

Policy Name	Protection for Enrolled Learners Policy
Policy Code	ETP 3.07
Policy Author	Head of Training & Quality
Revision Number	2
Draft Date	August 2020
Expected Revision Date	+2 Years

3.3 Protection for Enrolled Learners Policy

3.3.1 Protection for Enrolled Learners Policy Statement

Elevation Training protects the interests of all learners participating in the Elevation Training programmes. In the event that Elevation Training must cease delivery of a programme, where possible and suitable for the enrolled learners affected, arrangements are made to resume delivery at a later date. Where an alternative method of provision suffices, Elevation Training consults with QQI for approval on this method of delivery.

If a programme is terminated unexpectedly before completion, Elevation Training implement the following:

- Communicate with learners promptly and explain the situation and the steps being taken to accommodate them
- Offer the learners a place on an alternative programme if possible
- Work with QQI who will advise us on other suitable providers
- Liaise directly with other providers who may be in a position to accommodate Elevation Training learners
- Offer learners a full/partial refund of fees paid

Elevation Training have secured the facility of a bank guarantee scheme. This scheme allows us to refund any learner who is undertaking a programme of study that is three months or more in duration, and is subject to [section 65 \(4\) \(b\) of the Qualifications and Quality Assurance \(Education & Training\) Act 2012](#).

Elevation Training reviews and update this bank guarantee scheme as necessary and advise QQI of any changes.

3.3.2 Scope

This policy applies to all learners enrolled in programmes of three months or more in duration.

3.3.3 Definitions

➤ **Programme Cessation**

The cancellation of a programme with enrolled learners due to unforeseen circumstances.

➤ **Bank Guarantee**

An agreement that guarantees qualifying learners are refunded course fees in the event of cancellation of their programme.

3.3.4 Who is responsible for implementing this policy?

The Head of Training & Quality is responsible for implementing this policy.

Reference Documents
Protection of Enrolled Learners: Protocols for the Implementation of Part 6 of the 2012 Act (QQI)