA)
- Centrally held data for fast access to information on all learners for all those involved in the oversight of progress.

It has also been noted that the EPAO is struggling to provide EPA capacity, which is having an impact on the scheduling of EPAs and is subject to review through the regular contact meetings. This poses a risk for the end of July cut off in measuring timeliness, which the school is seeking to manage with the EPAO.

Expected completions for current academic year 2022/23

Name of Apprenticeship Standard	Number of Expected completions		Number of Actual Completions to date	
	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	82	82	39	39
Chartered Manager Degree Apprenticeship	36	36	17	18
Senior Leader Degree Apprenticeship Version 1.1	0	0	0	0

The school has receipt of 58 EPA outcomes on Senior Leader for those in this year. HBS is awaiting one additional result, and have a further four EPAs scheduled in June, July and August. Of the 82 expected completions on the SLDA, this gives a currently confirmed 72% completion, reasonably expected to rise 78% based only on existing EPA bookings.

The school has receipt of 25 EPA outcomes on CMDA, awaiting one further result, and one more booked in June. The school is therefore predicting 75% timely completion. There are two further expected withdrawals. The remaining are expected to be untimely completions, in part resulting from scheduling issues with the EPAO. The other main driver identified for untimeliness relates to the legacy programme design (particularly on fast track CMDA), in which portfolio completion takes place post-programme board. Where this requires further intervention and support to ensure quality this has caused delays in gateway. This has been addressed both in the CMDA periodic review, and in module interventions and changes to progress requirements (monitored by ELTs) which are expected to draw portfolio completion back in parallel with the training period.

Further analysis identifies that one main cause for the discrepancy between EPA outcomes recorded by the school and the report data is the processing time between confirmation of completion by the EPAO and the compilation of other associated data required for the final update of the ILR by relevant central teams (e.g. confirmation of the final OTJ records). The school commends to the committee the proposal for a new process or mechanism to accelerate and systematise this, so that the reported data provides a more accurate and timely picture for monitoring purposes.

8 End Point Assessment Outcomes

Please see below for the outcomes achieved to date for all apprentices by apprenticeship standard. Please note that for Nursing Associate and Registered Nurse the outcomes possible for learners are Pass or Fail.

Name of Apprenticeship Standard	Total Number of Completed learners		Number of achieving DISTINCTION		Number of achieving MERIT		Number of achieving PASS		Number of achieving FAIL	
	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	95	96	39	39	36	37	20	20	0	0

Chartered Manager Degree Apprenticeship	76	77	44	44	24	25	7	7	1	1
Senior Leader Degree Apprenticeship Version 1.1	0	0	0	0	0	0	0	0	0	0

One new completion was recorded for an SLDA learner who was due to finish in the 21/22 academic year.

From the data yet to feed into this report performance at EPA remains very strong, with no fails recorded and the majority of learners achieving distinction or merit. This will become evident in future report iterations.

9 Apprentice Feedback

See below a summary of key points raised in recent surveys completed by apprentices, if available.

Name of Apprenticeship Standard	Summary of Comments/outcomes
Senior Leader Degree Apprenticeship	
Chartered Manager Degree Apprenticeship	
Senior Leader Degree Apprenticeship Version 1.1	

There have been no apprentice survey data sets generated within the reporting period.

10 Employer Feedback

See below a summary of key points raised in recent surveys completed by employers, if available.

Name of Apprenticeship Standard	Summary of Comments/outcomes
Senior Leader Degree Apprenticeship	
Chartered Manager Degree Apprenticeship	
Senior Leader Degree Apprenticeship Version 1.1	

There have been no employer survey data sets generated within the reporting period.

11 Safeguarding Cases

See below details of any active safeguarding cases.

Name of Apprenticeship Standard	Number of Open Safeguarding Cases		Number of Closed Safeguarding Cases	
	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	0	0	1	1
Chartered Manager Degree Apprenticeship	0	0	2	2

Senior Leader Degree Apprenticeship Version 1.1	0	0	0	0

There are no new open or closed safeguarding cases within HBS.

12 Observation of Practice

See below details of any lesson observations.

Name of Apprenticeship Standard	Number of Recommended Observations		Number of Completed Observations	
	Previous Month data	Current Month data	Previous Month data	Current Month data
Senior Leader Degree Apprenticeship	28	25	22	23
Chartered Manager Degree Apprenticeship	6	8	6	8
Senior Leader Degree Apprenticeship Version 1.1	N/A	N/A	N/A	N/A

SL Higher Apprenticeship remains aggregated with SLDA until next year due to historic reporting.

Observations for the year have been highly successful, with the recommended number shifting as a result of analysis of the teaching teams (i.e. where it has been determined that fewer/more distinct staff members have been involved in delivery.

13 Careers and Professional Development

See below details of CPD activities.

PD Session Delivery

Date	Session time	Session length (hours)	Cohort	Audience	Content / theme	Delivery	No. attended	Comments
13/09/2022	12-12.45	1	SLA Sept 22 starters	Learners	Induction	Campus	16	
18/01/2023	12-4pm	4	SLAs	Learners	Enrichment Day (Motivated Skills rotation)	Campus	14	Positive feedback
14/03/2023	1.00-1.45pm	1	SLA Mar 23 starters	Learners	Induction	Campus	13	
24/03/2023	10.30-12pm	1.5	CMDA Mature learners	Learners	Motivated Skills and PPD overview	Campus	9	Positive feedback
29/03/2023	3.30-5pm	1.5	HBS Apprenticeship Advisory group	Employers	Overview of PPD activity for learners	online	N/A	Short input giving overview of focus of PPD / licenced products etc
19/04/2023	2-3pm	1	SLA	Learners	20 min refresher on PPD	Campus	Cohort	Don't think this went ahead?? - check Becky
21/04/2023	12-1pm	1	SLMDA	Learners	Career Coaching workshop / PPD checklist showcase	online	4	Delivered short notice
26/04/2023	2-3pm	1	HBS Apprenticeship staff	Staff	Overview of PPD activity for learners	campus / online	1	Delivered short notice
28/04/2023	12-1pm	1	CMDA Fast Track learners	Learners	Overview of PPD activity for learners	online	6	Delivered short notice
Scheduled								
23/06/2023	12-4pm	4	SLA	Learners	Enrichment - PD session	campus		
Totals	**10**	**17**						

