

TIRO

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**Engagement
Policy**

Table of Contents

Introduction

Reasons for Engagement

Methods of Tracking Engagement

Engagement Expectations

Monitoring Engagement

Non-engagement

Related Policies

1. Introduction

1.1 This document summarises Tiro's Apprenticeship Engagement Policy. This policy is designed to support learner achievement by encouraging learners to engage actively with all learning activities, both in the classroom and on the job.

1.2 As a responsible institution, we have a duty of care to follow up promptly on matters of non-engagement to ensure that our learners can be supported and given every opportunity to succeed. This duty of care is particularly important in relation to any learners under the age of 18 or any vulnerable adults, as set out in our **Safeguarding Policy**.

1.3 Apprenticeships are a joint contract between an employer and Training provider to engage apprentices in on and off the job learning, combined with an education provision that verifies and standardises the skills required to achieve and succeed.

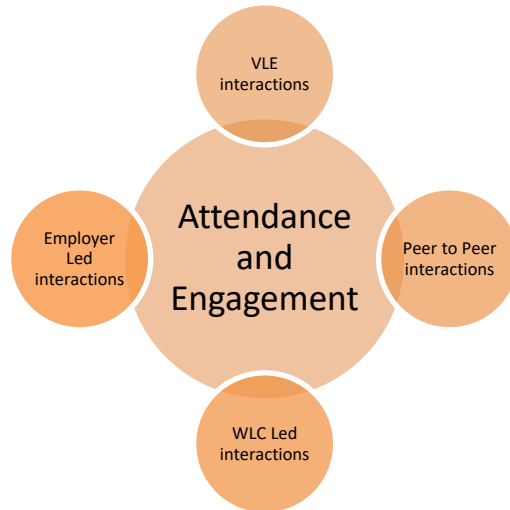
1.4 Tiro expects all learners to engage fully with their programme of study, join all timetabled live delivery sessions and workplace activities, and participate in any events or workshops that are part of their programme. Tiro recognises that engagement with a programme of study takes many forms. This policy sets out our expectations on learner engagement and the potential consequences of non-engagement.

2. Reasons for engagement

2.1 Tiro are committed to supporting all apprentices throughout their transformational learning journey, we are obsessed with positive outcomes for all, encompassing our Win- Win value in everything we do.

2.2 We believe that engagement in learning is vital to success, and directly contributes to the quality and impact of the learning. Tiro will work collaboratively with learners and employers, taking an active role in the engagement to all areas of the programme to promote learner success.

2.3 Tiro have a learner centric approach to engagement, which aims to engage learners through:



3. Methods of tracking engagement

3.1 Tiro will timetable and schedule learning activities to motivate and engage apprentices, helping them to meet the outcomes of the programme with meaningful learning.

3.2 Tiro Work-based Learning Coaches (WLC) will work closely with employers to ensure development and learning activities are relevant and purposeful to the industry and employer.

3.3 Engagement can be measured through the following activities (this list is not exhaustive but shows a range of measures used):

- Engagement of learning on the VLE
- Attendance to live delivery sessions
- Completion of reflective journal entries
- Attendance to reviews of progress and learning
- Workplace activities / training
- Attendance to events and competitions
- Engagement with assignment research and writing
- Attendance to 1:1 WLC led sessions
- Completion of maths and English training (bundles)
- Attendance to maths and English development sessions
- Engagement with workshops and training events

4. Engagement expectations

4.1 Apprentices are expected to be active partners in their learning journey to take responsibility for their own learning and development. This includes fully engaging with all timetabled and planned activities agreed with either Tiro or the employer. Tiro will ensure all sessions are planned and accessible for all.

4.2 Tiro expects all learners to achieve excellent engagement across all areas of their programmes. This will lead to higher success and progression. 95% attendance and

engagement across all areas of their programmes is the minimal expectation set by Tiro.

4.3 Engagement is logged in various ways depending on the activity. Registers can be applied for Tiro led training activities which feed directly into the apprentice's portfolio journal. Apprentices are required to reflect on their development/learning in the workplace using the learning journal on the E-portfolio.

5. Monitoring Engagement

5.1 Tiro WLCs will monitor apprentices' engagement through a range of activities:

- Reviews and feedback with all stakeholders
- Attendance registers
- Submission of assignments and assessments
- Reflective journal entries for planned activities in the workplace
- Data reported through the learner management portal

5.2 Tiro will monitor and track engagement using data driven reports. Caseload review meetings are held monthly with each WLC and their line manager, where learner engagement is discussed and tracked. Issues are identified and action plans agreed on an individual basis.

5.3 Data collected, stored, and analysed in the implementation of this policy are managed in accordance with our **Data Protection Policy**

6. Non-engagement

6.1 Tiro measures engagement of all apprentices at weekly Progress and Achievement Meetings (PAM). Occasional absence, when notified, is accepted with no further action required; however repeated or patterned absence is reported as a concern. Consistent poor engagement is a breach of the apprenticeship agreement and has the potential to lead to non-achievement of the programme and therefore is reported as a concern.

6.2 Where there is a concern identified, Tiro have a 3-stage intervention process:

- i. Apprentice is rated 'at risk'. Action plan is put in place between the WLC, mentor and apprentice to improve attendance and engagement. Where the barrier is an additional need or pastoral need the relevant referral will be made. Tiro WLCs will plan regular review meetings with the apprentice and mentor to monitor any improvement. Reviewed at monthly intervals.
- ii. Where attendance does not improve the WLC will organise a formal review meeting with the apprentice and mentor to discuss commitment and programme impact, set SMART targets and discuss any potential issues leading to the concern.
- iii. Continuation of poor engagement will result in a meeting with the employer and Tiro's client relationship manager to discuss continuation on programme or, in extreme cases where there has been minimal engagement with either

their studies, support or workplace activities, then removal from programme may be recommended.

6.3 Tiro recognise that there are many factors that may contribute to poor engagement, and we seek to identify and understand these factors. Where referral is required to support the apprentice with any additional learning need the LLDD and **Learning Support Policy** is implemented. Where apprentices require pastoral support, they will be referred to learner services to offer routes to solution and support.

6.4 In the event that we are required to withdraw a learner for non-engagement, Tiro will ensure that procedures for notifying of the awarding organisation are followed [where applicable].

7. Related policies

- Data Protection Policy
- Learning Support Policy
- Safeguarding Policy
- Transfer Arrangements

Appendix A - Change Control Log

Version	Details of amendments/change	Author	Formal approval required	Approved by	Date of approval	Date adopted by the Board
V.1	N/A	Carla Stuthridge – Head of Delivery	Y			
V1.1	Updates to stakeholders/job titles	Kate Balding – Director of Learning	Y	SLT	4.12.23	
V2	Updated tutors to WLCs and the document owner Some grammatical changes	Paul Masterman	Y			

