

Centre Withdrawal Policy

Version v21.2

Centre Withdrawal Policy	
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Policy Owner	Quality and Compliance Manager
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Contact Phone Number	03333583344
Approved By	Leadership Team
Policy Relates to:	Awarding Provision
Policy is for the use of:	Recognised Centres, TQUK 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
Relevant GCoR	C2, D6

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 TQUK Qualification and the removal of TQUK Recognition from a Recognised Centre.

TQUK Internal Responsibility

The Quality and Compliance Department 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 TQUK'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 Quality and Compliance Department approximately four weeks prior to the submission of TQUK's Statement of Compliance to Ofqual. Any amendments or updates to this policy will be approved by TQUK'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 TQUK 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 TQUK's approach through sanctions or mutual agreement to removing Centre Recognition. Please see TQUK's Sanctions Policy for details of when that approach may be used to remove Centre Recognition.

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

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

Centre's responsibility

TQUK suggests that centre staff members involved in the management, assessment and quality assurance of TQUK 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 TQUK with **60 days'** notice if they intend to withdraw their Centre Recognition.

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

In some instances, a Recognised Centre may cease to operate due to financial circumstances and may have no opportunity to provide TQUK 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 TQUK with **60 days'** notice if they intend to no longer offer a TQUK qualification.

TQUK 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.