DA 1-2-1 Coaching

Month	Total for month	Total for year	Comments
Sept	2		On leave 2 weeks
Oct	12		Induction generatd demand, plus 2 completers repeat appts
Nov	5		
Dec	2		
Jan	6		
Feb	10		
Mar	9		
April	10		
May	1		On leave 2 weeks + bank holidays
Jun	8		
Jul	7		Estimated based on average per month
Aug	7		Estimated based on average per month
	79		

Significant work has been invested in the development of an operation plan for PD within the school, now branded across HBS under the banner of "Create, Plan, Do" in order to support visibility and recognition of the range of activities learners engage with.

A detailed report has been embedded which reflects context and resource.

HBS Apprenticeship - Personal Developm

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Author	Karen Turner, Apprenticeship Safeguarding & Compliance Manager
Deadline for submission to Clerk	
Date received by the Clerk	

1 PURPOSE

The following report outlines a summary of the work carried out by the Apprenticeship Safeguarding & Compliance Manager

2 SYNOPSIS

The Apprenticeship Safeguarding & Compliance Manager has responsibility to ensure that the institution adheres to necessary apprenticeship safeguarding measures which are required and inspected by OFSTED. This includes the following responsibilities:

1. To provide support and advice to the Safeguarding Leads in each of the four schools (LMS, HBS, HSK and SPECS) with responsibility for apprenticeship learners.
2. Manage the Apprenticeship Safeguarding Policy and Prevent Policy, ensuring updates and adherence
3. To support all matters relative to the Prevent Duty and to refer to the University Prevent Duty Lead, Geri Ward.
4. Management of apprenticeship safeguarding referrals.
5. Co-ordinate and facilitate the Apprenticeship Safeguarding Group.
6. Membership of the Apprenticeship Advisory Group (AAG), attend meetings and complete actions as required to further develop safeguarding and wellbeing for apprenticeship learners.
7. Implement a monthly Wellbeing and Safeguarding newsletter for apprenticeship learners.
8. Work collaboratively with managers and staff of Student Wellbeing.
   This can include supporting students and apprenticeship learners and staff through the process of implementing reasonable adjustments, inclusion, study skills support, such as Support to Study.
9. To support the Student Support Advisor for Equality, Diversity, Inclusion and Sexual Violence in matters relating to apprenticeships and apprentices.
10. Reporting to the Higher & Degree Apprenticeship Committee, and feed into reports throughout the apprenticeship governance structure.

3 RISK ANALYSIS AND COMPLIANCE WITH OFSTED CONDITIONS OF REGISTRATION

Safeguarding measures are a core area of OFSTED inspections which could have a significant impact on outcomes during inspection and monitoring visits. At the next monitoring visit OFSTED will inspect to ensure that progress is still being made and that effective safeguarding arrangements remain in place.

Section 26(1) of the Counter Terrorism and Security Act 2015 imposes a duty on "specified authorities", when exercising their functions, to have due regard to the need to prevent people from being drawn into terrorism. The Office for Students (OFS) monitors what Higher Education providers do to prevent people being drawn into terrorism.

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4   SAFEGUARDING AND COMPLIANCE UPDATE

Apprenticeship Safeguarding and Compliance Action	Update	Comments
Creation of and updating policies and procedures in collaboration with key stakeholders relating to safeguarding, wellbeing and prevent.	Prevent policy created by Prevent Lead-completed. Safeguarding Policy for Learners- completed Currently developing and creating Apprenticeship Mental Health and Apprenticeship support to study policies.	With Governance Services for sign-off. With Governance services for sign off To be completed by end June 2023
Establish and maintain a safeguarding risk register for higher and degree apprenticeship students, ensuring this register is also held on the central safeguarding system and accessible by staff in the Dean of Students Office.	Single Central Record Complete Student Wellbeing have procured the Simplicity / Advocate system, which includes recording safeguarding cases. This will be accessible to staff supporting learners from Autumn 2023. https://www.symplicity.com/uk/advocate	All students, including Apprenticeship learners, have now been imported into the new system, Simplicity/Advocate in preparation to go live later this year.
To update safeguarding actions on the UH QIP for DA provision	Continue to further develop safeguarding in preparation for 2023/2024 SAR and QIP	• Procedures/processes • Training needs • Induction sessions
Training and support delivered to Learners (*to ensure that learners understand the challenges or working and learning and how to identify their own needs*).	Introduction to Safeguarding Session- April 2023 Nursing Associate Cohort – 17 Learners received the training on safeguarding and student wellbeing services that are available to learners as part of induction (April 2023) Safeguarding and Wellbeing Support Session- April 2023 CMDA Programme Business School--15 Learners Informal introductory meeting to apprentices	Currently planning and scheduling dates for future cohorts as they start their programmes of study as part of induction programmes– Sept 2023

