



APPRENTICE SUPPORT POLICY

Table of Contents

1. Introduction
2. Related Policies
3. Purpose
4. Scope
5. Kingdom Academy's Approach to Apprentice Support
6. Types of Support Available
7. Identifying Support Needs
8. Additional Learning Needs and Reasonable Adjustments
9. Working with Employers
10. Learner Responsibilities
11. Roles and Responsibilities
12. Confidentiality and Data Protection
13. Review and Monitoring

1. Introduction

Kingdom Academy is committed to supporting apprentices to succeed in their learning, training and progression. We recognise that apprentices balance learning alongside work and personal responsibilities, and that support needs may change over time.

This Apprentice Support Policy sets out how Kingdom Academy supports apprentices throughout their programme, helping to remove barriers to learning, promote wellbeing and ensure fair access to learning and assessment.

2. Related Policies

This policy should be read in conjunction with:

- Equality, Diversity and Inclusion Policy for Learners
- Support for Disabled Apprentices Policy
- Reasonable Adjustments Policy
- SEND Policy
- ASN Policy
- Data Protection and Confidentiality Policy

3. Purpose

The purpose of this policy is to:

- Explain the support available to apprentices
- Set clear expectations around how support is accessed
- Ensure apprentices are supported fairly and consistently
- Promote early identification of barriers to learning
- Support retention, achievement and progression

4. Scope

This policy applies to:

- All apprentices enrolled with Kingdom Academy
- All apprenticeship programmes delivered by Kingdom Academy
- All learning, assessment and workplace contexts

This policy applies to learners only and does not cover employee support.

5. Kingdom Academy's Approach to Apprentice Support

Kingdom Academy takes a proactive and learner-centred approach to apprentice support.

Support is based on the principles that:

- Early support is more effective than reactive intervention
- Support should be proportionate to need
- Apprentices should be involved in decisions about support
- Support should enable independence and progression
- Inclusion is embedded in everyday practice

Apprentices are encouraged to raise concerns or support needs as early as possible.

6. Types of Support Available

Support for apprentices may include:

- Academic and learning support
- Pastoral and wellbeing support
- Support with organisation, workload and planning
- Communication and engagement support
- Reasonable adjustments to learning or assessment
- Signposting to specialist or external support where appropriate

Not all support requires formal plans or disclosure.

7. Identifying Support Needs

Support needs may be identified through:

- Initial onboarding and induction
- Ongoing progress reviews
- Tutor or assessor observations
- Apprentice self-disclosure
- Employer feedback

Apprentices are not expected to self diagnose or provide evidence before discussing support.

Where appropriate, support needs may be explored through informal conversations or through the official Kingdom Academy support route.

8. Additional Learning Needs and Reasonable Adjustments

Where an apprentice has a disability, learning difficulty or additional need that affects access to learning or assessment, support is agreed through Kingdom Academy's **official Additional Learning Needs support route.**

This may include:

- A meeting with an ALN specialist
- A personalised support plan
- Reasonable adjustments to learning or assessment
- Ongoing review of support

Further detail is set out in the Reasonable Adjustments Policy and Support for Disabled Apprentices Policy.

9. Working with Employers

Kingdom Academy works in partnership with employers to support apprentices effectively.

This may include:

- Sharing information about learning requirements
- Agreeing reasonable adjustments where appropriate
- Supporting communication between the apprentice and employer
- Respecting confidentiality and learner consent

Information about support needs is shared with employers only where necessary and with the apprentice's knowledge.

10. Learner Responsibilities

Apprentices are expected to:

- Engage with learning and assessment
- Communicate openly where support may be needed
- Attend scheduled reviews and support meetings
- Follow Kingdom Academy policies and guidance

Kingdom Academy encourages apprentices to seek support early.

11. Roles and Responsibilities

Kingdom Academy is responsible for:

- Providing clear support routes
- Ensuring staff understand learner support processes
- Monitoring apprentice progress and wellbeing

Tutors, assessors and support staff are responsible for:

- Identifying potential barriers to learning
- Responding to concerns promptly and consistently
- Referring to specialist support where appropriate

12. Confidentiality and Data Protection

Information relating to an apprentice's personal circumstances or support needs is handled sensitively and in line with Kingdom Academy's Data Protection and Confidentiality Policy.

Information is shared only where necessary to provide appropriate support.

13. Review and Monitoring

This policy is reviewed regularly to ensure it remains effective and aligned with legislation, guidance and best practice.

Policy last updated: Jan 2026

Review frequency: : Annually, or sooner if required due to changes in legislation, guidance or operational practice