

## **Participants Retention and Absence Policy 2022**

To be read in conjunction with:

Recruitment of ex-offenders Policy, Learner Induction Pack, Complaints and Suggestions Procedure and Internal Verification Strategy.

### **Access and Fair Assessment**

This procedure is intended to ensure that all learners have equal and fair access to all areas of assessment.

### **Methodology**

This procedure is a direct link between the Assessment, Verification and Equality, Diversity and Inclusion Policy. For further information, please refer to the above Policy on our website [www.ig-cic.org.uk](http://www.ig-cic.org.uk)

### **Access to resources**

A range of resources for Trainers/Advisors/Assessors are available within our office and online. We retain a collection of books, journals, videos, DVDs and Audio-visual aids, including our online resources such as “using video communication technology” which can be accessed as required. There are items available for loan subject to our fair use and borrowing regulations.

### **Equipment to help you**

- Laptops linked to the internet with camera, email, Windows 10 and Microsoft Office 365, zoom and security software.
- Overhead projector for use in physical venues.
- Portable video screen to show projections.
- Printers/scanners
- Mobile phones with video camera and loaded with zoom for remote training.

### **Fair Assessment**

To promote fairness, in special cases, Impactful Governance can make special arrangements for the following:

- Extra time for assessments;
- Rest breaks during an assessment, exam or remote video learning;
- Specifically prepared papers on coloured paper or with enlarged print;
- A reader/writer
- An interpreter of British Sign Language
- Easy-read documents

The assessment process will take into account the individual needs of learners with physical or learning disabilities and mental health or learning difficulties where reasonable adjustments can be made where the learner provides evidence of their disability or condition. We have experienced and trained staff who are well equipped to offer “skills for life” and can support learners with literacy, numeracy and language needs (ESOL) to prepare them for assessment and improve oral, written and neuro-diverse communication skills.

Assessment practice will be monitored through Assessor induction, observations of the Assessor in a workplace and standardization meetings, including a monthly Community of Practice Team discussion. The internal verifier strategy and appeals procedure will also help ensure assessment is fair and consistent.

## **ABSENCE PROCEDURES:**

- If one session is missed, the learner is contacted to establish the reason.
- If the reason for absence is legitimate and couldn't be avoided, they will be allowed to join the next session. Where Funding allows a set number of sessions and these are paid for as part of a contract, those sessions will be re-booked at the earliest opportunity and a fee will be re-applied (equal to what would have been costed), to cover the lost time and additional trainer costs.
- The session they miss must be caught up in the following month (for example, if session 3 is missed, they will slot into session 3 the following month).
- The learner's employer (where there is one) will be informed on every occasion to ensure they are aware of the missed session.
- If the reason was for anything other than legitimate personal reasons (i.e. not working or volunteering elsewhere, meeting family or shopping) their employer is informed and they will be booked into a new session the following month.
- For Kick Start, a letter or email will be generated by our Claims/Finance process to inform the employer that this is a compulsory element of the grant and that if we have to arrange additional training, there will be a cost to the employer.
- Where someone misses more than 1 session, they will not be allowed to continue in that month and instead will be deferred to the following month (at our complete discretion).
- If the learner defers by a month, the employer (if there is one) will be informed and potential charges to the employer or individual will be incurred (at our discretion).
- Where someone fails to attend more than twice, the company will be in breach of their contract and the issue will be escalated.
  - A deadline for remedial action will be given and employer informed of the implications.
  - We may need to inform the funder if there is a purposeful lack of evidence of attending training where we have provided the dates and clear joining instructions.
- All employers have signed a **Training & Finance Agreement** in advance of being accepted onto our programmes **and this will be the basis of withdrawing the funds and support** or other further action. Advice will be sought from the funder via our Chief Executive.
- All learners have signed a Learning Agreement and this will be the basis of our decisions and agreement to continue or withdraw the offer of support.

## **Accredited courses**

Learner Appeal Procedures:

If at any point during your qualification you are unclear about the result of an assessment and you feel that you do not agree with the decision made, you can appeal.

Reasons you might want to appeal are for example:

1. You do not understand why you are not yet competent.
2. You believe your evidence proves that you have met the standard.

