



Central Training Group

Central Training Group Policies and Procedures 2024-2025

Learner Guide to the

Academic Performance Procedures

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Scope and Purpose

This document sets out the procedures to be adopted in cases where the academic performance of a Learner does not meet the required standard of work, or is unsatisfactory for other academic reasons, and where the normal processes of academic guidance, management and support have not been effective in improving performance.

These procedures have been prepared to ensure consistent and fair treatment for all Learners.

These procedures shall apply to all Learners enrolled with Central Training Group (CTG) whether or not their course is validated by, or associated with, any other institution.

These procedures **do not** apply to matters of general misconduct or behaviour, which is the subject of separate procedures – the Learner Disciplinary Code and Procedures. There may be areas that overlap between the Learner Disciplinary Code and Procedures and the matters covered by these procedures. In the event of difficulty, the appropriate member of the Management Team shall make the determination of which procedures apply in any particular circumstances.

General Policy on Academic performance

It is expected that the vast majority of academic issues will be identified, addressed and resolved in the normal process of teaching and tutorial support.

It is recognised that in order for Learners to achieve success, they must work together with staff, each acknowledging their own responsibilities.

Learners

The Learner Code of Conduct states that the primary obligation of Learners to participate fully in, and successfully complete, the chosen course of study.

CTG places a reasonable expectation on Learners to fully participate in every aspect of their chosen programme of study. This expectation is made clear during induction and within the Code of Conduct. It recognises that:

- learning is primarily the Learner's responsibility and requires hard work.
- Completion of all work is required;
- Regular and punctual attendance at class meetings including tutorials, functional skills sessions and learning support (if appropriate) is required.
- Learners should make full use of CTG resources.
- Learners should use teaching and learning support staff as a learning resource, by asking for help, guidance and clarification as required.
- Learners should inform their personal tutor of any difficulties or concerns with the services provided by CTG or of any other difficulties being experienced that may affect their ability to succeed on their course.
- Learners are expected to work towards targets within their Individual Learning Plan and make every attempt to meet the agreed objectives.

Staff

Learners can expect staff at CTG to encourage and support their learning and the achievement of qualification outcomes. This will include providing guidance and support to all Learners as to the level and quality of their academic performance. At the same, staff are responsible for ensuring that individuals whose performance is unsatisfactory do not disrupt or unreasonably hinder the progress of others.

Every Learner is allocated to a Personal Tutor whose role is to:

- a) Oversee the monitoring of Learners' academic performance.
- b) Discuss any issues of concern with the Learner and, where necessary, arrange for meetings with appropriate staff.

- c) Supervise the preparation and monitoring of action plans (and where appropriate, identify and implement appropriate remedial action, as part of a revised individual action plan for the Learner) to encourage the continued progress of the Learner to successful completion of the course.

Where it is clear that a Learner is not enrolled on an appropriate course, the normal process of guidance and support from the Personal Tutor and the Recruitment Team should be employed to transfer to another, more appropriate, course in the light of the Learner's qualifications, experience and abilities.

Academic Concerns

Issues of concern relating to the academic performance of a Learner should be referred in the first instance, and at the earliest opportunity, to the Personal Tutor – who will take such steps as he or she considers appropriate to resolve the matter within the context of the general policy on academic performance outlined above. If, however, at any stage, the personal tutor considers that the Learner's academic performance is unsatisfactory and it cannot be resolved informally under the general policy, the following Academic Performance Procedures will be invoked.

Unsatisfactory Academic Performance

- a) The examples listed below are neither inclusive nor exhaustive, but are intended to be a guide as to the indicators of unsatisfactory academic performance:
- b) Failure to submit assessed and other work on time and to a reasonable standard of presentation.
- c) Referral of assignments. Repeated test failure (either internal or external tests).
- d) Inappropriate level of basic skills for the main qualification, e.g., English, maths or practical, or communication skills.
- e) Lack of participation in group learning activities.
- f) Failure to maintain adequate progress in the agreed programme of study, including:
 - Agreed action plans
 - Elements of the main course programme.
 - Additional support activities.
 - Additional qualifications (GCSEs or Functional Skills).

The indicators referred to above are generally intended to cover instances where a Learner is unable to cope academically. It should be noted that where concerns arise due to laziness or deliberate neglect, these are more likely to be considered as breaches of the Learner Code of Conduct or other disciplinary offences and dealt with under the Disciplinary Procedures.

Plagiarism – It should also be noted that plagiarism, i.e., attempting to pass off as the Learner's own work, the work of others, from whatever format and without proper acknowledgement of the source – is to be dealt with under CTG's Disciplinary Procedures.

The Academic Performance Procedures

General

The Academic Performance Procedures involve formal meetings at 3 stages with a final right of appeal to an Appeals Panel. These stages will be sequential:

In respect of all meetings under the Academic Performance Procedures:

- a) Meetings are held in private.
- b) The Learner has the right to be accompanied by his/her parents/guardians or a friend.
- c) There is no right for the Learner or CTG to have legal or other professional representative.
- d) The Learner will be given prior notice of the meeting, together with the nature of the matter under consideration and the range of possible outcomes.
- e) The Learner will have an opportunity to present his/her case, including any mitigating circumstances, and to comment upon the information and/or evidence presented by CTG;
- f) There is no right of cross-examination by the Learner or CTG.

