



Centre Withdrawal Policy and Procedure

Introduction

This document explains the policy and procedure that Qualsafe Awards (QA) and its Approved Centres should follow if any Centre has its approval status withdrawn.

QA may withdraw a Centre's approval status when (this list is not exhaustive):

- severe malpractice or maladministration has been reported, investigated and confirmed within a Centre
- sanctions have been applied (see the *QA Sanctions Policy*) and the Centre has failed repeatedly to take the necessary action to allow the sanctions to be lifted
- the Centre has repeatedly failed to respond to requests to pay outstanding invoices
- the Centre refuses QA and/or the Qualification Regulators access to premises, staff and records
- the Centre has ceased to operate
- the Centre has requested to withdraw from delivering all Qualsafe Awards qualifications

The QA Head of Compliance and the QA Operations and Compliance Manager are normally responsible for making the decision to withdraw an approved Centre. If a situation arises causing a Centre's approval status to come under consideration, the available information relating to the Centre will be examined and a decision will be made as to whether or not the Centre should be withdrawn and/or some other course of action may be taken (e.g. sanctions may be applied). If the decision is made to withdraw the Centre, then the decision will be recorded on QA systems and the withdrawal process (detailed below) will be applied.

Regardless of the circumstances of withdrawal, QA will make sure Learner interests are protected as we manage Centres through the withdrawal process (e.g. by arranging alternative course placements for Learners due to undertake a course at a Centre that is being withdrawn, when the Centre is unable to do so).

Qualsafe Awards withdrawal process

The process that QA adopts when withdrawing a centre can vary dependent on the circumstances.

If a Centre has requested that approval is withdrawn, then QA will write to the Centre, enquiring if they have any issues that we could try to resolve. However, if no resolution can be found and the Centre still wants to have approval withdrawn then QA will request that the Centre:

- sign and return a cancellation agreement
- return any unused assessment materials and the *QA Centre Approval Certificate*
- remove the QA logo and all references to Qualsafe Awards from all marketing materials
- retain all Learner records for QA courses delivered for a period of at least three years
- provide a plan for withdrawal (should they have requested withdrawal from a specific date in the future or they have Learners that have completed their training at the Centre but who have yet to fully complete the assessment process, see *Appendix 1 Centre Withdrawal Plan*)
- pay all outstanding QA invoices immediately
- inform all third parties and sub-contractors that Centre approval has been withdrawn
- complete and return a *Customer Feedback Form*

Once the Centre has returned the requested documentation and taken all actions required then QA will process the withdrawal request.

Alternatively, if QA is withdrawing Centre approval for any reason, we will issue the Centre with a *QA Notice of Centre Approval Withdrawal*, informing the Centre of the decision and requesting that the Centre:

- return any unused assessment materials and the *QA Centre Approval Certificate*
- remove the QA logo and all references to Qualsafe Awards from all marketing materials
- retain all Learner records for QA courses delivered for a period of at least three years
- notify QA of any alternative arrangements made for current Learners (if these are required)
- pay all outstanding QA invoices immediately
- inform all third parties and sub-contractors that Centre approval has been withdrawn

QA will also inform the Centre of the right to appeal the decision to withdraw approval and reference the *QA Appeals Policy*.

When possible, we will make sure Centres have time for dealing with Learner registrations and certifications and give guidance on alternatives for existing Learners.

As part of our regulatory responsibilities, QA will inform the relevant regulatory bodies when a Centre is found guilty of malpractice/maladministration or fraud and has been withdrawn. QA will also inform other Awarding Organisations that have approved the Centre of the withdrawal of approval.

NB: While QA have a regulatory responsibility to protect the interests of Learners, they are registered by the Centre and not QA. Therefore, any fees Learners paid on enrolment were paid to the Centre and not to QA and as such we are not liable for refunding any fees. However, QA will recommend that the Centre provides Learner refunds where this is deemed appropriate.

Policy review arrangements

QA will review this policy on an ongoing basis as part of our continuous improvement activities and revise it as and when necessary.

In addition, we may update this policy in light of operational feedback obtained to make sure our *Centre Withdrawal Policy* remains effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0330 660 0899* / 01274 381414

Calls may be recorded for training and quality purposes.

*Costs to call this number will vary depending on your phone company's access charge.

Email: info@qualsafeawards.org



Anita Goodfellow
Chief Executive Officer
12 November 2021

Owner: CEO

Regulators references: Ofqual General Conditions of Recognition C2.3(k)

QA documents referenced: *QA Sanctions Policy*, *QA Centre Approval Certificate*, *QA Notice of Centre Approval Withdrawal*, *Centre Letter – Voluntary Withdrawal*, *QA Appeals Policy*

Appendix 1 Centre withdrawal plan

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|----------------|--|
| Centre Name: | |
| Contact: | |
| Position: | |
| Email address: | |
| Telephone no: | |

| | |
|--------------------------------------|--|
| Qualification title(s): | |
| Qualification number(s): | |
| Date approval will be withdrawn: | |
| Last date for Learner registrations: | |
| Last date for certification: | |

Rationale for withdrawal

Include:

- rationale for approval withdrawal
- Transition plan for making sure Learners' interests are adequately protected following the qualification withdrawal, state:
 - If there are any Learners currently enrolled on any qualifications, and if so, the arrangements for making sure they are not unnecessarily disadvantaged
 - If there is adequate alternative provision available
 - If there are any specialist sector issues to be considered

Any other information