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Safeguarding Training delivered for staff (training covers safeguarding for Academic and support staff delivering on the DA programmes. It enables them to understand their responsibility in supporting learners with their academic and occupational progress, and to foster best practice in safeguarding, Prevent and British Values with a specific focus on apprenticeships.)	Safeguarding Adults level 1: 65 staff connected to apprenticeship provision have attended. Prevent Training: 53 staff connected to apprenticeship provision have attended. Prevent Session scheduled for 7th June 2023	Breakdown of data available centrally for all staff. https://herts365-my.sharepoint.com/personal/kc09aae_herts_ac_uk/Documents/SAFEGUARDING/Staff%20training/Staff%20Development%20Safeguarding%20Adults%20at%20Risk%201.xlsx https://herts365-my.sharepoint.com/personal/kc09aae_herts_ac_uk/Documents/SAFEGUARDING/Staff%20training/Staff%20Development%20PREVENT%20training.xlsx Held meeting with HR re discussion on how to capture training on CORE and consideration of mandatory safeguarding, PREVENT and Active Bystander training as per other areas such as GDPR, EDI, H&S, and Unconscious Bias.
Number of learners with Specific Learning Differences (SPLDs).	30 apprenticeship learners are currently on programme or temporarily resting, who Learner Support Funding has been claimed for. 2 learners received funding but have now completed their programmes.	Breakdown of data available centrally. New Study Needs System being rolled out up to Autumn 2023, to all staff supporting learners Data categorising the various strands/levels of support for learners is currently being collated for 2022/2023 and will be available in the next report.
Advice given to staff/employers on welfare issues involving apprentices.	Attended the Employer Liaison Tutor first network and training for ELTs on 27/02/2023. Attended Mentor Session for HBS and gave information on wider Safeguarding and Student Wellbeing Services and how learners can access services.	Attendance at all future ELT training/network sessions.
Annual Prevent Return	University of Hertfordshire Prevent accountability and data return (ADR) for the academic year 2021-22 has been submitted and reviewed by the Office for Students and accepted with no further queries about this submission.	Confirmation received from OFS March 2023

3

| Guidance, resources, communication with learners, staff, and employers | Professional & Personal Development portal developed by Careers & Employment-Safeguarding & Wellbeing information developed for apprentices on the portal.

Accessible for all apprentices

First newsletter circulated via Handshake in March 2023 and is sent out at the beginning of the month. This includes professional and personal development news, including health, wellbeing, extracurricular activities and personal safety.

The newsletter includes events linked to National Days of celebration and a calendar of relevant activities will be maintained by the Dean of Students' Office. | Completed Feb 2023

See newsletter examples: Appendix 1, 2,3

Data re newsletter available at:

[W] Monthly Professional & Personal Development Newsletter.docx

Overview of data (averaged over past 3 months – March/April/May):

Recipients: 777
Delivered   764
Open rate: 138 (17.3%)
Click rate: 9 (1.16%)
Unique URL clicks: 13.5 |

5   APPRENTICESHIP SAFEGUARDING CASES

The table below shows historic data prior to 01 January 2023:

School	Mental Health	Health	Welfare	Attendance
LMS	1	1	1	
HSK				
HBS				
SPECS				1

All earlier cases are closed, and no new apprenticeship learner safeguarding cases were reported to the Safeguarding Manager by the school safeguarding leads during the period covering 01 April 2023 - 31 May 2023.

In HBS, two learners on senior leader, are currently being monitored and tracked, by their school, to ensure that their individual pastoral, wellbeing, emotional and academic individual needs, are being met, and they are referred to services as required. One learner has been referred to internal support services.

In LMS, three learners are being monitored and reviewed periodically. One learner has long term ill health which has caused additional stress concerning academic work and examinations. They have been referred to Student Wellbeing services

The key topics currently presenting for apprenticeship learners are general ill health, poor mental health, financial distress, and academic and study skills support.

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6   APPRENTICESHIP WELLBEING CASES

The table below shows data for the cases covering the period 01 April – 31 May 2023 where the Safeguarding manager has been asked to provide advice and support:

School	Study	Mental Health	Physical Health	Welfare	Attendance	Workplace Issues
LMS	1	1				1
HSK	1					
HBS	1					
SPECS	1					

NB: It should be noted that some cases cross over as they cover more than one area of concern.

It is expected, that as more work occurs with individual learners, to support the implementation of their Study Needs Agreements, and ensure that they receive their Learner Support Funding, that the evidence and numbers of learners' cases will increase. This work is also providing more opportunity for the Safeguarding Manager to get to know individual learners, their personal circumstances, and work more closely with their tutors, Employer Liaison Tutors, Programme Leads, and Employer Mentors.

7   UH SAFEGUARDING INFORMATION

Confirmed and updated the Safeguarding Leads for all schools and SBUs across the University. This will be reviewed periodically and amended as required to ensure that this information remain correct.

Currently reviewing the safeguarding, prevent and other wellbeing training available to apprentices and staff. Consider the processes for booking, appropriateness of training for different groups, and how training is being applied and working in practice.

8   RECOMMENDATIONS

No recommendations to present currently.

9   CONCLUSIONS

Further liaison and ongoing communication with all involved in Apprenticeships offered by University of Hertfordshire, for example Programme Leads, Safeguarding Leads, ELTs and employers is needed to continue to collate further data to inform future reports and to report this as a % of total number of apprentice learners.

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Appendices - Newsletters circulated to learners via Handshake

Appendix 1 – March 2023

https://herts365-my.sharepoint.com/:u:/r/personal/kc09aae_herts_ac_uk/Documents/Newsletter/March%20Professional%20%20Personal%20Development%20-%20Apprenticeship%20Newsletter.msg?csf=1&web=1&e=olqZwY

Appendix 2 – April 2023

https://herts365-my.sharepoint.com/:u:/r/personal/kc09aae_herts_ac_uk/Documents/Newsletter/April%20Apprenticeship%20Newsletter.msg?csf=1&web=1&e=IBp8bS

Appendix 3 – May 2023

https://herts365-my.sharepoint.com/:u:/r/personal/kc09aae_herts_ac_uk/Documents/Newsletter/May%20Apprenticeship%20Newsletter.msg?csf=1&web=1&e=E48sWr

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Post Inspection Quality Improvement Plan 2022-23

March 2023

1

1: LEADERSHIP AND MANAGEMENT

1.1

Theme: Leadership and management: Owner Celeste Jones
Issue: Data management and compliance. Leaders and managers need to have detailed oversight of the quality of education and training
Impact: Leaders and Managers will have holistic oversight of the quality of apprenticeship training and education. Apprentices will complete their apprenticeship as planned and timely. Leaders and managers will have a better understanding of why apprentices withdraw from their apprenticeship and refine processes to ensure they are sufficiently robust.

