

## Learner “At Risk” Policy and Procedure

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### Introduction

To ensure learners achieve their programme of learning in a timely fashion and to also ensure that the need for funding claw back is minimised MERCURI INTERNATIONAL (UK) LTD will monitor learners that become “at risk” of not achieving their training. Assessors will therefore instigate this policy immediately if there is a concern of a learner becoming “at risk”.

### Scope

A learner becomes “at risk” when:

- They have missed 2 consecutive visits
- Have not been seen by an assessor for more than 8 weeks
- Are more than 2 months behind target on their apprenticeship training programme
- Is more than 10% behind expected progress on their apprenticeship programme
- Have been consistently off work and therefore unable to attend visits
- Have missed a Progress Review
- Is under notice of redundancy or contract of employment is at risk
- Any other issues arise that cause concern over the learner completing their programme of training

### Procedure

When the assessor identifies the learner as falling into the “at risk” category as defined above they must:

- Start to complete the Learner “At Risk” Monitoring form
- Notify the Apprenticeship Manager and IQA that a learner has become at risk and the reasons why, documenting this on the learners E-Portfolio
- Call the learner and the learner’s manager to establish contact and log this activity on the “at risk” monitoring form
  - In the event contact cannot be made the assessor needs to advise the Apprenticeships Manager prior to sending out a letter/s and diarise these for 5 working days to chase again
- Attempt to contact the learner at least weekly by phone for no more than 4 weeks, documenting each contact attempt on the learner E-Portfolio
  - If there is still no contact after a maximum of 4 weeks of attempts the assessor must complete relevant Break in Learning or Withdrawal form to remove them off the programme – apprenticeship admin to send the learner a letter to confirm removal and also notify their workplace manager
- The Lead IQA must be kept apprised of the situation at all stages and notified prior of a learner’s removal of any learner being removed

## Learner “At Risk” Policy and Procedure

### Version Information

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