APPRENTICE WORKPLACE CONCERNS

1. Policy Statement

Hult International Business School (Hult) is an inclusive organisation and is committed to creating work environments free from bullying, harassment, victimisation, and unlawful discrimination as outlined within our Equality, Diversity, and Inclusion Policy.

Hult believes that all apprentices have the right to work and learn within a safe environment whether that is at the Hult Ashridge campus or their workplace.

2. Scope

This policy is relevant to all staff involved in the delivery and support of teaching and learning, apprentices, and externally this policy is relevant to Apprentice Programme Leads (AP Leads).

Workplace concerns include but are not limited to:

- Discrimination
- Bullying
- Harassment
- Issues surrounding Equality, Diversity, and Inclusion (EDI)

Hult takes all concerns seriously, however as apprentices are not directly employed by Hult, when made aware of concerns the necessary person(s) within the apprentice's workplace will be informed.

3. Hult Process

Concerns regarding issues within an apprentice's workplace can be raised by several individuals, these include but are not limited to:

- The Apprentice
- Progress Partner
- Member of apprentice support team

Concerns relating to welfare or EDI should be reported to the Manager of Welfare, Diversity, and Inclusion (who is also the deputy Designed Safeguarding Lead). If the

concern is not welfare/ EDI related, for example related to learning hours, the relevant person will be informed - in this instance it could be the Head of Apprentice Support so that they can take appropriate action.

When dealing with concerns relating to welfare/ EDI these concerns should be submitted to the Manager of Welfare, Diversity, and Inclusion via email by a member of the Apprentice Support Team so that it can be added to the Concerns log and tracked in the appropriate manner.

Additional information regarding the concern will be gathered by the Manager of Welfare, Diversity, and Inclusion by arranging a meeting with the apprentice(s) concerned and the relevant member of the Apprentice Support Team. If the apprentice refuses the meeting at this point the AP Lead will be informed of the matter for them or someone else within the organisation to attempt to gain further information from the apprentice. The AP Lead will be asked to report any updates back to Hult.

Following the initial meeting(s) with the apprentice, the appropriate people within Hult (for example the Head of Sales and/ or the Head of Operations (Apprenticeships)) will be informed of the details of the concern (including the name of the organisation), so that they are aware that a concern regarding issues within an apprentice's workplace has been raised. They will then be informed of any resulting actions upon resolution, where appropriate to do so.

A meeting will then be organised with the AP Lead to make them aware of the concern, as they are an appropriate person to ensure that the concern is followed up within the processes of the apprentice's workplace. At this meeting it will be agreed as to the next steps that will be taken and who will take them and suggested timescale. Hult and the AP would keep each other updated on developments and progress made and it would be tracked in the Concerns log.

4. Confidentiality

Before the concern is explored in detail it will be made clear to the apprentice that full confidentiality cannot be guaranteed due to Hult's duty of care. As a result, the necessary people will be informed in the appropriate manner. Minutes or notes from the meeting will be written and the apprentice will be briefly informed of the next steps. Following the meeting Hult understands that there may be occasions when the apprentice does not want further action taken, however if Hult believes that there are concerns which could hinder the wellbeing of the apprentice or future apprentices Hult has the right to inform the AP Lead.

The minutes/ notes will be made available to the apprentice and the AP lead. Internally the minutes/notes will be stored within the 'welfare concern support documents' fold within

the Student Welfare folder on SharePoint. Those mentioned within the minutes/notes will be referred to using their initials.

5. Monitoring and review

This policy is reviewed regularly and discussed with the Senior Leadership Team to ensure that it continues to meet all the necessary requirements of the organisation.

Review History

Date	Notes
March 2022	Review and approval by SLT
February 2024	Review and approval by SLT
November 2024	Reviewed and updated in line with branding review for Hult International Business School and Hult Ashridge Executive Education.

About Hult International Business School

Hult International Business School is a global institution consisting of three distinct non-profit entities across the US and the UK.

Ashridge (Bonar Law Memorial) Trust is a UK charitable trust established by an Act of Parliament (Charity number: 311096). It is also registered with the UK Office for Students and holds UK degree awarding powers. Hult International Business School, Inc. is a public 501(C)3 non-profit incorporated in the Commonwealth of Massachusetts. It is accredited by the New England Commission for Higher Education and has US degree awarding powers. Hult International Business School, Ltd. is a registered charity in the United Kingdom (Charity number: 1092321). It is registered with the UK Office for Students and holds UK degree awarding powers.