

Escalation Policy

This is designed to be an immediate intervention to be agreed and implemented by a Development Coach & the Quality Manager and Senior Management Team if a learner is showing no improvement since the previous Development Coach Caseload Review.

Purpose

To provide a clear procedure for Development Coaches to follow in the event that learners fail to provide work/evidence as agreed or fail to turn up for scheduled appointments before it impacts on learner progression.

The first interventions must always be between Development Coach, learner and employer. However, if these interventions are not having the intended impact, then responsibility must be passed over to the Senior Management Team to intervene. Interventions could include:

- An invitation to the learner and employer to explain why, despite previous attempts to resolve the issue(s), it is still occurring and what can we all do to resolve it.
- A warning that the apprenticeship is at risk if the issue(s) continues despite an action plan being put in place with learner and employer to resolve it.
- Notification that the apprenticeship is terminated if, despite the warning, the issue(s) continue and unsatisfactory progress continues to be made.

This is to ensure that all employers, employees and learners who sign the ILP/Commitment Statement are committed to the programme and that failure to keep appointments without notifying the DC or consistently not producing any work set will have a consequence.

Procedure

It is at the Development Coach's and Quality Manager's discretion when this policy is implemented and should be used if:

- The learner has not turned up for a pre-arranged visit and the DC has reminded the learner of the planned visit. The learner has also not contacted the DC to cancel within a reasonable timeframe and/or has a valid reason.
- The learner consistently fails to produce any work set or make any attempt to generate the evidence required. This will be after the DC has identified any learning needs/potential problems and adjusted the collection of evidence to suit the learner.

It is anticipated that the DC will make every effort to confirm appointments before the day to avoid cancellations and also to probe the reason for not completing work and acting accordingly. One of the main reasons for learners not producing written work is confidence

with writing and it is the DCs responsibility to adapt assessment methods to meet the individual needs of the learner.

Actions

- Learner does not turn up for pre- arranged visit and has not advised the DC.

The DC should contact the learner to see if they are at work and speak to the employer to carry out visit then. If the learner is not at work then an arrangement must be made with the employer setting any work and arranging a new date. DCs also need to include the Quality Manager in any correspondence relating to this missed visit. For every instance of this, the DC is expected to email the learners' Manager. Managers have a responsibility to work with Creative Alliance to ensure their learners attend sessions, keep meetings and submit work and evidence in a timely manner.

When the third appointment has not been kept, the DC does the above and then escalates the problem to the Senior Management Team to intervene with the learner and employer. The SMT will discuss at the weekly meeting and decide:

- What the desired outcome should be;
 - What action will best achieve this outcome.
 - Who is best placed to implement the intervention and monitor its impact.
- The learner consistently fails to produce any work set or make any attempt to generate the evidence required. This will be after the DC has identified any learning needs/potential problems and adjusted the collection of evidence to suit the individual learner.

A meeting is to be arranged with learner, manager/employer & DC to agree a SMART Action Plan to ensure improvement/progress is made.

During the meeting, the DC needs to review why the learner has not produced any evidence, what the barriers to the learner are and to find another way to produce the evidence if necessary. DCs must back up above details in the form of an email to the learner, their manager/employer and the Quality Manager.

When a learner fails to produce work for a deadline for a third time, the DC escalates the problem to the Senior Management Team to intervene with the learner and employer. The SMT will discuss at the weekly meeting and decide:

- What the desired outcome should be;
- What action will best achieve this outcome;

- Who is best placed to implement the intervention and monitor its impact.

The above expectations will be raised initially with both the learner and employer at the onboarding stage through Business Development & Recruitment and again at the First Day of Training with all learners. Development Coaches will re-enforce the roles and responsibilities during the ILP meeting with both the learner and employer, ensuring all parties are aware of their commitment to the apprenticeship.

Learner cancellation process

Learner does not turn up/cancels pre-arranged visit

1. DC attempts to re-arrange visit ensuring that the learner is seen
2. Cancelled visit to be logged in notes on OneFile
3. DC to email Learner and Manager and cc in Quality Manager

The learner consistently fails to produce any work set or make any attempt to generate the evidence required.

- DC calls learners' manager to request support and inform them that a letter/email will be sent to formally notify learner and their manager. A meeting is to be arranged with learner, manager/employer & DC to agree a SMART Action Plan to ensure improvement/progress is made.
- If learner shows no sign of re-engaging to their apprenticeship, they should be made a Leaver following discussion with QM & OM. Leaver Form to be submitted to Admin
- Cancelled visits and lack of engagement to be discussed during DC's next Caseload Review with Quality Manager