



# Qualification Withdrawal Policy and Procedure

## Introduction

This document explains the procedure that Qualsafe Awards (QA) and its Approved Centres should follow if a QA qualification is withdrawn.

Qualsafe Awards may withdraw a qualification when:

- There is lack of demand for the qualification
- Changes to the skills required lead to the qualification being no longer fit for purpose
- QA ceases to deliver or award the qualification to Learners
- QA surrenders its recognition in respect of the qualification
- Regulators withdraw recognition of the qualification

Sometimes a qualification may be redeveloped to make sure the content is current and fit for purpose and a replacement may be introduced. If this happens, QA will make arrangements for the transfer of Learners to any revised version.

Qualsafe Awards will consider the interests of our Centres and Learners as we manage any qualification withdrawal. We will make sure Centres have time for dealing with registrations and certifications and give guidance on alternative qualifications if necessary.

The QA Chief Executive Officer will make the decision to withdraw a qualification after discussions with the QA Governing Body.

Qualsafe Awards will:

- Give the Regulators reasonable notice of its anticipated withdrawal of a qualification before it gives that information to any Centre or Learner
- Take reasonable steps to protect the interests of a Learner in relation to that qualification.

## Qualsafe Awards withdrawal process

If QA decides to, or is obliged to, withdraw a qualification, we will prepare a written withdrawal plan including the details as shown in *Appendix 1*.

The withdrawal plan will comply with any requirements the Regulators communicated to QA in writing and will:

- Specify how the interests of Learners in relation to the qualification will be protected
- Detail how the withdrawal will be communicated (including timescales) to the Regulatory authorities, Centres and Learners
- Provide details of all deadlines including the last date for accepting registrations and the last date for certification
- Include:
  - o The rationale for the withdrawal of the qualification
  - o Any other relevant information

We will submit the withdrawal plan to the Regulators.

When the Regulatory authority confirms withdrawal, QA will notify all Approved Centres via email and post stating:

- The title of the qualification being withdrawn
- The rationale for the withdrawal of the qualification
- The last date for Learner registrations
- The last date for certification
- Contact details for further guidance
- Any other relevant information (including any alternative arrangements for Learners, e.g. other qualifications available or other Awarding Organisations offering the qualification)

QA will also send out a reminder to all Centres two months before the end of:

- Registrations for that qualification
- Certifications for that qualification

When possible Learners will be able to complete a qualification they have registered for or will be given a reasonable amount of time to complete the qualification.

Note: While QA have a regulatory responsibility to protect the interests of Learners, they are registered by the Centre and not QA and 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.

## Approved Centres withdrawal process

Centres will be required to follow the QA procedure for withdrawal from delivering a qualification.

Centre staff involved in the management of QA qualifications, and your Learners, should be made aware of the contents of this policy.

A Centre may withdraw a qualification for various reasons including:

- Lack of demand for the qualification
- QA imposing sanctions on a Centre

If a Centre decides to withdraw from delivering a QA qualification, it should:

- Give QA a minimum four weeks' notice in writing, including the:
  - o Qualification title
  - o Proposed withdrawal date
  - o Rationale for the withdrawal
  - o Names and addresses of any Learners registered for the qualification who may be affected by the withdrawal
  - o Details of any plans to support any existing Learners and protect their interests
- Make sure Learners are informed in a timely fashion
- Make sure the Learners already registered for the qualification have been provided for by whenever possible allowing them the opportunity to complete their qualification
- Not make any misrepresentations in any marketing material regarding withdrawn qualifications

## 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 response to customer and Learner feedback, changes in our practices or the outcome of investigations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with sanctions remain effective.

## Contact us

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

Tel: 0845 644 3305

Email: [info@qualsafeawards.org](mailto:info@qualsafeawards.org)



Anita Goodfellow  
**Chief Executive Officer**  
04 July 2017

Owner: CEO

Regulators references: Ofqual General Conditions of Recognition D7

QA documents referenced: N/A

## Appendix 1 Withdrawal plan

Awarding Organisation:	
Contact:	
Position:	
Email address:	
Telephone no:	

Qualification title:	
Qualification number:	
Date qualification will be withdrawn:	
Last date for Learner registrations	
Last date for certification	

Existing accreditation dates:		
Start date:	End date:	Certification end date:

### Rationale for withdrawal

Include:

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

Any other information