

ATTENDANCE, ENGAGEMENT, BREAK IN LEARNING, MISSED LESSONS AND NON-ACHIEVEMENT POLICY

Advanced Learner Loan Learners

1. PURPOSE

Green Labyrinth is committed to supporting every learner to successfully complete their qualification. Our programmes are delivered over an intensive period and require regular attendance, active participation and continuous engagement to enable learners to achieve the knowledge, skills and behaviours required for their qualification.

This policy sets out Green Labyrinth's expectations regarding attendance, learner engagement, missed lessons, Breaks in Learning (On Hold), non-achievement, and the circumstances in which a learner may be withdrawn from their programme.

The policy also explains the potential financial implications associated with withdrawal from an Advanced Learner Loan funded course.

2. SCOPE

This policy applies to all learners enrolled on an Advanced Learner Loan funded programme delivered by Green Labyrinth or one of its approved delivery partners.

3. DEFINITIONS

For the purpose of this policy:

Advanced Learner Loan (ALL)

Government backed loan administered by Student Finance England (SFE), a Student Loans Company service (SLC) to help eligible learners aged 19 and over pay tuition fees for approved Level 3 to Level 6 qualifications.

Cause for Concern (CFC)

Green Labyrinth's staged intervention process used where a learner's attendance, engagement or progress falls below the expected standard.

Planned End Date (PED)

The agreed date by which a learner is expected to have completed all elements of their qualification, including theory work, practical assessments and any required examinations.

Break in Learning (On Hold)

A temporary, approved pause in a learner's programme due to exceptional personal circumstances. During this period, the learner remains enrolled but is not actively participating in learning.

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Last Date of Learning and Engagement

The final date on which a learner attended learning, participated in learning activities or otherwise actively engaged with their programme. This date is reported to Student Finance England/Student Loans Company where applicable.

4. ATTENDANCE EXPECTATIONS

Learners are expected to:

- Attend all scheduled lessons.
- Arrive on time and remain for the duration of each session.
- Complete work set by their tutor within agreed timescales.
- Inform their tutor or Green Labyrinth as soon as possible if they are unable to attend.
- Maintain regular communication throughout their programme.

Due to the intensive nature of Green Labyrinth programmes, missing lessons can significantly affect learner progress and achievement.

Exceptional circumstances will always be considered on an individual basis.

5. LEARNER ENGAGEMENT

Green Labyrinth expects learners to actively participate throughout their programme to maximise their opportunity to successfully achieve their qualification.

Learners are expected to:

- Attend all scheduled lessons.
- Participate in learning activities during lessons.
- Complete coursework, practical assessments and examinations within agreed timescales wherever possible.
- Respond to communications from Green Labyrinth and their tutor.
- Attend progress reviews where required.
- Inform Green Labyrinth promptly if personal circumstances affect their ability to continue studying.

Green Labyrinth recognises that learners may occasionally experience circumstances that affect their progress. Learners are encouraged to discuss these circumstances with their tutor or Green Labyrinth as early as possible so that appropriate support or alternative arrangements can be considered.

Where a learner stops attending scheduled lessons or ceases communication, Green Labyrinth will make reasonable attempts to re-engage the learner before formal action is taken.

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6. MISSED LESSONS

Where a learner misses a scheduled lesson, Green Labyrinth will endeavour to support them in catching up wherever possible.

Where another suitable lesson is available, learners may be offered the opportunity to attend an alternative session.

Where no suitable lesson is available, learners may be required to undertake an individual catch-up lesson with their tutor.

Please note:

- Catch-up sessions are not included within the Advanced Learner Loan funding.
- Individual catch-up sessions may incur an additional charge.
- Charges currently start from **£45.00 per session**, although the exact cost will be confirmed by the tutor or Green Labyrinth Site Manager before any session is arranged.

7. CAUSE FOR CONCERN (CFC) PROCEDURE

Where a learner fails to attend lessons or maintain satisfactory engagement, Green Labyrinth will implement its Cause for Concern (CFC) procedure.

Stage 1

A Stage 1 CFC will normally be issued where a learner:

- Misses two consecutive scheduled lessons; and
- Has failed to maintain satisfactory communication or engagement.

Stage 2

A Stage 2 CFC will normally be issued where a learner:

- Misses three consecutive scheduled lessons; or
- Has previously been subject to a CFC on the same programme and attendance or engagement concerns reoccur following re-engagement.

Stage 3

A Stage 3 CFC will normally be issued where a learner:

- Misses four consecutive scheduled lessons; or
- Continues to demonstrate a lack of attendance or engagement despite previous intervention.

