

FQP Provision Withdrawal Policy

FOCUS AWARDS

Version History

Version	Date	Author	Change Description
Original	June 2017	Quality Assurance	
2	March 2025	Melissa Pennington	Formatting

Contents

Introduction 4
Centre's responsibility 4
Review arrangements 4
Withdrawal Notice and Process 4
What will we do next? 4
What if learners are unhappy with the situation? 5
Contact us 5

Introduction

This document outlines how Centres should inform Focus Awards if they no longer wish to offer endorsed FQP non-regulated qualifications.

It also details how Focus Awards will manage the withdrawal in order to protect the interests of any learners currently registered onto the endorsed FQP non-regulated qualification(s) – these arrangements will also apply should Focus Awards remove a Centre's approval to offer FQP Provision in accordance with the arrangements outlined in our FQP Sanctions Policy.

Please note, learners are recruited and registered by the Centre and not Focus Awards and therefore any fees learners may have paid upon enrolment were paid to the Centre and not to Focus Awards and as such we are not liable for refunding any fees.

Centre's responsibility

We suggest that your staff involved in the management of endorsed FQP non-regulated qualifications, and your learners, are aware of the contents of the policy. In the case of such a withdrawal, the Centre must take all reasonable steps to protect the interests of the learners registered on their programmes.

Review arrangements

We will 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 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 no longer wish to offer endorsed FQP non-regulated qualifications, it should ideally provide Focus Awards with six weeks' notice with details of the withdrawal, the rationale and details of any learners that may be affected.

If Focus Awards decide to sanction a Centre and withdraw its approval to offer FQP Provision, we will do so in accordance with our FQP Sanctions Policy and will communicate this decision to the Centre in accordance with the arrangements outlined within this policy.

In some instances, Centres may cease to operate due to financial circumstances and may have no opportunity to provide Focus Awards 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 will we do next?

Upon receipt of the notification the Head of Quality Assurance will be responsible for taking the request forward and for ensuring that we take all reasonable steps to protect the

interests of any learners currently registered on the endorsed FQP non-regulated qualification(s). For example, we 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 endorsed FQP non-regulated 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 endorsed FQP non-regulated qualifications(s), we will seek to ensure the learners are certificated for any achievement to date,
- update the Centre's profile upon activation of the withdrawal to reflect the fact the Centre is no longer approved to offer FQP provision.

At all times the Head of Quality Assurance 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 Focus Awards may have dealt with the withdrawal, they should contact us on the details below.

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

Contact us

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

E: info@focusawards.org.uk

T: +44(0)333 3447 388