



# Withdrawal Policy

## **Withdrawal Process**

### **Statement**

It is hoped that when a student enrolls onto an apprenticeship or training course with Digital Marketing Mentor, they will go on to complete their course and achieve their qualification.

If our internal procedures have worked well, all students should start their qualifications on the right course at the right level with the right additional learning support in place if applicable, including functional skills support where a need is identified.

If this has been done effectively, no student should drop out except in very exceptional circumstances, and the great majority of students should finish successfully and progress. However a clear process needs to be laid out for when this isn't possible.

The purpose of this document is to set out Digital Marketing Mentor's process for withdrawing learners from their relevant courses.

### **Scope**

This process covers all training offered by Digital Marketing Mentor, including (but not limited to) apprenticeships, NVQs, Corporate Training and Compliance Training.

### **Process**

When it is identified by either a mentor, learner or employer that the learner wishes to withdraw from their course before completion, the learner's mentor must understand the reason(s) behind the decision before formally requesting to withdraw the learner.

Depending on the reason(s), steps may be taken to help the learner continue with their training course. This time-frame of contact is a maximum of 8 weeks.

If all efforts to keep the learner on programme as stated in the policy have been exhausted, then the following process must be adhered to immediately.

An email request must be sent to the [enquiries@digitalmarketingmentor.co.uk](mailto:enquiries@digitalmarketingmentor.co.uk) with a completed and attached withdrawal form for processing.

The following Senior staff members must be copied in: David Prescod and Julie Thompson

The Subject Title should be: **Withdrawal Request**

All sections of the form must be completed:

<b>Request for Withdrawal Form</b>	
<b>Learner Name</b>	
<b>Employer</b>	
<b>Qualification</b>	
<b>Start date</b>	
<b>Duration on programme</b>	
<b>% of qual completed</b>	
<b>Functional skills requirements</b>	
<b>Location (e.g. Northampton)</b>	
<b>Reason for withdrawal request</b>	
<b>Mentor name</b>	
<b>Recruiter name</b>	
<b>Steps taken to date</b>	
<b>Last visit date</b>	

On receipt of each request the learner and their circumstances will be discussed. Action steps will be recorded on the withdrawal tracker whilst attempting to re-engage the learner. Weekly updates will follow for up to 6 weeks as a maximum before final sign off.

Withdrawals that are approved by senior management must be signed off before being processed by business support. They will process these within 48 hours of the decision and sign off being made.

Withdrawal requests are to be sent for every learner that has had a confirmed enrolment date (even if it hasn't happened yet).

## **EQUAL OPPORTUNITIES IMPACT STATEMENT**

This policy, if applied fairly and objectively should have no adverse impact on equal opportunities. The Managing Director will be able to produce profiles of all students who have been withdrawn, including age, gender, disability and ethnicity, for equality and diversity monitoring as required.