Actions for improvement	Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Rapid implementation of APG/tracking of progress in all Schools • Rapid implementation of Observations of Practice on all apprenticeship programmes • Review, amend and implement reporting templates to include all data sets to support data collection, analysis and evaluation. • Review and amend the apprenticeship quality assurance framework to ensure it will effectively monitor the requirements in the EIF (Education Inspection Framework) • Develop a culture of challenge and self-assessment at all levels of leadership and management to effectively monitor and measure the impact of the curriculum against the EIF. • Implement attendance monitoring system for apprenticeship provision. • Roll out of APTEM • Introduction of Accounts and Operations Officers to create a link between compliance, Schools and employers to improve 3-way	Board and committee reports and minutes. APG trackers Record of attendance Records of Observations of Practice. Withdrawal and destination data. Timely completion data.	Schools/EBD	Sem B 2023	Revised process for learner tracking implemented (Feb 2023) Apprenticeship policy revised and approved (ASAC Jan 2023) Observation of Practice activity happening in all Schools since start of Sem B (Jan 2023) QR code system implemented start of Sem B to monitor attendance. Monthly attendance reports. Issue with non-compliance across all apprenticeship addressed at March 28th AAG. Schools requested to action this. Two cohorts of new start Sem B fully integrated into APTEM (March 2023)

2

communication and timely resolution of issues.		Accounts & Operations Officers recruited to assist Schools with data tracking (Feb 2023)
AAG Comments	**Responsible Leads:** **Liz Gormley-Fleming & Celeste Jones**	APGs now occurring in all School (AAG minutes March 28th 2023) Narrative being provided still requires more detail and actions, issues over frequency over meetings and dates still to be agreed with 2 Schools. Templates have been revised following discussion at HDAC (April 2023)
HBS Comments	**Responsible Lead:** **Phil Mason**	**09/05/23:** APGs ongoing on a monthly basis, attended by PLs, ELTs, EBD and Registry. Lesson observations ongoing and to target. New report templates implemented in April. Review of implementation in early May.
HSK Comments	**Responsible Lead:** **Julia Warrener**	9/5/23 HSK reviews RAG data etc, progress review monitoring via PL and Working Group. HSK Programmes priority for APTEM (September 2023). School budget for additional ELT and Administrative support to ensure effectiveness of monitoring, progress and data assurance.
LMS Comments	**Responsible Lead:** **Ali Cain**	**9/05/2023**: APG meeting held 9/5/23 and next one scheduled for June. Observations of practice are ongoing and a more efficient process for organising these is being implemented. Awaiting resolution of issues with QR codes. Aptem roll out for existing learners discussed by AWG – CM preference is option 1 for all learners, ABS preference is option 1 for year 3 learners and option 3 for final year learners. **Question**: is there a consistent approach for apprenticeship reports that go to SAC?
SPECS Comments	**Responsible Lead:** **Vito Veneziano**	Update 09/05/2023 - APG fully operative in the School. Next meeting 17th May 2023, 2pm. All relevant actions discussed, updated and monitored
ADAQA Comments	**Responsible Lead:** **Liz Gormley-Fleming**	Apprenticeship policy amended to reflect responsibility for holistic quality assurance requirements and approved HDAC Feb 2nd 2023. **9/05/2023**: Post SWP amendments set to Governance services and awaiting publication in next set of UPRS due for publication at start of academic year 2023-24.
ADWBL Comments	**Responsible Lead:** **Sarah Flynn**	Observation flowchart, process and record keeping established with access to appropriate School-based and central colleagues. Training to leaders and managers delivered (and recordings available) in HSK, LMS and SPECS with 34 colleagues in total attending. This is in addition to staff development sessions

		(and recordings available) for those being observed, with 98 colleagues attending from HSK, SPECS and HBS. **UPDATE 03/05/23** - Observation records have been recorded in MS Forms for 84 staff (20 HSK, 27 SPECS, 28 HBS and 9 LMS)
EBD Comments	**Responsible Lead:** **Chris Cooper**	CJ – learner tracking process presented to HDAC comments received and amends to be made in time for next HDAC June 2023.

1.2

Theme: Leadership and management: Owner HBS - Phil Mason
Issue: Most apprentices complete their programme successfully and within the plan time, however several SL apprentices have gone beyond their planned end date.
Impact: % of SL apprentices achieving their EPA will continue to increase

Actions for improvement		**Evidence**	**Action owner**	**Completion date**	**Performance to date** (Outcome of actions)
• HBS action plan for SL apprentices.		Timely completion data.	HBS	Sem B 2023	**For 22/23:** 125 starting population, 50 completed, 34 WD, 10 BIL, 31 remain registered, of those 5 have sat EPA and are waiting for results, 7 have EPA booked leaving 19 who may be timely. 40% current timely completion with maximum possible 64.8% (which could increase as current BILs return to learning with new 23/24 end date)
HBS Comments	**Responsible Lead:** **Phil Mason**	**09/05/23:** Improved gateway scheduling with learners and mentors. ELT training to enforce the requirements for completion.			

