

## Apprentice Performance improvement Policy

Where warranted Wettrade Apprenticeships will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, Wettrade Apprenticeships may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

Wettrade Apprenticeships requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, Wettrade Apprenticeships will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Wettrade Apprenticeships may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee. This will involve negotiating to cancel the apprentice's training contract.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Wettrade Apprenticeships will give an employee the opportunity to defend themselves before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. Wettrade Apprenticeships will only refuse such requests on reasonable business grounds.

1. Wettrade Apprenticeships will advise the employee of any shortfall in their performance and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. Wettrade Apprenticeships will provide support such as training where appropriate.
3. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.
4. The manager will advise the employee in clear terms what they see as the performance problem or the unacceptable conduct. To highlight the deficiency, they should use specific examples, and refer to the correct policy or procedure.
5. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings.
6. The manager will decide if more action is needed.
7. If a written warning is to follow, the manager is to:

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- document it and give the employee a copy
- give the employee the opportunity (and their support person the opportunity) to sign the warning
- keep a copy on file

8. The warning must clearly define:

- the deficiency
- a clear explanation of the expected standard
- by when the employee needs to achieve it
- how the business will help the employee achieve the improvement required
- consequences of failing to improve

9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions and put a copy on the employee's personnel file. This should include date, location and time of discussion.

10. They will continue to support the employee and note the support they give, for example, training or counselling.

11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms that Wettrade Apprenticeships will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

12. Note: some circumstances justify going straight to a second or final warning.

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