



Holden Knight Recruitment Ltd

Referrals Policy

Human Resources v1.2

Review Date: November 2027



Referrals Policy

1. Introduction

- 1.1 We have simple processes in place to support your tuition requirements. We invite schools and Local Authorities to follow the below steps, or to contact us to discuss how we can best meet their requirements.
- 1.2 We accept referrals from various agencies, schools, and parents, but primarily from the Local Education Authority. Learners are often referred to us because their needs cannot be met effectively at mainstream schools or similar establishments.
- 1.3 All admissions are fully considered on a case-by-case basis and goes hand in hand with our admissions policy. Upon receipt of a referral, we will review the needs of the young person and ascertain if it falls within our remit as a therapeutic education provider for all key stages. It is important to note that we are not an outreach or enrichment provider and do not deliver courses on Horticulture or hair and beauty for example.
- 1.4 All admissions are overseen by our Senior Management Team with Jane Higgins (Head of Partnerships & Engagement) being the first point of contact. Jane can be reached on 0800 0472312 or 07717068035. Her email address is j.higgins@holdenknight.com

2. STEP 1 - Submit referral form

- 2.1 If you are a school or Local Authority wishing to refer a student for 1:1 tuition, we ask that you kindly complete a Referral Form, and send it through to j.higgins@holdenknight.com, along with any additional information such as the student's Personal Education Plan and/or Education, Health and Care Plan.

2.2 STEP 2 - Tutor allocation

Holden Knight's Senior Management Team will carefully consider the needs of the young person referred and identify a suitable tutor from our Tutor Community. We carefully choose the tutor based on their skills, experience and ability to meet the student's needs. We work closely with schools and parents/carers to organise the tuition timetable to best suit the child's schedule, keeping the referrer informed throughout.

- 2.3 Having identified a suitably experienced and suitable tutor; we will create a schedule/timetable (usually during the school day). Our intervention can legally only support up to 15 hours per week per referral.
- 2.4 Once we have matched a tutor we would liaise with the stakeholders involved in the young person care package (parent/carer, social worker, SENCo, Designated Teacher, EHC Co-ordinator) to agree a schedule/timetable and venue for tuition to take place and a provision review schedule (usually every fortnight for the first 6 weeks and then every 6 weeks. In addition, we share weekly tuition reports with stakeholders.

2.5 STEP 3 - Boost engagement and attainment

- 1.2 Our tutors work on a 1:1 basis, tailoring their provision to meet the child's needs. Tutors use their teaching skills and experience to identify and overcome barriers to learning, creating a scheme of work to help the student make progress towards achieving their goals. Tutors provide pastoral care and create stable and positive relationships. We monitor student progress and share student reports with referrers, including attendance, behaviour, engagement, and academic performance.

3. Typical Learner Referral Process Steps

3.1 Referral Submission:

The process begins when a potential client (e.g., a parent, school, or local authority) submits a referral. This is often done via a dedicated online or downloadable referral form which collects essential information such as:

- Student's details (name, age, year group).
- Specific tuition requirements (subject, level, goals).
- Requirements: Number of hours per week, start and end date (if known)
- Referrer and Parent contract details
- Social Worker contact details
- School contact details
- Details of support requested (tuition, mentoring, therapeutic tuition)
- Tuition Subjects required
- Desired outcomes you want to be achieved
- The learner's full availability, days of the week, times
- The Learner's current attainment levels, if known.
- Additional needs of the learner (if in receipt of an EHCP, this can be added as an attachment to an email).
- Any other relevant information (e.g. behavioural concerns, self-harming, sexualised behaviour towards children or adults, absconding, actions to avoid.

3.2 Confirmation and Onboarding:

The proposed tutor's details or profile may be sent to the referrer/guardian for approval. Once confirmed, tuition details are shared with the agreed tutor.

3.3 The tutor then contacts the guardian directly to finalise the first session's arrangements and scheduling. In addition, we will:

- Formulate student profiles and make these available to relevant staff
- If appropriate, ensure education/behaviour management plans/risk assessments, which identify effective strategies, are in place and regularly monitored and reviewed
- Ensure appropriate resources are available to meet identified needs
- Respond to any changes in legal requirements and to propose amendments to the policy as appropriate