- g) Failure by Learners or their representatives to attend any meeting under these procedures, without reasonable cause, will not prevent proceedings continuing and decisions being taken. This would not exclude the right of appeal where it exists.
- h) Correspondence shall be sent to the address of the Learner, as indicated at enrolment, subject to any written amendment given to the Administration department.

For the purposes of this document:

- a) 'Learners under 18' refers to Learners who have not reached 18 years at the **start** of their course.
- b) 'Working days' refers to days on which CTG is open for business (i.e. not just the Learner academic year).
- c) All references to 'Director of Quality, Operational Director of Recruitment and Programme Manager' shall include authorised deputies that is members of the CTG Board of Directors who are defined as Senior Post holders by CTG. Where appropriate, specific roles in these procedures are applied to named post holders in the CTG Management team.

A Learner may voluntarily withdraw from their course or programme, in which case he/she will cease to be a Learner of CTG and will not be subject to the Learner Academic Performance Procedures.

Stage 1 – Formal Meeting with Personal Tutor

Stage 1 constitutes a formal meeting with the Personal Tutor. The Learner will be informed, with at least five days' notice in writing, that this is a formal meeting and clearly distinguished from normal tutorials or informal meetings. The parents/guardians of Learners under 18 should be invited to attend the meeting and all Learners informed of the right to be accompanied by a friend. A copy of these Academic Performance Procedures should be provided to the Learner.

The outcome of the meeting will be either:

- a) No further action.
- b) An agreed action plan designed to help improve the Learner's performance, together with a formal verbal warning.

The outcome of the meeting will be notified, in writing, to the Learner, with a copy to the parents/guardians of Learners under 18 (or to the employer, where appropriate) within 5 working days of the meeting. Where a verbal warning has been given, the letter should contain the following:

- A statement of the cause for concern.
- A statement of the improvements required, i.e. a copy of the action plan.
- The date on which performance will be reviewed.
- The record of the warning given and advice as to the consequences of a failure to improve.

The Learner may appeal against the outcome of the meeting by giving notice, in writing, to the Programme Manager within 5 working days of the date of the letter confirming the outcome of the meeting.

On receiving a request for an appeal against the outcome of Stage 1, the Programme Manager will review the case with the Personal Tutor. The decision of the appeal will be either:

- a) Uphold the outcome of the Stage 1 meeting.
- b) Allow the appeal and put aside the decision of the Stage 1 meeting.

The Learner shall be informed in writing of the outcome of the appeal.

Stage 2 – Formal Meeting with Centre Manager

Stage 2 constitutes a formal Academic Performance Meeting with the Programme Manager in circumstances, where, in the opinion of the Personal tutor, the Learner's performance has not improved, despite a formal verbal warning being given at Stage 1 and/or the Learner has not implemented the action plan issued at Stage 1.

Where appropriate, and at the discretion of the Programme Manager, the Personal tutor and/or relevant managers will be present at the interview.

The Learner will be informed, with at least three days' notice in writing, that this is a formal meeting and clearly distinguished from normal tutorials or informal meetings. The parents/guardians of Learners under 18 should be invited to attend and all Learners informed of the right to be accompanied by a friend.

The outcome of a Stage 2 meeting will be either:

- a) No further action.
- b) A further formal verbal warning together with an updated action plan, agreed and signed by the Learner.
- c) A written warning as to the consequences of a failure to improve. In serious circumstances, or where a written warning on their current learning programme has already been issued, a final written warning shall be issued. There will also be an updated action plan, agreed and signed by the Learner.
- d) A recommendation that the Learner transfers to another more appropriate course.
- e) A recommendation to the Operational Director of Recruitment that the Learner withdraws from CTG.
- f) A recommendation to the Director of Quality that Stage 3 is applied to consider the exclusion of the Learner.

The outcome of the meeting will be notified to the Learner in writing, with a copy sent to Parents of Learner under 18 (or to the employer, if appropriate) within 5 working days of the meeting.

The letter should contain a statement of the cause of concern and, where a warning has been given, the following points:

- a) A statement of the improvements required, i.e. a copy of an action plan to be implemented by the Learner.
- b) The date on which performance will be reviewed.
- c) The record of the warning given and the consequences of a failure to improve.

The Learner may appeal against the outcome of the meeting by giving notice in writing to the Director of Quality within 5 working days of the date of the letter notifying the Learner of the outcome of the meeting.

On receipt of a request for an appeal against the outcome of a Stage 2 meeting, the Director of Quality will review the case. This may include requiring a further investigation or interviewing any party to the case. The outcome will be either to:

- a) Uphold the decision of the Programme Manager.
- b) Allow the appeal and put aside the decision.

The Learner shall be informed in writing of the outcome of the appeal.