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		Swift action in cases of protracted non-engagement/non-compliance
		Introduced a '24/7' rule – requiring data on learner communications/actions to be reported within the tracker within 24 hours; and maximum 7 days to achieve compliance.
		A new Programme Leader 'Back on Track' process, improving 1-2-1 intervention with the PL.
		Introduced a new 'escalation template' and process.
		More direct working with account management for contractual issues.
		Maintaining all Return to Learning cases on Red or Amber status to monitor.
		Accelerating the frequency of PRMs for learners on Red.
		Improving processes for setting of end dates.
		Dedicated time at HBS Apprentice Team Away days on topics focussed on progress.

2: PERSONAL DEVELOPMENT

2.1

Theme: Personal development: Owner Sarah Flynn
Issue: Impartial and effective careers guidance is currently not provided and accessible for all apprentices.
Impact: All apprentices will know how to continue with their professional and personal development during and after the apprenticeship, as appropriate for their circumstances at work and in life.

Actions for improvement	Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Creation of a new Professional & Personal Development portal for all apprentices. • Relevant CPD & PD resources and information to be featured on the portal • Creation of a monthly Professional & Personal Development newsletter for apprentices, highlighting opportunities to	Timely completion data. Destination survey data Access data (to resources) Case studies.	Careers and Employment to develop generic and bespoke CAIG and monitor access and provide data.	Sem B 2023	Professional & Personal Development portal for all apprentices developed and accessible for all apprentices (Feb 2023)

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engage with careers, well-being and extra-curricular activities and resources. This will be sent out using the Handshake platform to allow for tracking. • An interactive professional development questionnaire that learners can complete to receive a score and a personalised online programme of suggested activities to complete to enhance their development and improve their score. • Creation of a LinkedIn network for our apprentices so they can engage across programmes • Tailored apprenticeship careers support resource to be circulated to all apprentices. • Tailored apprenticeship careers support video to circulated to all ELTs and apprentices. • Host a networking event for apprentices, with a guest speaker to deliver a session on professional brand. • Inclusion of section in Gateway forms on career aspirations. • Curated LinkedIn Learning playlist of content aimed at developing apprentice's professional skills • Annual induction for all ELTs, to cover expectations for Personal Development work in relation to CAIG • Personal Development self-assessment checklist to be produced in partnership with programme teams • Programme teams to actively promote and embed PD related to CAIG within programme delivery.		Schools to implement, engage, develop and embed discipline specific professional and personal development		First newsletter circulated (March 2023) will be sent monthly. April newsletter ready to go via Handshake Data available (March 2023) LinkedIn network created and learners invited (62 members at March 2023) Networking event completed (Feb 2023) Annual induction for ELTs held and tailored apprenticeship careers support video to circulated to all ELTs (Feb 2023) Personal Development self-assessment checklist produced and disseminated (Feb 2023) for completion by all apprentices (April 2023) Gateway forms and Progress review templates amended to capture CAIG needs (Feb 2023)

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AAG Comments	**Responsible Leads:** **Liz Gormley-Fleming & Celeste Jones**	See AAG minutes March 6th and March 28th for competed actions. See AAG minutes May 25th 2023.
HBS Comments	**Responsible Lead:** **Phil Mason**	**09/05/23:** Career and PD sessions embedded with all cohorts with ongoing delivery, including cover of key topics and activities in line with the learners' self-assessment tool. Self-assessments adapted to level of study. HBS-wide apprenticeships career support (EH) allocated to work in conjunction with central careers on embedding and implementation.
HSK Comments	**Responsible Lead:** **Julia Warrener**	9/5/23 Professional/Personal Development agreed as subject of rapid review. Important foundation for ongoing work within Programmes on this area, given the particular context of many HSK programmes and their fit within the skills mix of the NHS/LA. PPD process adapted and adopted within Programmes, with systems for collation and evidencing.
LMS Comments	**Responsible Lead:** **Ali Cain**	**9/05/2023**: Checklist circulated. Complete for current Chartered Manager learners, who have all joined the LinkedIn network. It is a pressured time for ABS learners at present and the June block weeks will be an appropriate time to review PD with them. A page has been added for PD on the OneNote ILPs so all is in one place. Learners' awareness of support is improved.
SPECS Comments	**Responsible Lead:** **Vito Veneziano**	Update 09/05/2023 - Personal Development self-assessment checklist distributed and now collection from apprentices in progress. Apprentices more active in LinkedIn, all PRMs now encourage discussion on personal development
ADWBL Comments	**Responsible Lead:** **Sarah Flynn**	**UPDATE 05/03/23**: Deep dive checklist available to support programme teams' self-reflection on progress against PD targets. Should enable programmes to identify examples of good practice that can be confidently spoken to.
EBD Comments	**Responsible Lead:** **Chris Cooper**	

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2.2

Theme: Personal development: Geri Ward / Karen Turner
Issue: There is a need to plan for and provide a broader curriculum for apprentices that enables them to develop knowledge and skills beyond the academic and vocational aspects of their apprenticeship.
Impact: Apprentices will know how to keep themselves physically and mentally healthy and their talents and interests promoted. as appropriate for their circumstances at work and in life.

Actions for improvement	Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Creation of a monthly Professional & Personal Development newsletter for apprentices, highlighting opportunities to engage with careers, well-being and extra-curricular activities and resources. This will be sent out using the Handshake platform to allow for tracking. • Through the newsletter, events linked to National Days of celebration will be promoted to apprentices. A calendar of relevant activities will be maintained by the Dean of Students' Office • Annual induction for all ELTs, to cover expectations for Personal Development work, in relation to wellbeing and the wider curriculum. • Curated LinkedIn Learning playlist of content aimed at developing apprentice's personal skills	Newsletters circulated to apprentices via Handshake platform.	DoS-Wellbeing EBD-careers. Schools to develop and embed discipline specific personal	Sem B 2023	First newsletter circulated (March 2023) will be sent monthly. Data records 17.3% open rate Calendar revisited and revised regularly to ensure capture of events and topics that are of interest to each programme ELT workshop held Feb 2023. Safeguarding Manager to attend all ELT workshop and induction events to further develop relationships with ELTs and learners.

