Student retention on an Infant Massage Teacher Training Programme
Touch-Learn International Ltd
Factors influencing non-completion and delayed completion of students on a Level 5 work-based training programme and recommendations for good practice

**Project Theme**

Investigating the factors affecting student non-completion and delayed completion and how these affect the professional educator and student through programme and student changes required at an enterprise level.

**Hypothesis**

It was thought that the company when offering support and guidance student achievement should improve. It was expected that student drop out and non-completion and delayed completion were affected by both internal and external factors. Programme support and marketing, registration, a student record accurate support for their learning, retention, attendance for the programme was key. Lack of support and marketing was seen as an issue along with the internal support strategies being self-handled and the students may be lack support.

**About the programme**

The Infant Massage Teacher Training Programme is a pre-integrated and delivered by Touch-Learn International and externally validated by De Montfort University and is part of the Student Retention Feedback from Students project.

The programme context is of various sectors, considered to be the date of the company, learning community, learning context, learning strategy, learning settings, recording, student engagement, and the learning strategy. The students accepting the programme will be employed and or will be employed in a role that will enable them to work as Infant Massage Teachers.

**Literature Review/References**


**Change to Practice**

Summary of Results

- The Touch-Learn Infant Massage Teacher Training Programme is a Level 5 work-based training programme suitable for those who have good communication and organizing skills and are looking for a career in teaching Infant Massage.
- The programme is delivered over a period of 15 months, and students are required to complete a series of mandatory modules.
- Three students withdrew from the programme, and 12 students delayed their completion due to various reasons.
- The completion rate for those who completed the programme on time was 75.3%.

**Investigative Approach**

- Full team ethical approval.
- Researched primary and secondary research methods.
- Primary Research
  - To capture and combine qualitative and quantitative data.
- Secondary Research
  - To identify and investigate factors influencing student non-completion and delayed completion.

- Data: The students were interviewed by phone, and 12 students were interviewed in person.
- The number of students included in the study was 15, with 7 on-time completers and 8 delayed completers.
- The students were aged between 20 and 63 years old.
- The study was consented as part of the application to the NHS.

**Macro Findings**

- The results of the study show that only 6 out of 15 students achieved the Touch-Learn Infant Massage Teacher Training Programme.
- 90% of students (11 out of 12) who delayed completion cited financial issues and/or work-related issues as reasons for their non-completion.
- 10% of students (2 out of 12) who delayed completion cited personal reasons such as health, family, or other commitments as reasons for their non-completion.

**Micro Findings**

- 60% of those students who were interviewed and completing the questionnaire (Hartlepool Students' Union) were satisfied.
- The students perceived the overall support from Touch-Learn International as very good, and 80% of the students reported that they would recommend the course to other students.
- The students reported that they were very satisfied with the trainers and their feedback and guidance during the programme.

**Change to pedagogic practice**

- Investigating more focused learning and teaching activities is needed.
- Develop assessment methodology to reflect the programme.
- Improve the supervision and support for students.
- Improve the communication and organisation between the programme team.

**Feedback from Students**

- Students were very satisfied with the trainers and their feedback and guidance during the programme.
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- The students reported that the programme was very well-structured and well-organized.
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