Centre Visit Cancellation

FOCUS AWARDS

Version History

Version	Date	Author	Change Description
Original	November 2023	Administration	
2	November 2023	Melissa Pennington	Design Change
3	March 2024	Ian Taylor	Review, proofreading, and revision

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Introduction

As detailed in the Fees and Invoicing Policy, Centres that cancel an EQA visit with Focus Awards with less than three working days' notice (defined as a late cancellation) will be required to pay the full day's fee (£250).

In the case of a late cancellation of a face-to-face visit, the centre will also be required to pay for any additional costs incurred by Focus Awards. This may include the cost of hotels, transportations costs (including fuel, charged as 45p per mile), and sustenance.

Should there be two late cancellations of EQA visits Focus Awards reserve the right to:

- suspend further registrations until the EQA visit is complete and signed off by the Head of Quality Assurance
- suspend Learner sampling and certification for the Centre
- Restrict Access to the Qualitas system
- Trigger an investigation under our Maladministration and Malpractice Procedure

Centre's That do not Respond to Visit Requests

Centres will be contacted by a member of the Quality Assurance Team prior to a Centre Monitoring Visit to schedule a date which is mutually convenient. During such contact Focus Awards will provide information to the Centre regarding planning, preparation, and organisation of the visit.

Should the Centre not respond within 10 days to initial contact, the Centre's login to the Qualitas system will be suspended until a visit has been scheduled. The impact of this suspension will result in the Centre not being able to register learners, submit sampling, claim certification, or download certificates.

Centre not Providing Requested Documents

Centres are required to provide relevant documentation, when requested, under clause 9.1 of the Centre Agreement. It is essential for the preparation and smooth running of the EQA activity that this is received in a timely manner and certainly by any given deadline.

Should a centre not provide all documentation requested prior an EQA visit then Focus Awards may:

- Complete the EQA visit and the Centre will be identified as non-compliant in this regard.
- The risk rating of the Centre will be set in consideration of this
- The Centre will be charged for the second visit, if the original was cancelled, due to a lack of cooperation with our pre-visit protocols

Contact us

If you have any queries about the contents of the policy, please contact our support team:

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