

PROCESS FOR MANAGING THE WITHDRAWAL OF A QUALIFICATION AT A CENTRE

Introduction

This document outlines how Centres should inform CQ if they no longer wish to offer one of our qualifications (i.e. regulated by the regulatory authorities¹) and how CQ will manage the withdrawal in order to protect the interests of any learners registered on the qualification(s).

The arrangements outlined in this document to protect the interests of learners will also apply should CQ remove a Centre's approval to offer a qualification (see our Sanctions policy for details on how a Centre may have approval withdrawn).

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

Centre's responsibility

We suggest that your staff involved in the management of our qualifications, and your learners, are aware of the contents of the policy.

Review arrangements

We'll review the process and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views please contact us via the details provided at below.

Withdrawal notice and process

Should a Centre wish to no longer offer one of our qualifications, it should normally provide CQ with 3 months notice via submitting a 'qualification withdrawal form' to us at the contact details at the end of this document. The form must contain details of the withdrawal, rationale and any learners that may be affected. A copy of this form is attached at the back of this document.

If CQ decides to sanction a Centre and withdraw its approval to offer a qualification we will communicate the decision to the Centre and implement the sanction in accordance with the arrangements outlined in the Sanctions Policy.

¹ Regulatory authorities are Ofqual in England, QiW in Wales and CCEA in Northern Ireland.

In some instances, Centres may cease to operate due to financial circumstances and may have no opportunity to provide us 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 implement the following arrangements where appropriate.

What we will do next?

Upon receipt of the notification the Quality Assurance Manager will be responsible for taking the request forward and for ensuring we take all reasonable steps to protect the interests of any learners currently registered on the qualification(s). For example, they will:

- Work with the Centre and/or any learners affected by the withdrawal in order to transfer them – where possible and feasible – to another centre to enable them to carry on with the qualification(s) they are registered on.
- If no alternative Centres are available/suitable for any learners affected by the withdrawal, and/or the learners do not wish to carry on with the qualification(s), they will seek to ensure the learners are certificated for any units they have completed to date in accordance with the requirements of the associated qualification specification(s).
- Update the Centre's records, upon activation of the withdrawal, to reflect the fact the Centre is no longer approved to offer the qualification(s)

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

What if learners are unhappy with the situation?

If any learners are unhappy with the situation, or with how CQ may have dealt with the withdrawal they should contact our Admin and Support Team on 01359 245316 or via email on enquiries@cqual.org.

If you are still unhappy you can then take the matter through our Complaints arrangements which are outlined in our Complaints Policy.

Contact us

If you have any queries about any aspect of this process, please contact our Admin and Support Team on 01359 245316 or via email on enquiries@cqual.org or by post to Central Qualifications, Elmtree Business Park, Elmswell, Bury St Edmunds, Suffolk. IP30 9HR

Qualification withdrawal notice

If a Centre is considering withdrawing from offering a CQ qualification it should complete this form and submit it to CQ at least 3 months prior to the actual withdrawal.

Part 1: Rationale for the withdrawal

Title of the qualification(s) you wish to cease offering	
Proposed withdrawal date	
Rationale for the withdrawal	
Number and names of any current learners registered on the qualification and who would be affected by the withdrawal (e.g. those learners that will not have completed the qualification by the withdrawal date)	
Details of plans to support any existing learners to ensure their interests are protected	

Part 2: Managing the withdrawal [For CQ use only]

CQ response to the notice	
Actions that will be taken to manage the withdrawal and/or protect the interests of any learners affected by the decision	

Part 3: Arrangements to manage the withdrawal [For CQ use only]

Do we agree with the rationale for the withdrawal or were there other circumstances that contributed to the decision (e.g. poor service, prices or competitor developments)?	
Lessons learnt from this withdrawal activity (e.g. areas of service to improve)	