



Process for managing the
withdrawal of a qualification
at a centre

Version History

Version	Date	Author	Change Description
Original	June 2014	Quality Assurance	
2	June 2017	Quality Assurance	Review
3	February 2019	Quality Assurance	Review
4	February 2022	Sarah Edmundson	Formatted and design update
5	September 2022	Stephen Thompson	Review, proofreading, revision
6	December 2023	Melissa Pennington	Design change

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Introduction

This document outlines how Centres should inform Focus Awards if they no longer wish to offer one of our qualifications.

It also details how Focus Awards will manage the withdrawal in a way that protects the interests of any learners currently registered on the qualification(s). These arrangements will also apply should Focus Awards remove a Centre's approval to offer a qualification in accordance with the arrangements outlined in our sanctions policy.

Please note, whilst Focus Awards have a regulatory responsibility to protect the interests of learners, the 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. As such Focus Awards are not liable for refunding any fees.

Centre's responsibility

Any of your staff involved in the management of our qualifications, and your learners, must be made aware of the contents of the policy.

It's critical that you double-check the registration deadlines for the qualifications you've been permitted to offer. The information about the final registration dates for our qualifications can be found in the following locations:

- News updates
- Regulatory registers

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 or regulatory feedback, and in respect of any trends that may emerge in the types of queries we receive.

If you have any comments or feedback, please contact us via the details provided at the end of this Policy.

Withdrawal notice and process

Should a Centre no longer wish to offer one of our qualifications, it should provide Focus Awards with a minimum of eight weeks' notice with details of the withdrawal, the rationale for it, and details of any learners that may be affected.

If Focus Awards decide to sanction a Centre and withdraw its approval to offer a qualification, we will do so in accordance with our 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 we will do next?

Upon receipt of the notification the Head of Quality Assurance is 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 qualification(s). For example, he or she will:

- work with the Centre and/or any learners affected by the withdrawal to transfer them – where possible and feasible – to another Centre, enabling them to carry on with the qualification(s) for which they're registered,
- 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), he or she 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 profile upon activation of the withdrawal to reflect the fact the Centre is no longer approved to offer the qualification(s).

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

Qualification withdrawal notice

If your Centre is considering withdrawing from offering a Focus Awards qualification, you should complete the form found on the last page and submit it to Focus Awards at least eight weeks prior to the actual withdrawal.

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

Qualification withdrawal notice form

Section 1: Rationale for the withdrawal

Centre Name:		Centre No:	
Title of the qualification(s) you wish to cease offering			
Proposed withdrawal date			
Rationale for the withdrawal			
Number (and if possible, names) of existing learners registered on the qualification(s), that would be affected by the withdrawal (e.g., they will not have completed the qualification by the withdrawal date)			
Details of your plans to support the above learners to ensure their interests are protected			
Declaration: <i>I declare that the information provided in this form is true and accurate and fully supports the qualification withdrawal notice.</i>			
Name:			
Signature:			
Date:			

Section 2: Arrangements to manage the withdrawal [For Focus Awards use only]

Do you agree with the rational for the withdrawal	Yes	No
If yes, were there other circumstances that contributed to the decision?		
Focus Awards 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		
Lessons learnt from this withdrawal activity		
Name:		
Signature:		
Date:		