Programme teams to actively promote and embed PD related to wellbeing and wider curriculum within programme delivery			development related to wellbeing and wider curriculum		
DoS Comments	**Responsible Lead: Karen Turner**				
EBD Comments	**Responsible Lead: Celeste Jones**	MBDA – employer feedback – have a whole programme of resources to support employee well being and professional and personal development			

3.1 SAFEGUARDING

Theme: Safeguarding. Owner Karen Turner
Issue: Staff responsible for safeguarding must ensure that they monitor and report on matters related specifically to apprentices' well-being and safeguarding to ensure that apprentices receive the support they need to remain in learning and achieve.
Impact: Apprentices are getting timely and effective support to enable them to succeed in their apprenticeship.

Actions for improvement	Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Monthly data reporting of all apprentice's wellbeing and safeguarding concerns presented at School Apprenticeship Working Groups • Safeguarding Manager attends APGs	APG reports Safeguarding register of concerns/cases can clearly identify apprentices as a discrete group of learners.	DoS	Sem B 2023	Student Wellbeing is introducing a new reporting/data management system called ADOCATE and this has a Safeguarding area which will support the monthly data reporting of apprentice's wellbeing and safeguarding concerns.

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		Safeguarding manager to receive training on new system in April 2023. The new system is planned to be in place for start of 2023/2024 academic year. Safeguarding manager to work with Head of Disability and access training to support learners with Study Needs Agreements and ensure that individual needs are identified, and support provided.
DoS Comments	**Responsible Lead: Karen Turner**	Have attended learner session, mentor and employer group meetings for HBS – need to work on increasing Safeguarding Manager presence across all schools.
AAG Comments	**Responsible Leads: Liz Gormley-Fleming & Celeste Jones**	Policy approved and ready for SWP (Standing Working Party). Will be published in 2023-24 regs.
HBS Comments	**Responsible Lead: Phil Mason**	09/05/23 - Monitoring ongoing, and reported through most recent APG template. Standing item on School groups and Partnership Advisory Group.
HSK Comments	**Responsible Lead: Julia Warrener**	9/5/23 Meetings with PPF colleagues re enhancing safeguarding relationship between HSK and employers. Met with Karen Turner, new Lead for Safeguarding Apprentices- to work with PLs and learners in HSK. Action with HRBP on data for staff engagement with Safeguarding/Prevent update training.
LMS Comments	**Responsible Lead: Ali Cain**	**9/05/2023**: LMS safeguarding lead is liaising with KT over resources (Intro to safeguarding for learners, Intro to safeguarding policy and processes for employers, Staff guide to safeguarding) and awaiting feedback.
SPECS Comments	**Responsible Lead: Vito Veneziano**	Update 09/05/2023 - Safeguarding always discussed within APG meetings. Any case of concern (including safeguarding) to be saved and managed within School by means of dedicated file.

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PART 2: Other actions identified from SAR

4: Leadership and management

4.1 Theme: Leadership and management. Owner Deputy Deans or alternates
Issue: Number of apprentices on a BiL needs close monitoring and reporting in order to project and manage return to learning
Impact: % of apprentices returning from a BiL will increase and they will complete their achieving their EPA in a timely manner and withdrawals are kept to a minimum.

Actions for improvement		Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Keeping in Touch (KiT) arrangement planned and shared with apprentice and employer. • Effectiveness and engagement with KiT monitored to identify potential withdrawals • Review and analysis of starting points, engagement with learning and progress reviews to note any trends.		Timely completion data. APG trackers	Schools	Sem B 2023	
HBS Comments	**Responsible Lead: Phil Mason**	09/05/23: Keep in Touch ongoing. Annual review of INAs ongoing.			
HSK Comments	**Responsible Lead: Julia Warrener**	09/05/23- HSK has 11 learners at BiL. Regularly monitored as appropriate			
LMS Comments	**Responsible Lead: Ali Cain**	**9/05/2023**: BiLs monitored as part of APG.			
SPECS Comments	**Responsible Lead: Vito Veneziano**	Update 09/05/2023 - So far, no BiL within SPECS to be reported			
EBD Comments	**Responsible Lead: Chris Cooper**	@Chris Cooper			

5 Quality of Education

11

5.1 Theme: Quality of Education Owner Celeste Jones		

Issue: Inconsistent employer involvement in shaping the curriculum: design and content and delivery.

Impact: Employers are active partners in all areas of apprenticeship programmes

Actions for improvement		Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Programme teams to work with employers to establish meaningful engagement in programme delivery. • Establish formal feedback processes for employers to evaluate apprenticeship training programmes. • Review existing structures/processes for employer engagement and identify if impactful.		PCM minutes Employer fora (e.g.ICS, PDB, PAG) minutes. End Point Assessment proformas. Feedback from employers and apprentices.	Schools	Sem C 2023	
AAG Comments	Responsible Leads: Liz Gormley-Fleming & Celeste Jones	BOG via HDAC have requested greater engagement with employer feedback section for reporting purposes. EBD can action from key accounts, Schools to input at local level. Task & Finish group for surveys to outline ToR 5/2023 - paper to go to June HDAC 05/06/2023: Employer meetings at three recent periodic review events. Very positive engagement and welcomed this discussion. In view of comments though there is still activity required to ensure dialogue is constant and meaningful. Action for School teams to be developed/reviewed.			
HBS Comments	Responsible Lead: Phil Mason	09/05/23 - Regular Partnership Advisory Group meetings ongoing. Seeking to review and expand membership. Constructive feedback on this process, including recent items on preparation for EPA. Mentor training ongoing – sessions targeted separately to new mentors and an annual review for mentors of learners 'on programme'. Invitation being extended to commissioners.			
HSK Comments	Responsible Lead: Julia Warrener	9/5/23 Regular communications with employers through established and preferred mechanisms, OT networks, ICS, HEE. Focus of attention learner progress, quality of programmes and in some cases, sustainability of programme. JW liaising with CJ on the latter and will include in subsequent meetings as appropriate. HSK working group needs to assess status of liaison with employer mentors and induction for same.			

