

Withdrawal Policy

Statement: The Lean Hub must ensure that any learner is withdrawn when engagement in the course is no longer being pursued, is not possible, or when the learner wishes to be withdrawn. We do this by:

- 1) Clearly communicating the criteria for withdrawal
- 2) Clearly communicating how to inform staff if a learner wishes to be withdrawn
- 3) Providing sufficient and multiple warnings if and when a learner is meeting stated withdrawal criteria by the TLH
- 4) Complying with NZQA regulations regarding learner progression and duration.

By fulfilling these requirements, The Lean Hub can ensure that only actively engaged learners remain in the programme.

Withdrawal criteria and process:

The Lean Hub communicates our withdrawal policy by:

- a. Publication in the student handbook of our withdrawal criteria and processes
- b. Verbal communication at time of signing training agreement
- c. Verbal communication at commencement of training to cohort
- d. Publication on the Lean Hub website

Withdrawals initiated by the Lean Hub:

We use the following criteria to withdraw a learner:

- e. Lack of progression/engagement in the learning for more than 2 months with no responses to communications.
- f. More than 3 months over duration with no clear plan for actively engaging in the learning
- g. Serious violations of either our safe learning environment or inclusive learning environment policies
- h. Leaving the company with which the active training agreement was signed
- i. Inability to complete assessments for various reasons, including but not limited to:
 - i. Insufficient ability to apply learning in their work context
 - ii. Unable to successfully complete assessments even with access to additional learner support

Our process for withdrawal includes:

1. Informing the learner via email or phone that they could be withdrawn and explaining which withdrawal criteria applies.
2. Giving a timeframe and avenue for response to this communication to develop a clear progression plan if so desired
3. Informing the learner of their withdrawal and options for re-engagement in the learning if they wish to pursue it in future

Withdrawals initiated by the Learner:

The learner can inform the Lean Hub of their intent to withdraw at any time by:

- Informing their employer who will be asked monthly by the TLH for Learner status updates
- Informing their facilitator
- Using the email and phone contact information available in the Student Handbook to inform a TLH staff member.

Our process for withdrawal includes:

1. Confirming receipt of the intent to withdraw
2. Clarifying the reason for withdrawing if necessary for TEC reporting functions
3. Informing the learner of:
 - a. their finalised withdrawal
 - b. options for re-engagement in the learning if they wish to pursue it in future
 - c. any learning that has already been put on their Record of Learning with NZQA.