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**Learner Appeals’ Procedure & Absence and Withdrawal Policy**

**Appeals’ Procedure**

**Stage 1:**

When a learner feels an Assessors, decision is unjustified by the evidence produced, the learner should take this up with the Assessor **within one week** of the assessment. The Assessor must record details of the appeal. If the issue cannot be resolved between candidate and Assessor, either can initiate the next stage of the procedure.

**Stage 2:**

The appeal form must be sent to the Director (Ahlexi Enjily) of The Aunties’ Old School Training Centre **within 20 working days** of the assessment in order that a date can be set up for the appeals’ panel. The learner will be informed of the date for the appeal **within one week.** The panel will be set up for appeal within **20 working days** from notification.

**Stage 3:**

The panel will be made up as follows:

* Internal Quality Assessor (unless assessor to the learner).
* Head of Training (unless assessor to the learner).
* Ahlexi Enjily

The learner will be invited to attend and may bring an advocate. The Assessor will also be in attendance. Persons may be interviewed separately.

The decision of the Appeals’ Panel will be final.

However, an appeal to the appropriate awarding body can be undertaken in accordance with the Awarding Body procedures.

The panel meeting will take the following form:

* Review of paper evidence
* Presentation with candidate for clarification
* Presentation with assessor for clarification
* Further discussion of panel
* The candidate and/or assessor should be available for recall if necessary
* Final decision by panel
* The decision should be conveyed in writing to the candidate and the assessor within 7 working days of the appeal being heard.

**This appeals procedure aims to embody the principles of:**

* Natural Justice
* Objectivity
* Independence
* Equal Opportunities
* Fairness
* Equity
* Anti-Racism and Anti-Discrimination
* Consideration of Special Needs

**Learner Absence and Withdrawal Policy**

**Preamble**

The following procedures provide a framework within which action may be taken by The Aunties’ Old School Training Centre to withdraw learners from the programmes. This does not affect the learners’, parents’, or employers’ rights to appeal.

The procedures apply to all learners:

**1. The Learner in Difficulty**

**1.1** Withdrawal action may be taken in a variety of circumstances. These may include –

* Persistent absences from off job training without a valid reason.
* Persistent failure to complete action plans without a valid reason.
* Persistent cancelling of on job appointments without a valid reason.
* Persistent failure to complete employment duties alongside studies.

**1.2** The first line of action will be via the learner’s assessor. This should include discussion with the learner and, if this is unsatisfactory, contact (written or by telephone) must be made with the employer. A record of this contact and any important issues or agreed actions must be noted on the learner file. If the situation does not improve the Head of Training or Director/IQA will be informed and given suggested improvement guidelines and support arrangements. If the situation still does not improve The Head of Training/Director will arrange a meeting (notification in writing), with the employer.

**1.3** The assessor (Head of Training, if appropriate) will monitor the situation in association with the Employer and, if the learner’s attendance/progress does not satisfactorily improve over a three-month period, issue a final oral warning to the learner, after inviting the employer, in writing to be present at this meeting. This must be noted on the leaner’s file, with improvement guidelines.

**2. Sickness, Injury and Maternity**

**2.1** Temporary withdrawal from the programme may be put into place during certain circumstances. These could include: -

* Maternity leave.
* Expected absence from the workplace due to illness or injury.
* Extended holiday/travelling.
* Any other authorised leave.

**2.2** The Head of Training can temporarily withdraw any learner from the programme if they are expected to be away from the workplace for a period of two months or longer. This will not affect the length of time the learner is entitled to on any given programme. The learner will re-join the programme on their re-commencement of work. The employer is responsible for communicating leave arrangements with the Head of Training; the learner should discuss these with their assessor. Records of leave arrangements will input into our system with details on the learner’s file.

**3. Unemployment**

**3.1** Withdrawal from the programme could take place if the learner’s personal circumstances change. These may include: -

* The learner resigns from their job.
* The learner is asked to leave employment.
* The learner takes up employment an unrealistic distance away.
* Redundancy.

**3.2** The first line of action will be via the employer. The assessor and learner are to identify reasons for Unemployment. Once the learner’s occupational suitability has been confirmed, the Training Centre will support, where it is possible, the learner with accessing any job vacancies and if needed, interviews.

**3.3** If the learner has been asked to leave employment due to anti-social behaviour, such as theft, breaches of employer policies or legislation, disciplinary procedures will be followed, and the learner will be withdrawn from the programme.

**3.4** In the event that a learner moves to any employer that is an unrealistic distance for The Aunties’ Assessors to travel, the learner may need to withdraw from the programme or contact a local provider to continue with the programme.

**4. Health and Safety**

Learners will automatically be withdrawn from the programme if their professional commitment or place of employment falls below the required standards under health and safety legislation.

Learner Signature: ……………………………………………………………………. Date: ……………………………..

Employer Signature: …………………………………………………………………. Date: ……………………………..

Provider Signature: …………………………………………………………………… Date: ……………………………..