



Westwood Training and Consultancy

Deferral Procedure

Procedures Overview

Course has already started

Deferral to a later group may be possible, provided the contract is adhered to. It is essential that learners discuss their request for a deferral with their Tutor in the first instance.

The centre administrator is informed and copied into any correspondence from the start.

If an agreement is reached, a written request for approval is made by the Tutor, to the centre administrator, stating whether the deferral would be for one or two intakes. Where necessary the centre administrator will refer the request to the Principal.

The approval to defer will be confirmed in writing by the Principal who will send a deferral form to the learner to complete and return. A deferral fee of £100.00 will be payable if more than 14 days after the course start date. Please note it will not be possible to revert back to the original group once the deferral request has been approved. All deferrals are recorded on a central Google deferment sheet, which needs to be updated by the applicable members of staff at the various stages. The student will be offered the opportunity to resume a maximum one year later at the same point of the course.

Course not yet started

The deferral will be dealt with by the centre administrator who, depending on the timing/circumstances may or may not refer it to the Principal. All learners are required to complete and return a deferral form. No fee is required if the deferral takes place within 'cooling off period' (up until 14 days after the published course start date). Deferral will be for a maximum of 1 year.

Reminders

If the form has not been returned within 14 days, we will send the learner a reminder and warning about the deferral not being activated until the form and payment (where applicable) have been received.

This procedure will be repeated twice more after a further 7 and 14 days. If no response from student in a total of 28 days, a 12 month deferral will be activated regardless. Student status will be changed to 'Deferral Activated'. If a shorter deferral period is preferred, the student will need to request this in writing well in advance.



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Placement only

The same format will be followed for PP. There will be a separate Deferment spreadsheet page and lever arch file for PP. The placement setting would also need to be included in the initial discussions. Temporary discontinuation of PP whilst still working on the taught course is not deemed a deferral.

For details on finance and payment please refer to the cancellations and refunds policy

Withdrawal Procedure

1. Learner discusses options with Tutor. Withdrawal should be discouraged, and deferment option should be discussed (see deferral procedures). The centre administrator is notified and copied into all correspondence from the start.
2. Learner referred to interview with the Principal.
3. Principal or centre administrator supplies a Withdrawal Form if withdrawal is agreed.
4. Completed Withdrawal form handed in/sent to the centre administrator. If less than one months notice is received, full fees will be payable.
5. Learner receives email confirmation from the centre administrator of the withdrawal within 5 days of receipt of the withdrawal form.

On receipt of deferral/withdrawal form from Group Tutor, the centre administrator will:

- Email learner confirmation of deferment/withdrawal within 5 within days of receipt of the notification.
- Update student record
- Suspend from VLE.
- Redo and date student Spreadsheet on Teams.
- Update IQA Spreadsheet.
- Remove Learner Record and place in Deferrals/withdrawals File.
- Inform Crossfields Institute of student deferment/withdrawal.

Learners information may be shared with CACHE and Crossfields Institute. Please refer to CACHE and Crossfields Institute Privacy policy

<https://crossfieldsinstitute.com/wp-content/uploads/2020/09/CFI-Privacy-notice-June-20.pdf>



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On student re-joining

- Email Learner four weeks prior to scheduled rejoining date to ensure learner is ready to start. Copy over learner's assessment record from Deferred Units Spreadsheet to Unit Completion Spreadsheet (if learner does not want to continue forward to centre administrator to proceed with the withdrawal procedure)
- Assign a new Tutor in collaboration
- Enrol the learner on appropriate course on set date with copy to new Tutor and centre administrator.
- Include on relevant IQA spreadsheet.
- Re-activate access to TEAMS
- Amend spreadsheets on TEAMS

Associated Procedures

Withdrawal procedure

Dropout procedure

Review

The procedure will be reviewed in September 2022

We will review this procedure and its associated procedures annually as part of our self-evaluation arrangements and/or in response to learners, or regulatory feedback and any trends that may emerge in the types of queries we may have received