LMS Comments	Responsible Lead: Ali Cain	**9/05/2023**: A new employer representative will be joining the School's AWG. ABS final year apprentices have been working on projects on the job with employers as supervisors (and academic staff as second supervisors). Posters were assessed on site at Addenbrookes. Further evidence of employer involvement is pending with the programme development. Three externals have contributed to teaching. Employers are involved in the EPA readiness for practice assessment. There is a training day arranged for newly appointed IAs (19/5/23) and a mock EPA in June. IBMS portfolios are currently being verified. CM employers are engaging with the programme leader. **Question:** Is there an update on fees and contracts for IAs?
SPECS Comments	Responsible Lead: Vito Veneziano	Update 09/05/2023 - School DA Employer Forum launched: first meeting to be held Friday 12th May – Employers engagement to be further discussed at next APG meeting
ADAQA Comments	Responsible Lead: Liz Gormley-Fleming	See apprenticeship policy section Quality Assurance frameworks for reference.
ADWBL Comments	Responsible Lead: Sarah Flynn	Consideration given to the amendment for the Terms of Reference for the Apprenticeship Quality, Learning and Teaching Forum to ensure space is given to these actions

5.2 Theme: Quality of Education Owner Celeste Jones
Issue: Feedback on modules/training programmes and other areas of the apprenticeship is inconsistent and limited in some areas
Impact: Apprentice voice is heard, and quality improvements are made to the training programmes as a result.

Actions for improvement	Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Work with Academic Registry to review and amend feedback/evaluation systems to support data collection, analysis, and evaluation. • Consider developing a more co-ordinated approach to mid-module feedback strategy and explore the use of Menti or discussion forums on Canvas • Establish other areas for qualitative data collection e.g., EPA	SVQ data available on apprenticeship modules where applicable. Mid module feedback NSS/PTES data Incidental feedback Qualitative data from EPA	EBD/AR/	Sem C 2023	Discussion of mid module feedback at AQLT Forum, task and finish group to be established to determining shared questions to be used by apprenticeship modules. (March 2023)

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• Consider how feedback from PCM is used to inform change and quality improvement • Design and implement a series of surveys at various touchpoints on programme and post EPA to capture feedback • Establish robust processes for employers and learners to raise and escalate issues on programme to ensure swift resolution				

EBD Comments	**Responsible Lead: Celeste Jones**	Surveys Task & Finish group now active and ToR to be confirmed at next AAG May 2023. Paper to HDAC June
HBS Comments	**Responsible Lead: Phil Mason**	09/05/23: School representation at first surveys T&F not possible.
HSK Comments	**Responsible Lead: Julia Warrener**	09-05-23 HSK representation now on surveys T&F group
LMS Comments	**Responsible Lead: Ali Cain**	**9/05/2023**: CM programme leader is involved in the surveys T&F group.
SPECS Comments	**Responsible Lead: Vito Veneziano**	Update 09/05/2023 - Work in progress

| 5.3 Theme: Quality of Education   Owner: Sarah Flynn |
|---|
| **Issue:** Inconsistent practices around progress review meetings. For example, employer engagement with process, setting of meaningful targets |
| **Impact**: ELTs will all be confident in setting meaningful targets, supporting apprentices with the personal and professional development and support for employers |

Actions for improvement	Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• ELT training planned. • Induction information and training for employers and new employer mentors to be planned	Training agenda Feedback/evaluation from training	ADLT/Schools	Sem C 2023	First ELT workshop held on 27th Feb 2023

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• Audit of PRMS to identify themes and on-going training needs • Roll out APTEM training for all ELTs/Apprentices and Employers as we migrate to this system for PRMs	Employer briefs and induction material PRM templates Audit outcome.	EBD		PRM audit in progress-early stages (3rd March 2023)
EBD Comments	**Responsible Lead:** **Chris Cooper**			
HBS Comments	**Responsible Lead:** **Phil Mason**	09/05/23: ELTs attend regular training and support. Current vacancies out to advert for recruitment before September. APTEM roll out ongoing, with discussion regarding partial adoption for learners already on programme from previous years. Employers and mentors all receive induction and training.		
HSK Comments	**Responsible Lead:** **Julia Warrener**	9/5/23 Work in progress via HSK Apprenticeship Working Group		
LMS Comments	**Responsible Lead:** **Ali Cain**	**9/05/2023**: Awaiting feedback from PRM audit. For ABS, each Trust has an apprenticeship manager who has high level oversight of provision. One of these requested quarterly updates from the ELT and EBD (Rob), and this is being initiated by the ELT with other Trusts as good practice.		
SPECS Comments	**Responsible Lead:** **Vito Veneziano**	Update 09/05/2023 - Work in progress		
ADAQA Comments	**Responsible Lead:** **Liz Gormley-Fleming**	PRM audit in progress, due to complete May/June 2023 likely this will need to be extended. 8 June 2023: delayed currently due other business critical activity. Central study day planned for June 2023 facilitated by LTIC.		
ADWBL Comments	**Responsible Lead:** **Sarah Flynn**	Employer mentoring training available (Introduction to Apprenticeships, being a Successful Mentor, Supporting Progress) further sessions in development (Developing Work Based Projects, Supporting EPA Readiness), which can be cascaded to programmes for their tailoring / use in a bespoke manner with information about their apprenticeship standard. **UPDATE 03/05/23:** Awaiting SharePoint destination to be able to upload training materials		
EBD Comments	**Responsible Lead:** **Chris Cooper**	June 2023: Aptem up and running. Two cohorts registered. Training in porgress.		

