



## Westwood Training and Consultancy

# Inactive Learner Policy

**Westwood Training and Consultancy (WTC)**

**Effective Date:** July 2025

**Reviewed:** Annually or as required

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### Policy Overview

Westwood Training and Consultancy (WTC) is committed to supporting every learner to progress confidently through their chosen qualification. As part of our learner-centred approach, we actively monitor engagement and provide ongoing tailored support where required.

This policy outlines the procedures and expectations for maintaining learner activity and re-engaging students who become inactive during or after their course.

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### Continued Support Commitment

Throughout the duration of each course, WTC will:

- Maintain regular contact via email, telephone, and online platforms
  - Where necessary offer **responsive, individually tailored support plans** based on each learner's specific circumstances and learning style
  - Provide access to resources, tutors, and personal feedback to encourage continued progress
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### Definition of Inactivity

A learner is considered inactive when:

- There has been no meaningful engagement with course content or assessments
  - No communication has been received from the learner for an extended period
  - There has been **no progress for six months** following the end of the taught portion of the course
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### Re-engagement Process

July 2025



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Once a learner reaches six months of inactivity:

- WTC will make formal contact (via email or phone) inviting the learner to re-engage
- The learner is required to **respond within 14 calendar days** from the date of contact

The learner must then:

- Agree to a tailored support plan designed to enable course completion  
**OR**
- Agree to initiate the course withdrawal process in collaboration with WTC

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### Non-Response & Withdrawal

If no response is received within the 14-day period:

- WTC will issue a final communication
- If no engagement follows, WTC reserves the right to formally withdraw the learner from the course

All withdrawal decisions will be documented and learners will be notified accordingly.

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### Appeals & Extensions

Learners experiencing extenuating circumstances may:

- Request an extension to the re-engagement window
- Submit relevant documentation for consideration
- Engage in a review process with the Centre Director