If you are not satisfied, this is what you must do:

### **Step one:**

**You must tell your trainer/advisor/assessor.**

Tell them:

- A. Why you disagree
- B. How you think the evidence you have put forward meets the standards.

Your Trainer/Advisor/Assessor will give you written and spoken feedback within SEVEN DAYS on why they agree or disagree with your appeal.

### **Step two:**

If your appeal cannot be resolved by discussion, put the above in writing (we can help if necessary). Your appeal will then go to your internal verifier.

You will receive a written and spoken explanation within SEVEN DAYS of why they agree or disagree with the Trainer/Assessor/Advisor's decision.

You must follow step one and step two before going to step three.

### **Step three:**

This must be in writing (again we will help you if necessary) and be sent to the external verifier

You must make sure that you explain why you are not satisfied with the decision made and ask for their views.

One of two decisions will be made within TEN DAYS:

1. The external verifier will agree with you and again explain why to you, your Trainer/Advisor/Assessor and the Internal Verifier.
2. The external verifier will agree with the decision of the Trainer/Advisor/Assessor and Internal Verifier and give you an explanation why.

## Complaints or Suggestions

Our service users are in the best place to let us know how we can improve our services and we are always willing to listen to advice, suggestions or complaints.

For general comments, our staff team may be contacted by telephone on the office line: 01923 231660 or through their work mobile phones (subject to availability on their working days) or by email as follows:

<a href="mailto:admin@ig-cic.org.uk">admin@ig-cic.org.uk</a>	Comments, suggestions or complaints.
<a href="mailto:Trainer@ig-cic.org.uk">Trainer@ig-cic.org.uk</a>	Comments or suggestions about courses.
<a href="mailto:Facilitate@ig-cic.org.uk">Facilitate@ig-cic.org.uk</a>	Comments or suggestions about premises.
<a href="mailto:finance@ig-cic.org.uk">finance@ig-cic.org.uk</a>	Comments or suggestions about fees.
<a href="mailto:Claims@ig-cic.org.uk">Claims@ig-cic.org.uk</a>	Comments or suggestions about grants.
<a href="mailto:Ability@ig-cic.org.uk">Ability@ig-cic.org.uk</a>	Comments or suggestions about access.
<a href="mailto:KickStart@ig-cic.org.uk">KickStart@ig-cic.org.uk</a>	Comments or suggestions about Kick Start.

“Cause for concern” forms are available in information racks or can be emailed, if anyone has concerns about vulnerable adults. If you prefer, you can comment through our website, using the “contact us” facility.

### **When to be concerned about a vulnerable adult**

When you become aware of information that leads you to be concerned about a physical, emotional, you are concerned about a possible case of grooming or sexual wellbeing of a vulnerable adult. The information that you have may not be enough on its own for a vulnerable adult referral to be made to the Designated Senior Person (DSP), however, it will help your DSP to build a picture of a vulnerable adult who may be at risk.

### **Designated Senior Person: Andrew Waite, Chief Executive**

Regardless of the source of harm, you must report a concern to the DSP using the cause for concern form. If a concern is about a staff member or volunteer, you should report this to

### **Customer Service: Alexandre Oliveira, Customer Service Director**

All complaints will be treated seriously and investigated in line with our appropriate policies.

If the DSP and Customer Service Director are not available and the matter is serious, you can contact the official Adult Social Care services

**Adult Care Services: 01923 471400**

I confirm that I have read, understood and received the Appeals Procedure.

Name Andrew Waite

Date.....26<sup>th</sup> May 2021.



Signature .....

<b>Date of last review</b>	March 2021
<b>Date of next review</b>	January 2023
<b>Date it was first implemented</b>	January 2018
<b>Author(s)</b>	Chief Executive
<b>Audience</b>	All Directors, Consultants, Employees, Volunteers and Stakeholders.
<b>Other relevant policies and/or procedures</b>	Recruitment of ex-offenders Policy, Learner Induction Pack, Complaints and Suggestions Procedure and Internal Verification Strategy.
<b>Where it is saved</b>	<a href="http://www.ig-CIC.org.uk">www.ig-CIC.org.uk</a>