



Participant Withdrawal and Deferral Policy

Last Updated: June 2023

Next Review Date: June 2024

Background:

Once a participant commences their NPQ programme with the Church of England, they will have the option to pause or stop their studies. This process is called a 'Deferral' for those who wish to pause their studies and 'Withdrawal' for those who wish to stop their studies.

When is it appropriate to defer or withdraw?

Please read this FAQ document which outlines the different stages of withdrawal and deferral options available for participants: [NPQ-WD FAQs Updated June 2023.pdf \(contentfiles.net\)](#)

2. Participant Deferrals

- 2.1 Teachers undertaking NPQ are eligible to defer and start at a later date, a time limit will not be set. Usually, a teacher will first defer for six months, picking up their learning with the next cohort.
- 2.2 The Provider will need to be considerate of the process for future Call Off agreements when managing and communicating deferrals. Where Delivery Partners are unsure of these contractual arrangements with the Department, they should clarify understanding with the Programme Delivery team.
- 2.3 When a Teacher defers, a record of their participation metrics to date should be stored.
- 2.4 An expected and planned re-engagement date has to be included. Delivery Partners should consider how to integrate the Deferred Teacher into the new cohort- including joining a Coaching Group, ensuring all communications are received, and ensuring they are aware of informal methods of communication such as Whatsapp group. DP should confirm re-start date at least a month before the new cohort



starts to allow the Deferred Teacher to make arrangements to get the required time off.

- 2.5 Reasons for deferrals must be captured to assist with programme development and the Department's evaluation.
- 2.6 The DfE does not endorse setting restrictions on the reasons for deferrals.
- 2.7 The Delivery Partner is responsible for maintaining communication with Deferred Teachers within their regional group and tracking all communication within participant records in Salesforce. Contact should be made at least termly along with the opportunity to discuss re-entry plans.
- 2.8 The Programmes Delivery Team will monitor the volume, reasons, and communication with Deferred participants, supporting Delivery Partners (but not communicating with Deferred participants on their behalf).
- 2.9 A Deferred Teacher will not count towards the Retention KPI (KPI 3) and Satisfaction KPI (KPI 4) during the agreed Department Call-Off Contract that they started the programme on. This is on the basis that the Teacher has not completed the programme during the Call Off contracting period. They will be counted towards the achievement of these KPIs during a future Call Off Contract that they later complete the programme in.
- 2.10 The payment approach will depend on the point in which the Teacher defers: a. Where a Teacher defers within one calendar month before a Retention Output Payment is due, the Department will fund the Contractor for the upcoming Retention Output Payment, in recognition of the provision the Teacher would have accessed. b. Where a Teacher defers more than one calendar month before a Retention Output Payment is due, DfE will not fund the Lead Provider for that provision until the teacher has re-joined the programme. c. In all cases, the Lead Provider will only be entitled to the number of Output Payments specified in their original Call Off Contract.

3. Participants deferring onto future programmes

- 3.1 When the Lead Provider competes for future Department Call Off Contracts they must include the numbers and details of any Deferred Teachers who they intend to provide services for in the next contract.
- 3.2 If a future contract is agreed:
 - a) The Lead Provider and/ or Delivery Partners are permitted to re-establish communication with the Deferred Teacher to deliver the programmes.
 - b) The Teacher will not count towards the Recruitment KPI (KPI 1) measure for that Contract, however they may count towards other KPIs if they remain and complete on the programme.



c) The Lead Provider will need to agree a revised schedule for remaining Output payments for Department funded participants. This will not be directly passed down to Delivery Partners.

3.3 If the Lead Provider is not awarded a future contracted or is removed from the Framework Agreement, and a Deferred Teachers wishes to reconvene their training:

- a) The Deferred Teacher will be given the choice to continue with another provider. Information will be made available about the Providers available to support the Deferred Teacher.
- b) The originating Lead Provider will be required to arrange an orderly transition to the Deferred Teacher's chosen provider, including handing over details of learning and participation metrics achieved previously.
- c) The new Lead Provider will be required to onboard and communicate with the Deferred Teacher. The new Contractor will need to make a decision about the carryover of participation metrics.
- d) For the new Lead Provider the Teacher will not count towards their Recruitment KPI (KPI 1) measure, however they may count towards other KPIs if they remain and complete on the programme.
- e) The new Lead Provider will need to agree a revised schedule of Output Payments for Deferred Teachers transitioned to start the programme. The Department will not pay any previous Output payments made to the originating Lead Provider, to the new Lead Provider.

4. Managing Withdrawn Participants/Withdrawal Requests

A withdrawn participant is defined as either:

- A participant who has submitted a withdrawal request using the Lead Provider's request form
- Or a participant who has stopped engaging in their programme for a significant period of time and has been unresponsive to communications from the Lead Provider or their local Delivery Partner.

4A. The participant must inform their Delivery Partner if they wish to withdraw from the programme. The Lead Provider must liaise with participants who have requested to withdraw to work out the best course of action.

Should a participant fail to submit a withdrawal request and stops engaging in their programme, the Lead Provider will work with the relevant Delivery Partner (where applicable) to make steps to withdraw a participant.

What is classified as "non-engagement"



1. A participant does not attend a live session or complete the catch-up process within a month and*;
2. A participant has not engaged with the online learning for a month and;
3. A participant is not responding to direct communications from a Delivery Partner after a maximum of 6 attempts across 3 months.
4. A participant's sponsor has not responded to direct communications from a Delivery Partner after a maximum of 1 attempt.

Sponsors are responsible for supporting a participant throughout their NPQ programme, therefore, a Lead Provider or Delivery Partner may get in touch to confirm the participant's status.

**If there is evidence of extenuating circumstances, the Lead Provider will use their discretion regarding withdrawal of the participant.*

If a participant has not responded to a Delivery Partner as per point 3 above, the Lead Provider will get in touch with the participant twice, once to give the participant a chance to respond before the withdrawal process commences.

If the participant doesn't respond to the Lead Provider's email, the participant will be considered withdrawn as detailed in their Participant Agreement (Formal Offer, Terms & Conditions). The Lead Provider will send a second and final email to the participant confirming their withdrawal along with details of re-applying for a new NPQ in the future.