

## Lacking In Progress Policy and Procedure

Every learner will undertake a formal progress review at least once every 10-12 weeks from registration. Community Learning Services must make the requirements, timing, style, assessment criteria and potential outcomes of these reviews clear to learner and their line managers from the beginning of their programme.

Every learners' progression throughout their programme is monitored carefully. From month two of the learner's programme, they should aim to achieve 8 – 10% progression via their e-portfolio and 20% activity a month on their functional skills e-learning platform, reaching 100% by month 5.

Each learner's work will be classified according to one of three categories:

- Green – Satisfactory
- Yellow – Satisfactory with minor concerns
- Red – Unsatisfactory

No activity for four weeks on a learner's portfolio means that they will get a cause for concern message via email with their line manager cc'd in. This message will provide another submission date to be met.

Learners are recommended to contact their Tutor/Assessor to discuss a way forward at this stage, should they be experiencing problems.

Lack of activity after a further two weeks or failure to meet the submission deadline will generate a request for a meeting with the learner, line manager and with the Tutor/Assessor. Reasons for a learner's lack of progress will be discussed which may result in a final action plan, a break in learning or withdrawal from programme. Further actions are discussed and planned with the employer via the Programme Lead.

### Extension request

Every learner will be supported by their Tutor/Assessor to reach their learning and development goals; however, every learner will need to show commitment to achieving and meeting submission timeframes. From time to time there will be periods of time when juggling studying and work/life balance maybe difficult. If a learner is struggling to meet deadlines, they must talk to us and see what we can do to support them. Options available to support learner at this time could include:

1. An extension to a deadline which needs to be approved by your Tutor/Assessor
2. A break in learning (e.g., long- term sickness, maternity and bereavement) please see Break in Learning Policy

At any stage, a learner can request an extension if they are struggling to meet a submission deadline. This must be emailed 5 days prior to the submission date, to the Tutor/Assessor giving reason for not meeting a deadline.

In the event of non-submission of the work past the expected end date of a learner's programme, the learner is expected to submit their final pieces of evidence on or before their expected end date as defined by the length of study completion date; provided to each learner upon commencement of a programme.

If the learner and/or their Tutor/Assessor do not anticipate submission by this date, then an application for extension to study must be filed with the Programme Lead. If a learner passes their expected end date, does not submit their final pieces of evidence, nor makes an application for extension, and this is not resolved within one calendar month, then the learner will have their studies terminated.

## Appeals procedure

If a candidate is dissatisfied with an assessment decision made by an Assessor, s/he has the right of appeal. The main reasons for an appeal are likely to be:

- The candidate does not understand why the assessment decision has been made because of lack of, or unclear, feedback from the assessor.

- The candidate believes the assessor has missed, misjudged, or misinterpreted some of the evidence put forward for assessment.

Where the candidate does not agree with the assessment, the candidate should advise the Centre indicating the points of disagreement with reasons and reference to the evidence in the portfolio. There are 3 stages in the appeals procedure and each stage must be completed before proceeding to the next one. All candidates who register an appeal will receive a formal reply.

### Stage 1

The candidate appeals directly to the assessor who has carried out the assessment by completing the Candidate Appeal Report. The Assessor will advise the candidate of the decision in writing within 10 working days.

### Stage 2

If the candidate is not satisfied with the decision made in Stage 1, s/he can proceed to Stage 2 by appealing to the Internal Quality Assurer. All candidate appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal. If an appeal is considered justified remedial action will be taken. The Internal Quality Assurer will respond within 10 working days of receiving the candidate's appeal.

### Stage 3

Candidates who have exhausted Stage 1 and Stage 2 and are still not satisfied with the decision may proceed to Stage 3. This appeal must be in writing to the Awarding Body and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2.

The Awarding Body decision will be final.