Stage 3 – Academic Performance Panel

A case will be referred for consideration at a meeting by the Academic Performance Panel under Stage 3 where:

- a) a recommendation has been made by the Programme Manager under Stage 2 that the Learner be excluded on academic grounds, or
- b) the Programme Manager considers that the Learner's performance has not improved, despite a warning given at Stage 2, and/or the Learner has not implemented an action plan issued at Stage 2.

The Academic Performance Panel will comprise two members of the CTG Management Team who are not, and have not been, Tutors or managers of the Learner's current or any previous learning programme. In addition, a Director will chair the panel.

Notice in writing must be given to the Learner, the parents (if under 18) and the Programme manager at least 5 days before the meeting. The notice to the Learner should include copies of any documents the Panel intends to rely on at the meeting and a copy of the Academic Performance Procedures (if not already sent at an earlier stage). The parents/guardians of Learners under 18 shall be invited to attend and all Learners will have the right to be accompanied by a friend.

The process of the meeting will be at the discretion of the Panel but will usually consist of a presentation of the circumstances of the case by the Programme Manager concerned, after which the Learner will have the opportunity to present his/her case and to comment upon the information presented by the Programme Manager. The Personal Tutor may be asked to attend, but no other witnesses will be asked.

The Chair or any member of the Panel may question or discuss matters raised by either the Learner or the Programme Manager. The Panel will determine the outcome of the matter in private. The decision of the Academic Performance Panel shall be appropriate to the academic needs of the Learner and to the ability of CTG to meet them. The decision may include:

- a) No further action.
- b) An instruction to agree and implement an action plan.
- c) A written warning or a final written warning.
- d) The recommendation of transfer to another course.
- e) Withdrawal from the Learning Programme; this will not preclude the Learner from applying to the same or another learning programme at some point in the future.
- f) Exclusion from CTG.

The Panel will inform the Learner of the decision within 5 working days of the meeting, giving the reason(s) for the decision and any action to be taken.

Learner Appeal Panel

A Learner may appeal against the decision of the Academic Performance Panel. Notice of Appeal must be given, in writing, to the Director of Quality within 7 working days of the date of the letter notifying the Learner of the decision of the Academic Performance Panel.

The Notice of appeal must set out the grounds for the appeal and the facts and matters upon which it is based, and include copies of any documents against which the Learners intends to reply.

On receipt of the Notice of Appeal, the Director of Quality will appoint a Senior Post holder, who has not been involved in previous proceedings, to chair the Learner Appeal panel. In addition to the Chair, the Learner Appeal Panel should comprise 2 CTG Managers who have not been involved in previous proceedings.

Notice in writing of at least 2 weeks of the date of the appeal, shall be given to the Learner and the parents (if under 18). The Notice must include copies of all documentation that was before the Academic Performance Panel when it made its decision. In addition, the Notice to the panel members must include a copy of the Learner's Notice of Appeal and any documentation provided by the Learner.

The procedures of the Learner Appeal Panel

The meeting shall be at the discretion of the Appeals Panel but usually:

- a) The Learner will outline the grounds of his or her appeal.
- b) Member of CTG shall respond.
- c) The Learner may make any further comments he or she wishes.

The decision of the Appeals Panel may be:

- a) To uphold the decision of the Academic Performance Panel at Stage 3; or
- b) to allow the appeal, with or without a further action plan, to be implemented by the Learner.

The Appeals Panel will inform the Director of Quality of its decision as soon as practical after the meeting, giving reasons for the decision.

The Learner shall thereafter be notified forthwith by the Director of Quality, in writing, of the outcome of the Appeal, together with a copy of the Chair's report. The Learner Appeal Panel represents the final stage of the Academic Performance Procedures.

There is no further right of appeal.

Centrals' Values and the Learner Code of Conduct

Democracy

- You can expect a prompt response to any concerns that are brought to our attention
- Your feedback is important to us and will help us to continually improve; your opinion will be sought via:

Focus Groups
Learner Surveys
Reflect Forms
Online questionnaires

Rule of Law

- You are required to turn off your mobile phone whilst in class unless you are using it as part of e-learning within a lesson.
- The possession of any illegal substances is a serious offence which will lead to disciplinary action.
- The possession or consumption of alcohol is not permitted at college.
- You are required to attend regularly, and on time, for full sessions.
- If you fail to submit assignments/meet deadlines, you will be required to meet with your tutor.
- Accessing inappropriate web-sites is strictly forbidden.
- Class sessions will start and end at the published dates and times.
- Wear the hairdressing uniform of black clothes with closed in shoes.

Individual Liberty

- We provide a good learning environment where you are encouraged to voice your views in a constructive manner.
- You are encouraged to participate fully in your programme of study
- You are expected to work through the awarding body syllabus and understand that learning is your responsibility.
- Your course is tailored to your needs wherever possible allowing you to choose the optional units.

Mutual Respect

- Professional and committed staff will support you appropriately throughout the course.
- We provide an environment which respects the rights of all individuals, and which is free from harassment of any kind.
- The use of language that is offensive to others is not tolerated.
- Learners are required to give 2 weeks' notice of any holiday arrangement.

- Learners are responsible for ensuring that any changes of circumstances such as moving house are reported to their tutor.