

Centre Withdrawal Policy

V22.1

Centre Withdrawal Policy	
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Policy/Document Relates to	Awarding Provision
Policy/Document is for the use of	Recognised Centres, VQA Employees, Third-Parties, Learners
Should be read in conjunction with	Malpractice and Maladministration Policy, Conflict of Interest Policy, Sanctions Policy, Complaints Policy, Fees and Invoicing Policy

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Introduction

The purpose of this policy is to outline Training Qualification UK's approach and procedure for Centre and Qualification Withdrawal. There are two components to Withdrawal; a Recognised Centre ceasing to offer a VQA Qualification and the removal of VQA Recognition from a Recognised Centre.

VQA Internal Responsibility

The External Quality Assurance team is responsible for the maintenance and compliance of this policy. If the Quality and Compliance Manager is absent, the Responsible Officer will appoint another member of the Leadership Team to ensure all of VQA's actions and activities are in line with the content of this policy.

Review arrangements

We will review the policy annually as part of our self-evaluation process and revise it as and when necessary, in response to feedback or requests. We may also update this policy as part of good practice guidance issued by the regulatory authorities (e.g. to align with any withdrawal processes established by the regulatory authorities such as Ofqual).

The annual review of this policy will be undertaken by the External Quality Assurance team approximately four weeks prior to the submission of VQA's Statement of Compliance to Ofqual. Any amendments or updates to this policy will be approved by VQA's Leadership Team.

If you have any points or feedback regarding this policy, please contact us via the details provided at the start of this policy.

Scope

The policy states how Recognised Centres should inform VQA if they no longer wish to offer one of our qualifications or wish to withdraw as a Recognised Centre. Information can also be found regarding VQA's approach through sanctions or mutual agreement to removing Centre Recognition. Please see VQA's Sanctions Policy for details of when that approach may be used to remove Centre Recognition.

The policy also details how VQA will manage the withdrawal to protect the interests of any Learners currently registered with VQA on the qualification(s).

Please note, whilst VQA has a regulatory responsibility to protect the interests of Learners, the Learners are recruited and registered by the centre and not VQA. Any fees Learners may have paid upon enrolment were paid to the centre and not to VQA and as such, we are not liable for refunding any fees.

Centre's responsibility

VQA suggests that centre staff members involved in the management, assessment, and quality assurance of VQA qualifications, and Learners, are made aware of the contents of the policy. Centres should also, wherever possible, have contingency plans in place to protect the interest of Learners.

Withdrawal of Centre Recognition Notice

A Centre must provide VQA with 60 days' notice if they intend to withdraw their Centre Recognition.

All withdrawals will be completed in line with the Centre Agreement and all parties will perform their duties in line with the relevant clause of the Agreement.

In some instances, a Recognised Centre may cease to operate due to financial circumstances and may have no opportunity to provide VQA with due notice. In such circumstances once we are informed of the situation (e.g. by a member of staff at, or Learners from, the centre) we will take action where appropriate.

Withdrawal of a Qualification Notice

A Centre must provide VQA with 60 days' notice if they intend to no longer offer a VQA qualification.

VQA actions following notice

We will confirm receipt of the email request for withdrawal within 2 working days and aim to conclude the process within a maximum of 10 working days from your formal submission date.

At all times the Quality and Compliance Department will seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout.

Learner complaints

If Learners are dissatisfied, then they can take the matter through our complaints arrangements which are outlined in our Complaints Policy.

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