

TITLE:	Non Communication of a Learner	NUMBER:	01-16
Section:	Learner Progression	Date Approved:	July 2016
Source:	Nova Scotia Health Learning Institute for Health Care Providers	Date Revised:	<i>Date To Be Reviewed:</i> July 2018
Distribution:	Nova Scotia Health Learning Institute for Health Care Providers	Approval:	Director

Policy

Policy statement:

Learners are expected to respond to communication from faculty as required while enrolled in a Learning Institute educational program.

Purpose of Policy:

The purpose of this policy is to provide consistent guidelines for faculty and administrative staff regarding a learner who has not responded to communication from faculty over a reasonable period of time.

Definitions:

Communication: Written or verbal correspondence either in-person, mail, email or telephone.

Non-Communication of a Learner: A learner who has not responded to three consecutive attempts of communication with faculty during the program duration.

Reasonable period of time: The period of time depends on the total length of the program, program expectations (e.g., learner non-communicative and missing scheduled learning experiences and/or assessments) and is to be determined using the discretion of the program faculty.

Procedure

1. If Faculty who has not received any correspondence from a learner over a reasonable period of time (as determined by program faculty) faculty will make three attempts, either verbally and/or in writing to contact the learner. Faculty will document these attempts.
2. If contact has not been made, faculty will notify the sponsoring agency if applicable.
3. Should contact not be made, the learner will be considered non-communicative as defined above and will be disqualified from their

program of study.

4. Faculty will notify administrative staff to initiate the disqualification process and complete the learner's record.
5. Faculty will sign the "Disqualification Acknowledgement Letter" notifying the learner of their disqualification from the program of study.
6. Faculty will note the learner disqualification on the Learner Progression Sheet (located on the Shared Drive).
7. Faculty will forward any relevant documents, emails, and/or any correspondence to program administrative staff to be filed in the learner's record.
8. The administrative staff will:
 - a. Contact Finance regarding status of fees:
 - i. If fees have been paid, and learner is entitled to reimbursement, then administrative staff will ask Finance to issue reimbursement.
 - ii. If fees are not paid, then administrative staff will request Finance to issue a new adjusted invoice.
 - iii. If the learner is being sponsored by a DHA, the administrative staff will request Finance to reimburse the appropriate cost centre.
 - b. Change the learner's status in the Learning Institute Database.
 - c. File the accompanying documents on the learner's file.
 - d. Print off the standardized letter entitled "Disqualification Acknowledgement Letter" and have faculty sign. Once signed, a copy will be :
 - i. Placed on the learner's file
 - ii. Sent by registered mail to the learner
 - iii. Mailed (carbon copy) to the DHA manager, if being sponsored.

Related Documents

Fee Payment and Reimbursement Policy

Progression Policy

Disqualification Policy