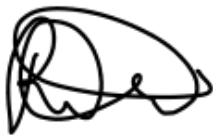




Multi Trades Training

Learner Withdrawal Policy

Review Date: July 2024

Approved by	RK Jones	Position	Director
		Date	15 th June 2023

Document Control

Date	Review & Revision	By
15/06/23	Removed date range 2021- 2022. Added the IAG policy to associated policies and that we use RecordMy to help minimise the number of withdrawals.	Quality Lead

Learner Withdrawal Policy Statement

Scope

Multi Trades Training (MTT) aims to ensure that all its learners receive the best possible information advice and guidance so that they are able to enrol on the best possible programme for them to attain the skills they need for a successful career in construction.

In addition, MTT aims to ensure that the learners experience, when on their chosen apprenticeship, is of the highest level. However, there will always be circumstances where a learner will wish to leave their chosen apprenticeship, whether due to changes in personal circumstances, changes in personal ambitions or changes in the requirements of the skills needed to achieve their goals.

MTT seek to constantly improve outcomes for our learners, and we monitor key performance indicators such as retention, achievement and satisfaction rates to keep us on track. We set targets to keep retention above 85%.

Minimum standards of performance are set for Apprenticeship provision of around 68% and provision falling below this level in significant numbers will incur ESFA investigation and there could be implications for funding.

Therefore, it is not only important for the learner, but it is important to MTT that learners get the best information about their programme of learning prior to sign up so they can make informed enrolment choices and then receive the highest quality learning programme to ensure they stay on programme and achieve.

If learners are not completing their courses of study in a timely fashion and in line with their Individual Learning and Support Plans, we need to establish the reasons investigate the circumstances.

MTT recognises that people choose different career paths and courses for different reasons and that they may choose to leave those courses for different reasons. Any tutor or manager seeking to apply the guidance in this policy statement should treat the needs and wishes of the learner as pre-eminent over any practical measures in this policy statement.

The requirement to find out why a learner wishes to leave a course should never aggravate a situation which, for the learner, has already not matched what they had hoped for. Those implementing this policy should therefore apply their own discretion in individual learners' circumstances, however those applying discretion should be willing to document their reason for doing so in order that managers can have a wider understanding of the learners' experience.

Associated Information and Policies

This policy applies to all learners completing programmes of training and learning with MTT. This policy and procedure cannot be viewed in isolation and must be read in conjunction with the following documents and policies:

- Ofsted Education Inspection Framework (2019)
- Code of Conduct for Apprentices
- Equality & Diversity Policy
- Malpractice & Maladministration Policy
- Safeguarding Policy
- Learner at Risk Policy
- IAG Policy

Related Documentation

- Review Form
- Employer Review Meeting
- MIS Progress Report
- Quals Direct e portfolio
- Email correspondence
- Learner Withdrawal and Exit Review

Absence and Withdrawal Guidance

Following one unexplained absence, a phone call from a member of the MTT team to the learner is best practice though it is acknowledged that in some circumstances, this is not always appropriate and where that happens and the learner returns to work, contact can be made there.

MTT also run shorter courses where it is difficult to apply a time of withdrawal, but generally contact between MTT and the learner should be following first week of unexplained absence and a common-sense approach taken to applying withdrawal procedures and the any forms completed as appropriate

Learner Exit Review forms should be completed by a member of the MTT team as fully as possible and sent to Compliance Team. Reasons for withdrawal will be discussed at senior management level, and during quality monitoring meetings and the outcome recorded and acted upon.

What We Need to Find out

There are 4 distinct objectives that forms associated with learner withdrawal must aim to achieve.

1. A Learner Exit Review should evidence the withdrawal procedure and should inform all relevant managers and the compliance team so that the information can be forwarded to the external agency who provides the Management Information Systems.
2. They should attempt to find out why the learner withdrew.
3. They should attempt to integrate the withdrawn learner into any learner satisfaction systems, which in turn should give the learner an opportunity to explain what the service, provider or tutor could have done better.
4. In the case of Apprenticeship provision, if the learner withdrew because they secured employment, confirmation from the learner needs to be sought.

To keep withdrawals to a minimum:

MTT endeavour to provide

- Appropriate information, advice, and guidance to every prospective learner before enrolment.
- Course outlines available for every learner providing information about entry requirements, course content, scope of course, employment rights and responsibilities and schedules.
- Regular contact check points for class attendance, reviews, additional support, and logs from employers to alert MTT to any unexpected absences.
- MTT support and compliance teams to follow up absent learners.
- A process for identifying a potential learner at risk consisting of analysing, attendance, engagement, submissions of work, off the job training, general progress and information from reviews, employers and other sources.
- Monitoring the 'Learner at Risk' process and contacting them regularly to ensure that learners are receiving additional educational support, working with employers to agree plans of support or signposted to external sources if specialised support is required through the RecordMy platform.

MTT will monitor the effectiveness of the Withdrawal process by:

- Analysing returned withdrawal forms for indications of dissatisfaction with any aspect of the course and following up with the staff.
- Monitoring and analysing retention data at provider and tutor level as appropriate.
- Auditing registers for all directly delivered courses.
- Provide training to new and inexperienced tutors to establish good practice is observed with regard to identifying learners at risk of withdrawal.
- Check individual tutors practice during teaching and learning observations and monitor registers during this time.
- Auditing at Quality Support Visits.
- Monitor and analyse satisfaction rates and audit learner feedback.

Communication

This policy is available on the Multi Trades Training website and in the learner information section of Quals Direct and may be provided in hard copy upon request.

Monitoring and review processes:

This policy and its procedures will be reviewed annually, to ensure it continues to meet our needs and those of our Regulators i.e., Awarding Organisations (NOCN Cskills Awards) , ESFA (Education & Skills Funding Agency) and external stakeholders.

Contact details:

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