

Policy/procedure	Learners at Risk Procedure
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Approved by	FLM Training Board & Safeguarding Team
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Approved by	Management Team
Changes made	<ul style="list-style-type: none"> • Removed the term consultants / assessors and replaced with tutors. • Added ILP in addition to MLP. • Added Adult learners to process

Objective and Scope

To ensure that FLM Training Limited has a system in place which identifies and offers support to learners who are at risk of either leaving the programme without completing their qualification or are making slow progress and will not achieve timely completion.

Responsibilities

Directors
 Quality Manager
 Senior Administrator
 Operations Manager
 Tutors

The Directors retain overall responsibility for ensuring this procedure is adhered to and followed correctly to meet individual contract requirements.

Related Documentation

Review Form MLP/ ILP
 One-to-One Form
 Customer Review Meeting
 MIS Progress Report
 Microsoft Teams Classroom
 Email correspondence

Operational Procedure

1. A learner is identified as being at risk either directly through:

- The Tutor during the review process and during meetings or lack of them
- Learner failing to attend appointments with tutors.

- Learner failing to produce work on agreed timelines at Tutors summary meetings.
- Through the progress check at the Tutors review meeting.
- The Tutor 1-1 Document
- Microsoft Teams
- Any other source of information that is valid and reliable.

2. The learner could be considered at risk as a result of one or more of the factors below. However, this is not a prescriptive list.

- Anticipated/Change of job role
- Lack of motivation
- Not producing required work
- Not attending meetings with Tutor
- Additional Learning Needs/Social Needs
- Slow or no progress
- Additional responsibilities inside and/or outside of the working environment
- Change of Tutor
- Pregnancy or maternity
- Injury or illness
- Insufficient support from the Employer/Tutor
- Safeguarding issues such that would place the learner at harm

3. Once a learner has been identified as at risk, the Tutor will discuss issues with the learner and where appropriate discuss with employer, discussion to be recorded on their MLP/ ILP.

4. The Tutor will notify the Operations Manager who will ensure the information is recorded on the 1 to 1 form. Learners 'at risk' should be discussed at relevant staff team meetings.

5. The Tutors will discuss at risk learners with the Operations Manager and agree on the best course of action.

6. After communicating with the Employer / Learner and Tutor as deemed appropriate, the Operations Manager will decide on the best course of action and communicate the decision to the Tutor & Administration.

7. If appropriate, the learner will receive additional support through their Tutor and the Mentor or learner.

8. The learner's ongoing progress will be monitored closely through the completion of reviews, contact with Mentor, the MIS updates and the Tutors 1 to 1 meetings with the Operations Manager.

9. When the cause of the at-risk status has been resolved the learner and or Mentor and will continue to be monitored through the review process.

10. If a learner continues to be at risk after 2 weeks of additional support, issues to be addressed with Operations Manager who will take the appropriate action. MLP to be updated by Tutor, to show update in the scheme for learning.

11. The Operations Manager will raise in learner progress review meeting with following time scales. If the progress is due to health reasons a Break in Learning to be agreed with the employer and reviewed at learner progress reviews on a 6 -weekly basis. If the lack of progress is due to non- attendance of appointments or work not being produced the following action is to be taken.

- Operations Manager, Tutor, Learner and Employer to agree a four-week action plan, who will engage with the learner, Mentor and line manager agreeing appropriate support and time to cover outstanding work. Four-week action plan to recorded on the ILP.
- Operations Manager to meet with Training Manager or equivalent to review the action plan within 7 days.
- If the action plan is not effective the Director and Employer will agree one of the following actions:
 1. The learner to be removed from the apprenticeship programme or Adult Learning programme.
 2. The Employer agrees to cover the costs of additional training until EPA is achieved.

12. The Tutor will regularly monitor, the progress of learners against the action plan and update the relevant Director.

Adults

1. Tutor to identify student at risk on 1-2-1 form, updating most recent contact with student and up to date run down of current progress of the student, to include KUSAB model.
2. Tutor to highlight at risk student on Monthly 1-2-1 meeting.
3. Tutor and Operations Manager to agree to contact student weekly using the following methods of communication; teams chat, personal email, text and phone call.
4. All contact attempts to be logged in ILP.
5. If there is no student submission of work within 4-weeks, a formal letter is to be sent out by Admin to the student to ask them if they wish to continue with their studies,
6. They get 7 days to reply to this letter to either admin or tutor. Students that do not reply with the 7 days will then be withdrawn from programme.
7. If a student replies wishing to remain on programme, then the tutor will set up a 2-week action plan with achievable work to be completed in that period, offering support and guidance to the student. Two-week action plan to updated in the ILP.

8. If the action plan is not achieved, a review meeting takes place, if no contact a withdrawal letter is sent to the student.
9. The letter will outline the cessation of learning and to remind student of their liability towards course costs.
10. Student to be taken of programme.

Un-timely Progress

1. If a student goes over their agreed timeline of completion the administration team sends out an escalation letter asking the student if they wish to complete their studies and informing them, they have gone over their agreed timeline set out in the Learning Agreement within the Enrolment Form. Learners get 7 days to reply to this letter to either Administration or Tutor. Students that do not reply with the 7 days will then be withdrawn from programme.
2. If the student wishes to complete, the course tutor will set them a 4-week plan to complete all outstanding work for their qualification. The tutor will outline what work is left to complete and agree weekly timelines.
3. If the action plan is not achieved, then a withdrawal letter is sent to the student.
4. The letter will outline the cessation of learning and to remind student of their liability towards course costs.
5. Student to be taken of programme.

Quality Improvement

- a. It is the responsibility of the Quality Manager to review this procedure on an annual basis. The aim of the review process is to establish if written procedure is currently fit for purpose and necessary to amend accordingly to meet the needs of the business.
- b. It is the responsibility of the Quality Manager to test the procedure on two levels. Firstly, is it being adhered to by the relevant staff and if it is being adhered to does it meet the required level of effectiveness to ensure the service FLM Training provides is optimised.
- c. If the procedure is not being adhered to through observation and/or analysis of documentation, it is the Quality Managers responsibility to review the procedure with the relevant staff making sure they fully understand the process
- d. If it is found, through analysis of the related documentation and observation that the procedure could be improved, it is the responsibility of the Quality Manager to instigate and action plan for improvement and then to monitor these changes to establish their effectiveness