

Non Completion and Withdrawal Policy

Knowledge Assessment

Tutors will provide support through the taught session to support all learners in achieving the level required for their award and learners and employers recognise that each learner must demonstrate a required level of knowledge to achieve a course of learning. Assessment methods which can be used include;

- Participation by learners in group learning tasks which is observed by the course tutor
- Participation in questioning by the course tutors
- Completion of assignments and assessments which include written open questions

Non Achievement or Completion of Awards

In some circumstances, learners may not achieve the required standard to be awarded the accredited Level 3 Award. Ringway Training will support learners to develop their knowledge and to re-complete written assignments if required (which would include a minimal reassessment fee).

Reasons for Non Completion of an Award

There are some key reasons why some learners may not achieve the Level 3 Award. These are if learners;

- Are not at the required skill level to achieve the award when they have been enrolled on by their employer or as an individual
- Do not attend the full training day (learners who leave the course before the end will not achieve the award)
- Do not fully participate in learning activities to a level which the tutor considers to be adequate in demonstrating knowledge and skill
- Do not complete the assignment to the required standard
- Have not answered in advance any pre-course questions (if applicable)
- Demonstrate unprofessional behaviour or conduct during the training day
- Have been asked to leave the course due to reasons of conduct, behaviour or violation of Equality and Diversity Policies and any other of Ringway Training's Policies and Procedures

Withdrawal from an Award

Ringway Training reserve the right to withdraw any learner from a programme of learning if they violate any of Ringway Training's Policies and Procedures which can be found at www.ringwaytraining.co.uk/recourses.

Ringway Training also reserve the right to withdraw any learner who, following re-attempts and extended support, is deemed unable, at their present level of ability, to achieve the standards required for the award. Before withdrawal takes place, learners will have the opportunity to appeal this decision and follow the Appeals Procedure.

Ringway Training can automatically withdraw, without notice or warning, any learner who fails to meet the deadline for any assignment submission after a time lapse of 30 days (including non-working days).

Learners can also be requested to be withdrawn from an award if they have decided that they no longer wish to continue with their study. No refunds are made for withdrawal or removal from an award.

Anybody who requires further explanations of this procedure should contact Mark Mallender (Managing Director) on 01625 520 434 or at mark@ringwaytraining.co.uk

| Issue | Change | Date | Author | Approver |
|-------|------------------------|----------|----------------|----------------|
| 1 | First original edition | 1/9/2011 | Mark Mallender | Richard Butler |
| 2 | No changes made | 1/9/2012 | Mark Mallender | Richard Butler |
| 3 | No changes made | 1/9/2013 | Mark Mallender | Richard Butler |
| 4 | No changes made | 1/9/2014 | Mark Mallender | Richard Butler |
| 5 | No changes made | 1/9/2015 | Mark Mallender | Richard Butler |
| 6 | | | | |