

## **COMMITMENT TO PLANNED LEARNING POLICY AND GUIDANCE**

### **1. Purpose:**

This policy is designed to ensure that learners who enrol on a programme of study or apprenticeship with cHRysos HR Solutions Ltd (cHRysos HR) understand the importance of commitment to their learning and follow their scheme of work and/or training plan. In addition, cHRysos HR knows that it is important that all learners understand the consequences of non-attendance at planned workshops and full and timely participation in other learning interventions.

There is a clear link between the timely completion of formative learning activities, regular attendance, and receiving learning in a logical sequence, to the successful completion of the programme and building of the required knowledge, skills and behaviours.

cHRysos HR recognises that extenuating circumstances arise, which may lead to a missed component of the programme, and that for such circumstances non-attendance or non-completion of a scheduled learning activity may be unavoidable. This policy provides guidance for curriculum leads, skills coaches and support staff to follow. Furthermore, it illustrates to learners/apprentices and employers how we will fairly and consistently support individuals, considering such circumstances.

It is important that all learners/apprentices are treated in a fair and equitable manner should they miss any scheduled learning activity or fail to complete planned learning activities on time.

cHRysos HR is committed to safeguarding and promoting the welfare of all learners/apprentices and expects all staff, Board members, and visitors to fulfil this commitment.

We aim to create and maintain a safe environment where all learners/apprentices feel safe, secure and valued and know they will be listened to and taken seriously.

Supporting learners whilst promoting positive learner behaviours and attitudes is at the heart of this policy and the cHRysos HR values, and therefore is an important consideration in terms of the implementation of this policy.

### **2. Learner commitment:**

When registering onto any programme of study/apprenticeship all learners sign a learning agreement or training plan. These documents outline their commitment to their own learning and the planned learning interventions required to successfully complete the programme and fulfil the programme requirements.

Every learner/apprentice is also provided with a scheme of work prior to commencement of learning. This document sets out the timings for all learning interventions, including workshop dates, online-live events, online on demand

activities via a virtual learning environment (Moodle VLE), and timescales for the submission of summative assessments. Learners should note that all learning events and activities are compulsory to enable the programme to be completed successfully. For apprentices, the sequencing of learning interventions is also a vital component of the programme and fulfilment of 6 hours per week off the job hours is a mandatory requirement to receive government funding. These hours must be logged at least every four weeks on our Aptem system, along with evidence of completion for review by your Skills Coach/Tutor.

### **3. Pre-Booked Annual Leave:**

If, at the point at which you are provided with the scheme of work, you have pre-booked annual leave which clashes with any of the planned learning interventions, please notify the cHRysos HR support team immediately, (contacts are listed under point 9 below), and no later than 14 days following the commencement date for your programme.

### **4. Acceptable reasons for absence and/or non-completion of learning interventions:**

The following list is neither exclusive, nor exhaustive and each event will be considered on an individual basis.

- Sickness absence;
- Emergency medical appointments;
- Bereavement;
- Family emergencies;
- Religious Festivals;
- Appointments for maternity reasons;
- Annual leave declared as set out in para. 3 above.

### **5. Unacceptable reasons for absence and/or non-completion of learning interventions:**

The following list is neither exclusive, nor exhaustive and each event will be considered on an individual basis.

- Annual leave/holidays booked or declared more than 14 days after the release of the Scheme of Work;
- Pressure of work and/or excessive workloads;
- Work related issues unless an emergency;
- Short notice meetings;
- Equipment and internet issues during online live learning. Please note our online live sessions are also available via mobile devices and a landline.

### **6. Rescheduled learning due to missed sessions/learning activities:**

You will be asked to confirm the reasons given for all non-attendance at workshops (virtually or face-to-face) and/or non-completion of learning activities. Confirmation may be required from your employer if you are an apprentice, or your programme is funded by your employer.

In the first instance we will try to reschedule the unit of study missed and wherever possible this will take place with another cohort. Where cHRySOS HR is unable to offer this option to you, replacement online activities will be made available to you. Please note that these activities are only provided in exceptional circumstances and are not a regular feature of your programme. If you miss further session(s) in the future the decision surrounding how you will receive the necessary learning activity and any associated costs will be considered on an individual basis and dependent upon the circumstances of the absence.

If there is an unacceptable reason for this change (as outlined in 5 above) there will be an additional fee for additional learning activities. Current fees are detailed in Appendix A to this policy.

#### **7. Rescheduled learning due to late hand-in of assignments:**

Your scheme of work shows the hand-in date for every assignment, and any self-managed study via the VLE (Moodle) must also be completed by this date to allow your work to be assessed. In line with para. 4 above, you can request an extension to the hand-in date if you require additional time to complete. Please be aware that this could also mean that you will need further learning input as the Learning Assessment Briefs (LABs) are updated regularly.

If the reason for the delay is unacceptable, additional fees will apply for tutor input if required as detailed in Appendix A to this policy.

Extensions to hand in dates are discretionary and are only authorised if mitigating circumstances apply. You are encouraged to speak to your tutor at your earliest opportunity to discuss putting an extension in place if you feel this is needed.

- Failure to adhere to the hand in date, without an extension in place, will result in a first referral grade being awarded and a new hand in date will then be agreed for you to work towards.
- Failure to meet the new hand in date will also result in a referral grade being awarded, leaving just one opportunity to pass the unit.
- Should all three opportunities be used, and a pass grade not be achieved you will need to complete a new LAB for the unit and additional charges may apply.

#### **For qualification only learners:**

During the course of your studies, delayed hand-in dates could lead to your programme being extended past your original end-date and a revised Scheme of Work being issued to you. Please be aware that extension fees are payable in these circumstances and will be based on a monthly charge according to your revised Scheme of Work and the additional time that you require to complete. The current fee list is shown at Appendix A, but this may be amended during the course of your programme.

**8. Extended Absence:**

If you find that during your programme, you require an extended absence from your studies, please contact the cHRySOS HR support team as soon as possible to request that this is put into place. We will of course discuss your needs with both yourself (and your employer, if appropriate) to put a break in learning in place or a pause on your studies. We will then make sure that we keep in touch and provide support if needed to enable you to return to your studies as soon as possible.


**9. Contact:**

If you cannot attend any of the sessions in your scheme of work/individual learning plan, please contact the relevant member of the cHRySOS team as soon as possible:

Programme	Contact Name	Email Address	Telephone No.
Apprenticeships	Sarah Annable	<a href="mailto:sarah@chrysos.org.uk">sarah@chrysos.org.uk</a>	0330 0562 443
Qualification Only	Emily Willows	<a href="mailto:emily@chrysos.org.uk">emily@chrysos.org.uk</a>	0330 0562 443

**10. Appeals:**

If you are not satisfied with a decision reached under this policy, you must advise the Managing Director in writing within 7 days of the decision. The Managing Director will investigate the reason for non-attendance/non-completion of planned learning interventions and communicate the outcome of this investigation in writing. This decision is final.

Author	Sheila Moore
Position	Managing Director
Date for review	September 2025
Signature	

**Appendix A – Additional Fees and Charges**

Please note that additional fees and charges are payable on receipt of invoice.

Fees shown below are inclusive of VAT at 20%

Reason	Amount including VAT
Additional Tutorial for change of Learner Assessment Brief	£100
Re-sitting workshop – joining scheduled group	£120
Re-sitting workshop – 1:1 with tutor	£270
Extension Fees per Month (Qualification only – not applicable to Apprenticeships:	
Foundation Level	£210
Associate Level	£240
Advanced Level	£270