

In line with the Department for Education Audit it is essential that you follow this process to ensure we can continue to deliver our recognised high standard of services.

### New Student Referral

1. Coordinator to email /call.
2. Student added to Cobalt.
3. Contact student and arrange first session within 24/48hrs via phone & email.
4. 1<sup>st</sup> Session go through **121 initial session guidance**.
5. Advise your support coordinator if you have not been successful in booking a second session.
6. Please check the students course end date with them and ensure this is consistent with data on Cobalt.

### Regular admin

- Update your support coordinator with non-engaging students.

### Completed Students

- Testimonial
- [Access to work](#)
- Inform your support coordinator of your students' final grade.
- Only support after the end of term with written agreement from the office.

