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| Tutor identifies a ‘cause for concern’ or a breach of Devon & Cornwall Counselling Hub policy |  |  | Tutor notes concerns on ‘register of concern’ with brief description, along with date. Issue take to next Supervision if appropriate. |
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| Tutorial—a formal request for a tutorial will be given and informed that failure to attend may impact on their ability to complete or achieve the course. *(Student and tutors may bring an external advocate with them, for support to all meetings)***Action plan is agreed, identifying:** What policy has been breached/what is cause for concern Remedial action Review date within one month |  | Review meeting 1— (to be arranged at a mutually convenient time)Tutor and student will discuss progress, depth of understanding and acknowledgement, and look for evidence of reflection through: Journal, testimonies, personal therapy records or supervision reports.Tutor to assess whether original concerns/breaches have been addressed appropriately and to a level, that reflects the level of the qualification. |
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| If *i****nsufficient*** progress has been made, or there is still evidence of contraindications, a further action plan will be agreed and reviewed within 6 weeks, or enrolment be terminated. |   |  |  |  |  |
|  |  | If ***sufficient*** progress has been made, there will be no further action, and studies can continue as originally agreed, in the learners’ contracts. |
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| Review meeting 2— (to be arranged at a mutually convenient time). Tutor and student will discuss progress, depth of understanding and acknowledgement, and look for evidence of reflection through: journal, testimonies, personal therapy record or supervisor reports. |  |  |  |
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|  | If ***sufficient*** progress has been made, there will be no further action, and studies can continue as originally agreed, in the learners’ contracts. |
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|  |  |  |  |  |  | Conclusion phase - The student will have 28 days to respond to the proposals and provide the necessary evidence, attend further CPD or submit an appeal. Failure to do so will be accepted as a withdrawal from the course. |
| If *i****nsufficient*** progress has been made, or there is still evidence of contraindications a further action plan will be negotiated and reviewed at an agreed time, but within or before 6 weeks has expired. |  |
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| Outcome phase: In the event that the appeal is upheld, the tutor will be required to attend CPD/ training. In the event that the appeal is denied, the student will be withdrawn from the course officially, with immediate effect. A letter outlining the outcome will be sent to the learner, the tutor and Course Director. | Appeal phase - The Hub will have 28 days to respond to the appeal. Relevant stakeholders will submit evidence and the case will be investigated by the IQA, another tutor or an external party, whichever reflects the situational need. |