



Process for
managing the
withdrawal of
a qualification
at a Centre

Version History

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V2: June 2017

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Process for managing the withdrawal of a qualification at a Centre



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 order to protect 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 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.

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 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 below.

Withdrawal notice and process

Should a Centre no longer wish to offer one of our qualifications, it should ideally provide Focus Awards with eight 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 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 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 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
- 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).

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

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

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.

Contact us

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

E: info@focusawards.org.uk

T: +44(0)333 3447 388

Qualification withdrawal notice

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

Section 1: Rationale for the withdrawal

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	

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

Do we agree with the rationale 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		