GCA Escalation, Course Removal, and Re-Enrolment Policy

August 2024

The following is the GCA Course Escalation Policy for facilitated eLearning courses:

- ☐ Where coursework has not been completed in the first half of the course week, the facilitator will send a reminder email with their GLO (and HR Manager for HNM courses) in copy. For one (1)-week or two (2)-week courses, Line Managers and GCA will be copied in mid-week reminders.
- ☐ Participants who do not complete their coursework by the end of the course week will receive an email from the facilitator with the GLO, Line Manager, and GCA in copy, highlighting the absence and seeking an explanation.

The following is the GCA Course Removal Policy for facilitated eLearning courses:

For 1-week courses:

- ☐ Participants who have been absent or inactive from the course for five (5) days or more will be automatically removed; the GLO (and HR Manager for HNM courses), Line Manager, GCA, and participant will be notified.

For 2-week courses:

- ☐ Participants who have been absent or inactive from the course for seven (7) days or more will be automatically removed, and the GLO, Line Manager, and the participant will be notified. At seven (7) days of absence/no activity, the facilitator will start the removal procedure.
- ☐ There will be no removal process in the last week of a two-week course. However, escalations to encourage participation will continue as standard.

For 4 to 6-week courses:

- ☐ Participants who have been absent or inactive from a course for ten (10) days or more will be automatically removed, and the GLO, Line Manager, and the participant will be notified. The facilitator will start the removal procedure at ten (10) days of absence/no activity.
- ☐ Criteria for removal: ten (10) days of absence from all activities (including lessons and activities). The participant may or may not have logged in.
- ☐ There will be no removal process in the last week of a 4-week course and the last two weeks of a 6-week course. However, escalations to encourage participation will continue as standard.

Participants who are removed from a course or voluntarily remove themselves for any reason are entitled to re-enrol in the same course later.

The following is the GCA Re-Enrolment Policy for all eLearning courses:

- ☐ Course re-enrolment will only be granted if requested and approved by the participant's Line Manager (or HR Manager for HNM courses).
- ☐ GLO will validate the reason for the participant's withdrawal from the course and advise on re-enrollment.
- ☐ As an exception to the foregoing, re-enrollment in CNE and CSA will occur automatically for any participant who does not complete the course by the specified deadline.
- ☐ A re-enrollment will be invoiced in line with the current commercial arrangements.