

City Gateway Learner Probationary Review Policy 2024 -2025

Date of last review	n/a	Review Period	Annually
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Reviewed by (name)	Signature	Date
Mark Pike		4th Jan 2023
Mark Pike		28th June 2024

Learner Probationary Review policy

This policy is in place to ensure that we treat every learner fairly. The information below should be used as guidance with the knowledge that there will be some exceptional situations which will be considered on an individual basis.

All learners will be reviewed across the first six weeks of their learning. The elements considered in this review will be;

1. Attendance percentage (based on the registers inputted into PICs by tutors).
2. Punctuality
3. Behaviour and attitude
4. Adherence to the code of conduct

The way a learner passes their review and continues on their programme, or not, based on these elements is detailed below. The expectations detailed below will be clearly communicated to learners at the following stages / by the following staff;

Stage	Staff member(s) responsible	Process
Marketing and recruitment	Head of Marketing	On relevant info section on website about the programme offer.
Offer email	Marketing and Outreach Team	Sent electronically
Both Intro and Welcome Day	Head of Education & Inclusion	Given verbally and as a handout with code of conduct
Induction week	Tutor (s)	Given verbally – group
Meeting with assigned Coach	Individual Coach	Verbal re-enforcement

The elements will be reviewed at two points during the review weeks. After the first review (at week four), any learners who are at risk of not being retained on programme will be contacted by their coach, by text / email to ensure that they understand why they are at risk and to discuss a plan of action. If a learner does not pass the four week review it shall be explained to them, by their coach, why they were unsuccessful. This should be verbally, but where contact has been difficult, they must receive an email outlining the decision taken.

When necessary, it will also be the responsibility of the coach or, when appropriate the Designated Safeguarding Lead to make contact with appropriate external agencies to advise them in advance of this decision.

For some learners, the four week review may be extended (by a further 2 weeks), concerning the following situations;

- If a learner is unwell
- If a learner is impacted by a situation beyond their control (i.e. a family situation which impacts their attendance)
- Has significant safeguarding issues that are adversely impacting, but can be managed and suitable adjustments can realistically be put into place.

In the above circumstances, it will be the decision of a member of the coaching team, having sought input from the delivery team, to propose an extension for approval by the Head of Education & Inclusion.

Attendance percentage

Attendance is a key element of the probationary review. The passing percentage for attendance is detailed below and varies slightly depending on the programme of study a learner is on. This variance is in place due to an understanding that those learners whose starting point is furthest away from an EET outcome are often facing more barriers than those who are further along the journey.

Course Name	Length of study	Attendance % required to pass review
Route to Employment	Academic year	75% with ability to reach 95%
Apprenticeship	Varies according to level and employer	100%

If a learner doesn't meet the required attendance percentage on their programme of study, they may not be able to continue beyond the four weeks, unless there are genuine circumstances that have negatively impacted on overall attendance.

Adherence to the code of conduct

The code of conduct requires our learners to both understand and follow the guidelines. We expect our learners to act in accordance with these guidelines and if they do not, this could impact them passing their two week review. The tutor or coach will need to discuss any behaviours which aren't in line with the code of conduct, and a decision will be made as to whether that learner passes their review, has it extended, or does not pass. The Head of Education & Inclusion has the final decision in this situation.

Internal review process:

The Coaching Team will lead the process on managing new starters and the probationary period;

- An online RAG system, accessible by tutors and coaches, shall be used to reflect the learner's performance against expected attendance levels and the Code of Conduct. A recommendation should be made at the end of the first review to indicate the probable outcome of the probationary period.
- A final decision will be held at the end of the fourth week where it will be decided;
 - Who has passed their review
 - Who may have their probationary period extended
 - Who has not passed their review
- Details of why each decision has been made will be added to the online RAG system.

This will then be communicated as follows;

- If a learner has not attended, and no reason has been given to explain their absence they will be sent a standard email by the coaching team explaining that due to their non-attendance they will not be able to continue on this course.
- If a learner has attended some sessions but has not passed the required attendance rate and / or not met the expectation of the Code of Conduct;
 - They must be contacted by the coaching team who shall explain the outcome of the decision It may be possible for them to reapply for the next intake if they would like to, provided there were no significant issues that would prevent this opportunity being extended to them e.g. violent or abusive behaviours.

Appeals

If a learner disagrees with a decision made about their review, they have the right to appeal by writing a letter or email to the Head of Education and Inclusion stating why they feel they should have passed. This communication will then be discussed with a member of the Senior Leadership Team and together they will decide a response to the appeal made. A response

communication must be received by the learner within 48 hours of them making an appeal, where the decision is final.