



Multi Trades Training

Learner Withdrawal Policy

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Approved by	Rob Jones	Position	CEO
Signature		Date	15/08/2025

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Statement and Purpose

Multi Trades Training ('Multi Trades', 'we', 'our' or 'the provider') aims to ensure that all its learners receive the best possible information advice and guidance so that they are able to enrol on the best possible programme for them to attain the skills they need for a successful career in construction.

In addition, our aims are to ensure that the learners experience, when on their chosen apprenticeship, is of the highest level. However, there will always be circumstances where a learner will wish to leave their chosen apprenticeship, whether due to changes in personal circumstances, changes in personal ambitions or changes in the requirements of the skills needed to achieve their goals.

We seek to constantly improve outcomes for our learners, and we monitor key performance indicators such as retention, achievement and satisfaction rates to keep us on track. We set targets to keep retention above **85%**.

Minimum standards of performance are set for Apprenticeship provision of around 68% and provision falling below this level in significant numbers will incur Department for Education / ESFA investigation and there could be implications for funding.

Therefore, it is not only important for the learner, but it is important to us that learners get the best information about their programme of learning prior to sign up so they can make informed enrolment choices and then receive the highest quality learning programme to ensure they stay on programme and achieve.

If learners are not completing their courses of study in a timely fashion and in line with their Individual Learning and Support Plans, we need to establish the reasons investigate the circumstances.

We recognise that people choose different career paths and courses for different reasons and that they may choose to leave those courses for different reasons. Any tutor or manager seeking to apply the guidance in this policy statement should treat the needs and wishes of the learner as pre-eminent over any practical measures in this policy statement.

The requirement to find out why a learner wishes to leave a course should never aggravate a situation which, for the learner, has already not matched what they had hoped for. Those implementing this policy should therefore apply their own discretion in individual learners' circumstances, however those applying discretion should be willing to document their reason for doing so in order that managers can have a wider understanding of the learners' experience.

Scope

This policy applies to every learner on programme and serves as a guide to staff in how best support them.

Procedure

Absence and Withdrawal Guidance

The majority of apprenticeships are over a year, however, Multi Trades also run shorter courses where it is difficult to apply a time of withdrawal. Generally, contact between the learner support team and the learner should be following first week of unexplained absence and a common-sense approach taken to applying withdrawal procedures and the any forms completed as appropriate.

It is acknowledged that in some circumstances, this is not always appropriate and where that happens and the learner returns to work, contact can be made there.

Learner Exit Review forms should be completed by a member of the support team as fully as possible and stored for analysis and to feed into the Self Assessment Report (SAR). Reasons for withdrawal will be discussed at senior management level, and during quality monitoring meetings and the outcome recorded and acted upon.

What We Need to Find out

There are 4 distinct objectives that forms associated with learner withdrawal must aim to achieve.

1. A Learner Exit Review should evidence the withdrawal procedure and should inform all relevant managers and the compliance team so that the information can be forwarded to the external agency who provides the Management Information Systems.
2. They should attempt to find out why the learner withdrew.
3. They should attempt to integrate the withdrawn learner into any learner satisfaction systems, which in turn should give the learner an opportunity to explain what the service, provider or tutor could have done better.
4. In the case of Apprenticeship provision, if the learner withdrew because they secured employment, confirmation from the learner needs to be sought.

Minimising Withdrawals

We endeavour to provide

- Appropriate information, advice, and guidance to every prospective learner before enrolment.
- Course outlines available for every learner providing information about entry requirements, course content, scope of course, employment rights and responsibilities and schedules.
- Regular contact check points for class attendance, reviews, additional support, and logs from employers to alert us to any unexpected absences.
- Multi Trades learner support and compliance teams to follow up absent learners.

- A process for identifying a potential learner at risk consisting of analysing, attendance, engagement, submissions of work, off the job training, general progress and information from reviews, employers and other sources.
- Monitoring the 'Learner at Risk' process and contacting them regularly to ensure that learners are receiving additional educational support, working with employers to agree plans of support or signposted to external sources if specialised support is required through the RecordMy platform.

Monitor the effectiveness of the Withdrawal process

We will monitor the effectiveness of the process by;

- Analysing returned withdrawal forms for indications of dissatisfaction with any aspect of the course and following up with the staff.
- Monitoring and analysing retention data at provider and tutor level as appropriate.
- Auditing registers for all directly delivered courses.
- Provide training to new and inexperienced tutors to establish good practice is observed with regard to identifying learners at risk of withdrawal.
- Check individual tutors practice during teaching and learning observations and monitor registers during this time.
- Auditing at Quality Support Visits.
- Monitor and analyse satisfaction rates and audit learner feedback.

Communication

This policy will be communicated as part of all staff induction processes and is available on the Multi Trades Training website and in the learner information section of Quals Direct and may be provided in hard copy upon request.

Monitoring and Review arrangements

This policy and its procedures will be reviewed annually, to ensure it continues to meet our needs and those of our Regulators i.e., Awarding Organisations (NOCN Cskills Awards) , Department for Education, ESFA (Education & Skills Funding Agency) and external stakeholders.

Associated Policies

This policy and procedure cannot be viewed in isolation and must be read in conjunction with the following documents and policies:

- GOV013 MTT Equality & Diversity Policy
- GOV019 MTT Malpractice & Maladministration Policy
- GOV022 MTT Safeguarding Policy
- DOC003 MTT Learner at Risk Policy
- GOV016 MTT IAG Policy

Related Documentation

- Ofsted Education Inspection Framework (2019)
- Code of Conduct for Apprentices
- Review Form
- Employer Review Meeting
- MIS Progress Report
- Quals Direct e portfolio
- Email correspondence
- Learner Withdrawal and Exit Review

Contact Information

Multi Trades Training Ltd
Unit 8
Moniton Trading Estate,
West Ham Lane,
Basingstoke,
Hampshire,
RG22 6NQ

Tel: +44 (0) 2034 883801
E: info@mttraining.co.uk

Document Control

Date	Review & Revision	Owner	Version
15/06/23	Removed date range 2021- 2022. Added the IAG policy to associated policies and that we use RecordMy to help minimise the number of withdrawals.	Quality Lead	V1 2023
15/07/24	Updated trading address	Quality Lead	V1 2024
12/08/2025	No material changes	Quality Lead	V1 2025