



LimeCulture Withdrawal and Exclusion Policy

Statement

1. LimeCulture is committed to providing quality training for all those who attend any of their training programmes. One of the ways in which we can continue to improve our training is by listening and responding to the views of our clients, in particular by responding positively to any concerns raised, and by supporting delegates to take full advantage of the training provided in a safe learning environment.
2. LimeCulture considers withdrawal or exclusion from a training course or programme as a last resort when all other avenues have been unsuccessful, and where failure to withdraw/exclude will be to the detriment of the delegate and/or other delegates.
3. Therefore, LimeCulture aims to ensure that:
 - a. All delegates are treated with respect and dignity;
 - b. A clear learning agreement is provided at the commencement of each training delivery;
 - c. All delegates are offered the opportunity to provide feedback on the course content and their learning experience at the end of each training delivery;
 - d. We respond positively to all constructive feedback;
 - e. Delegates are aware of the expectation they will abide by the learning agreement while participating in LimeCulture training;
 - f. Delegates are encouraged to reflect on and review their learning experience;
 - g. Delegates are encouraged to consider their own contributions and behaviours on training courses to ensure that together we create a positive learning experience.
4. LimeCulture will aim to resolve informal concerns quickly and to enable rapid mediation between delegates and ourselves. We recognise that most concerns will be raised informally and dealt with quickly.

Where an informal approach does not result in a satisfactory conclusion, the formal procedure for withdrawal and/or exclusion set out within this policy should be followed.

Definitions

5. Withdrawal is defined as a request by a delegate to terminate their training without completion of the necessary attendance/learning hours or assessments.
6. Exclusion is defined as the early withdrawal of a delegate from a training course or programme due to unsatisfactory behaviour or attitudes that conflict with the learning agreement and/or pose a risk to clients and/or others.
7. The formal procedure outlined below is intended to ensure that all matters relating to withdrawal and exclusion are handled fairly, consistently and, wherever possible, resolved satisfactorily.

Responsibilities

8. LimeCulture's responsibility will be to:
 - a. provide a safe learning environment in which delegates can be supported to learn, challenged safely, and are able to interact effectively with other delegates;
 - b. listen to feedback and respond appropriately and fairly;
 - c. monitor the interactions of all learners while on LimeCulture courses or programmes;
 - d. draw attention to any behaviours/attitudes which may be disruptive and/or disrespectful to others;
 - e. deal reasonably and sensitively with any issues arising; and
 - f. take action where appropriate.
9. A delegate's responsibility is to:
 - a. actively participate in the learning environment;
 - b. adhere to the learning agreement;
 - c. raise concerns promptly and directly with a member of the training team;

- d. explain the problem as clearly and as fully as possible, including any action taken to date by them to address it;
- e. allow LimeCulture a reasonable time to deal with the matter;
- f. recognise that some circumstances may be beyond the control of LimeCulture.

Confidentiality

10. Save in exceptional circumstances, every attempt will be made to ensure that both LimeCulture and the delegate maintain confidentiality when dealing with concerns relating to withdrawal and exclusion.
11. However, the circumstances giving rise to the concern may be such that it may not be possible to maintain confidentiality (with each concern judged on its own merit), including if the circumstances raise any concerns relating to safeguarding. Should this be the case, the situation will be explained to the delegate.

Safeguarding

12. Should a safeguarding concern be identified, LimeCulture's Safeguarding Policy and Procedure will be followed alongside the steps set out in this policy.

Formal Withdrawal Procedure

13. Stage 1
It is presumed that all delegates will complete the course or programme for which they have registered. If there are any circumstances that result in a delegate being unable to complete a course or programme with their original cohort, LimeCulture should be informed at the earliest opportunity so that we can facilitate any reasonable alternative arrangements.
14. LimeCulture is keen to ensure that all delegates are supported to complete their training, and to receive the relevant accreditation (where this applies). Therefore, whenever possible, LimeCulture will work with delegates to accommodate them on subsequent cohorts for each programme module missed. This will be subject to places being available.
15. Any change of date will be notified to the delegate's manager in writing.
16. Stage 2
If alternative arrangements cannot be found, a delegate/organisation will submit notice of withdrawal to LimeCulture in writing.
17. Where delegate is unable to complete their training for any reason, LimeCulture is unable to offer a refund for missed modules/days.

However, in these circumstances, it may be possible to credit the missing modules to the delegate's organisation. These cases will be discussed on an individual basis with the delegate and/or their organisation.

Formal Exclusion Procedure

18. Stage 1

It is presumed that all delegates will complete the course or programme for which they have registered and that all delegates will abide by the learning agreement. There may be circumstances where training is disrupted by inappropriate behaviours or attitudes noted by either trainers or other delegates. In these circumstances, LimeCulture will aim to resolve any issues informally with the delegate in the first instance.

19. LimeCulture will offer the delegate the opportunity to meet to discuss any matters arising. We will agree any actions required either by you or by LimeCulture to remedy the situation.

20. This may, in exceptional circumstances, require your place to be deferred to a future cohort.

21. Stage 2

Where inappropriate behaviours or attitudes continue or where there is concern for the safety of your clients/risk to your organisation, we will raise any concerns with you directly (unless to do so would result in a risk to yourself or others). You will be offered an opportunity to offer mitigation.

22. We will agree any remedial actions and give a final warning that exclusion is a result of continued breaches. LimeCulture will then write to you and your line manager summarising the issues and setting out any actions arising from this stage.

23. LimeCulture reserves the right to exclude delegates from any course with immediate effect should the learning agreement be breached.

24. Stage 3

Any subsequent breaches of the learning agreement will result in immediate exclusion from the course. LimeCulture will write to you and your line manager (where appropriate) to notify you of any decision.

25. If you are not satisfied by LimeCulture's actions during this process, you may write to the Chief Executive of LimeCulture, stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written notification.

26. The Chief Executive will respond usually within 15 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.