6 Personal development

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6.1 Theme: Personal development- Owner Celeste Jones
Issue: Destination data is not currently collected in a robust manner for apprentices who either leave before completion on completion of their apprenticeship.
Impact: Robust data set that will demonstrate the positive impact of the apprenticeship

Actions for improvement		Evidence	Action owner	Completion date	Performance to date (Outcome of actions)
• Implement process for collecting, analysis and evaluating destinations of all apprentices (completed or withdrawn) at intervals of 6, 12 and 15 months • Implementation of exit interviews		Destination data Case studies Exit interview data	EBD	Sem B 2023	Destination survey sent Feb 2023. Low response rate. Surveys task and finish group established March 2023
EBD Comments	Responsible Lead: Celeste Jones	Update on progress to be provided at AAG May 2023 @Rachel Knight do we have any further data since Feb? @Celeste Jones looking at the intervals the next survey is due to go on month 12 – Aug?. I'll check with Anna to see whether it's the same questions as used previosuly.			

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Progress matrix

Progress	April 2023	June 2023	August 2023	October 2023	December 2023
Leadership and Management					
1.1 Data management and compliance. Leaders and managers need to have detailed oversight of the quality of education and training.	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
1.2 Most apprentices complete their programme successfully and within the plan time, however several SL apprentices have gone beyond their planned end date.	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
Personal Development					
2.1 Impartial and effective careers guidance is currently not provided and accessible for all apprentices.	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
2.2 There is a need to plan for and provide a broader curriculum for apprentices that enables them to develop knowledge and skills beyond the academic and vocational aspects of their apprenticeship.	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
Safeguarding					
3.1 Staff responsible for safeguarding must ensure that they monitor and report on matters related specifically to apprentices' well-being and safeguarding in order to ensure that apprentices receive the support they need to remain in learning and achieve.	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
PART 2					
Leadership and Management					
4.1 Number of apprentices on a BiL needs close monitoring and reporting in order to project and manage return to learning	Reasonable progress	Significant progress	Choose an item.	Choose an item.	Choose an item.
Quality of Education					
5.1 Inconsistent practices around progress review meetings. For example, employer engagement with process, setting of meaningful targets.	Reasonable progress	Significant progress	Choose an item.	Choose an item.	Choose an item.
5.2 Inconsistent employer involvement in shaping the curriculum: design and content and delivery.	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
5.3 Feedback on modules/training programmes and other areas of the apprenticeship is inconsistent and limited in some areas	Reasonable progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.
Personal Development					
6.1 Destination data is not currently collected in a robust manner for apprentices who either leave before completion on completion of their apprenticeship	Insufficient progress	Reasonable progress	Choose an item.	Choose an item.	Choose an item.

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APPRENTICESHIP SURVEYS TASK AND FINISH GROUP
TERMS OF REFERENCE

- To make recommendations to the Apprenticeship Advisory Group about the use of a standardised approach to mid-module feedback, being mindful of the need to collate and share outputs to appropriate leaders and managers.
- To propose a complete timetable of surveys for both learners and employers in alignment with other surveys carried out by the University, our employer partners, and the sector.
- To make recommendations on our own surveys for both learners and employers to the Apprenticeship Advisory Group, using the themes of the ESFA survey as a starting point.
- The group will meet for not more than six months.

MEMBERSHIP

Sarah Flynn	Learning and Teaching Innovation Centre
Rachel Knight	Enterprise and Business Development
Vito Veneziano	School of Physics, Engineering and Computer Science
Lorry Edwards	Hertfordshire Business School
Danny Buckley	School of Life and Medical Sciences
Claire Lancaster	School of Health and Social Work
Amber Howell-Smith	Careers and Employment

The group has agreed that the follow questions which could be used for mid-module feedback would add to the feedback that we can gather, rather than replicate data collected elsewhere in other surveys and conversations. These questions could be piloted in flexible ways for semester C modules, with a more consistent delivery / collation model agreed for use from semester A.

- Can you immediately apply the learning from this module in your workplace?
- Can you see how you would apply the learning from this module in the future?
- Are you clear about how this module links to your apprenticeship standard?

There was a lot of discussion about the balance between quantitative and qualitative data. It was thought that quantitative data makes it easier to share with APG, qualitative data is more useful to the teaching team in terms of how to set an action, make a change, respond to the feedback. There was agreement that both are useful and would be ideally collated, but the administrative set up burden needs to be addressed.

We talked about using survey tools like Mentimeter, Microsoft Forms, Evasys or Qualitrics which could make the collated on the quantitative data easier, but reducing the flexibility that is custom and practice around mid-module feedback. We talked about using more dialogic forms of engagement to get feedback but acknowledged that this could increase the burden of collating the feedback for reporting to APG.

We agreed that more needs to be considered about modules where apprentices are co-taught with students – how do we make sure that the right people complete the feedback, and how any consistent feedback we require can be managed alongside other mid-module feedback conversations that module teams might want to collect. We also recognise the need for wrap around guidance for the module leader / teaching team and the learners about the context and reasons why we are asking them these questions.

We noted that there is real tension between what is useful to the teaching team and what can be easily collated and shared by APG, and colleagues from School are also conscious that this could be a difficult sell with some of the teaching teams, this was raised as a more substantial concern than in the previous meeting.

At the next meeting, on 14th June, we will confirm our recommendations about the delivery model, and look at the overall timelines of surveys.

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