



Special Measures Policy

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SCOPE

The scope of this policy is to outline the steps that are to be taken should a student be placed on special measures.

WHAT ARE SPECIAL MEASURES?

Special measures are introduced to learners who are not progressing and who have become uncontactable. Every effort is to be made to ensure contact with the learner.

Special measures means that the current tutor allocation will be changed and the learner will be allocated to a more senior tutor within the organisation.

All possible methods of contact should be exhausted before learners are sanctioned onto special measures.

The following communication lines should be followed:

1. Telephone call with follow-up email.
2. Email to learner with line manager copied in.
3. Email to line manager with learner copied in.
4. Email to HR/Lead L&D department with line manager and learner copied in.
5. Meeting planned with HR Department to discuss issues.

NB. Ensure a date and time for response is included in all communication.

NB. Copy quality manager into all emails from step 2.

Once a learner has not responded to emails and the above steps have been exhausted, the delivery and assurance manager will then proceed to place the learner on special measures.

THE PROCESS FOR PLACING A LEARNER ON SPECIAL MEASURES

The learner will be contacted by the delivery and assurance manager on the first Monday following the decision to place a learner on special measures. The learner will then have 3 days to respond to this.

The email will be copied to the following interested parties:

- Current Tutor
- New allocated Tutor
- Line Manager
- HR/L&D Manager
- Programme Director

The measures placed on the learner are as follows:

- Action plan created with an 8-12 week deadline. Deadline will be at the discretion of the delivery and assurance manager.

- Bi-weekly visits (either F2F or remote).
- Progress review meeting once per month.
- New allocated Tutor.
- **No extensions** for work submissions.

FAILURE TO ATTEND VISITS AND SUBMIT WORK

Failure to attend visits that have been planned with your tutor will result in the learner disciplinary procedure being initiated. (see policy).

Failure to submit work on time will result in the learner disciplinary procedure being initiated.

Failure to attend progress review meetings will result in the learner disciplinary procedure being initiated.

APPENDIX 1

Email Template:

Subject Bar: Special Measures Notification Email

Good _____,

We note from our records that you have failed to make any progress since the start of your programme – xx/xx/xxxx.

Firstly, is there anything we can help you with or is there anything that we should be made aware of?

Due to the above mentioned reason, the decision has been made, in agreement with the following people, to place you on special measures:

- Line Manager
- Tutor
- Quality Manager
- HR/L&D Manager

I have attached a copy of the special measures policy to give you an indication of what you can expect from being placed on this sanction.

Please note, this is not a disciplinary or punishment, this process is designed to provide additional support and mentoring to ensure that you are getting the most of your training and development.

However, if you fail to attend the scheduled visits and meetings as part of the requirements of being placed on special measures the learner disciplinary procedure may be initiated (see attached policy).