At Stage 3, Green Labyrinth reserves the right to withdraw the learner from their programme.

Exceptional circumstances supported by appropriate evidence may be considered before a withdrawal decision is made.

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8. BREAK IN LEARNING (ON HOLD)

Green Labyrinth recognises that, in exceptional circumstances, learners may need to take a temporary break from their studies.

A Break in Learning (On Hold) may be requested at any point during a learner's programme.

Approval of a Break in Learning is entirely at the discretion of Green Labyrinth and is subject to operational capacity, funding requirements and the learner's individual circumstances. Approval cannot be guaranteed.

Where a Break in Learning is approved:

- The learner must complete and sign a Break in Learning Agreement before their programme is placed on hold.
- The learner's Last Date of Learning and Engagement will be recorded.
- A Break in Learning may last for a maximum period of **12 months**.
- Green Labyrinth will maintain appropriate contact with the learner throughout the agreed period.
- Green Labyrinth will endeavour to offer the learner the next suitable available course or cohort when they are ready to return, subject to availability.

If a learner does not return to learning when offered the next suitable available course, or fails to respond to communications regarding their return, Green Labyrinth reserves the right to withdraw the learner from their programme.

Learners should also be aware that where they do not return to learning within **12 months**, Student Finance England/Student Loans Company (SLC) may automatically withdraw them from their Advanced Learner Loan funded programme in accordance with the applicable funding rules.

Where a learner is withdrawn following a Break in Learning:

- Student Finance England/Student Loans Company will be notified of the learner's Last Date of Learning and Engagement (being the date the Break in Learning commenced).
- The learner remains liable for repayment of any Advanced Learner Loan funding paid up to their Last Date of Learning and Engagement.
- The withdrawal will normally count towards the learner's Advanced Learner Loan entitlement.

Learners are encouraged to notify Green Labyrinth as early as possible if circumstances arise that may require a temporary Break in Learning.

9. NON-ACHIEVEMENT

Green Labyrinth expects learners to complete all required theory work, practical assessments, portfolio evidence and any required examinations by their Planned End Date (PED).

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Where a learner reaches their Planned End Date without completing all programme requirements, they may be identified as being at risk of non-achievement.

In these circumstances:

- The learner's tutor will review all outstanding work.
- A final completion deadline will be agreed and communicated to the learner.
- The learner will be informed of all outstanding work and what is required to successfully complete the qualification.
- The learner will be placed on the Cause for Concern (CFC) process and will progress through the relevant stages where attendance, engagement or agreed submission deadlines are not met.
- Green Labyrinth will continue to provide reasonable support during the agreed completion period.

Green Labyrinth cannot keep learner programmes open indefinitely.

Where a learner fails to complete all outstanding theory work, practical assessments and/or examinations by the agreed deadline, Green Labyrinth reserves the right to withdraw the learner from their programme and record the learner as **Not Achieved**.

10. WITHDRAWAL FROM LEARNING

A learner may be withdrawn where they:

- Reach Stage 3 of the Cause for Concern process.
- Fail to maintain satisfactory attendance.
- Fail to maintain engagement.
- Fail to return from an approved Break in Learning.
- Fail to complete outstanding work within agreed deadlines following their Planned End Date.
- Do not respond to repeated attempts to make contact.
- Are unable to continue their programme and no suitable alternative arrangements can be agreed.

Prior to withdrawal, Green Labyrinth will make reasonable attempts to contact the learner and provide opportunities to re-engage wherever appropriate.

11. FINANCIAL IMPLICATIONS

Where a learner is withdrawn due to non-attendance, non-engagement, failure to return from a Break in Learning or failure to complete their programme:

- Student Finance England/Student Loans Company will normally be notified of the learner's Last Date of Learning and Engagement.
- The learner remains liable for any Advanced Learner Loan funding paid up to their recorded Last Date of Learning and Engagement.

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- Withdrawal from a loan-funded programme will normally count as one of the learner's available Advanced Learner Loan entitlements, regardless of whether the qualification is completed.

Learners experiencing difficulties that may affect attendance, engagement or progress are encouraged to contact Green Labyrinth as early as possible so that appropriate advice and support can be explored before withdrawal becomes necessary.

12. POLICY REVIEW

This policy will be reviewed annually, or sooner where changes to legislation, Student Finance England guidance, funding rules or organisational procedures require it.

Green Labyrinth reserves the right to amend this policy at any time to ensure continued compliance with applicable funding regulations and operational requirements.

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