

Managing the Withdrawal of Approval (Qualification or Centre) Standard Operating Procedure

Abstract

This procedure provides a structured process for withdrawing approval from a qualification or centre

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1. Introduction

This document outlines how centres should inform Active IQ if they no longer wish to offer one of our qualifications. It also details how Active IQ will manage the withdrawal to protect the interests of any learners currently registered on the qualification(s).

These arrangements will also apply should Active IQ remove a centre's approval to offer a qualification, or full approval in accordance with the arrangements outlined in our sanctions policy.

Please note, while Active IQ has a regulatory responsibility to protect the interests of learners, the learners are recruited and registered by the centre and not Active IQ, therefore any course or enrolment fees paid by learners to the centre are not the responsibility of Active IQ (as no direct contract exists between the learner and the awarding organisation). As such, Active IQ is not liable for refunding any fees (please refer to your centre agreement).

2. Centre's responsibility

We advise that all staff involved in the management and delivery of Active IQ qualifications are made aware of the contents of this process.

3. Withdrawal Notice and process

Should a centre no longer wish to offer one of our qualifications, it should provide Active IQ with a minimum of six weeks' notice via the completion and submission of a qualification withdrawal form (available at the end of this document) including details of the withdrawal, the rationale and details of any learners that may be affected.

If Active IQ decides to sanction a centre and withdraw its approval to offer a qualification, or full approval, we will do so in accordance with our sanctions policy and will communicate this decision to the centre in accordance with the arrangements outlined in the sanctions policy. In some instances, centres may cease to operate due to financial circumstances and may have no opportunity to provide Active IQ 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.

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3.1. What will we do next?

On receipt of the notification, the Quality Improvement Manager (Providers) will be responsible for ensuring that we take all reasonable steps to protect the interests of any learners currently registered on the qualification(s). For example, we will:

- work with the centre and/or any learners affected by the withdrawal to transfer them – where possible and feasible – to another centre to enable them to carry on with the qualification(s) they are registered on
- seek to ensure the learners are certificated for any units they have completed to date in accordance with the specification and design of the relevant qualification* 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)
- update the centre's record upon completion of the withdrawal to reflect the fact that the centre is no longer approved to offer the qualification(s)

*(*Active IQ will not be liable for any requested refunds of fees from any learners who may choose to withdraw from completing their qualifications in these circumstances. This is a matter for the centre to resolve separately; please refer to Active IQ's fees and invoicing policy).*

3.2. Qualification withdrawal notice

If a centre is considering withdrawing from offering an Active IQ qualification(s), it should complete this form and submit it to Active IQ at least six weeks prior to the actual withdrawal. It will also be sent for completion when Active IQ has taken the decision (at the end of any formal process) to remove approval from a centre.

Part 1: Rationale for the withdrawal

Centre name	
Date of application	
Name of staff member submitting the application	

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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 who would be affected by the withdrawal (e.g. they will not have completed the qualification by the withdrawal date)	
Details of plans to support any existing learners to ensure their interests are protected	
Signature	

Part 2. Managing the withdrawal

Active IQ 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	

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Part 3: Arrangements to manage the withdrawal [For Active IQ 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 be improved)	

Please return to your allocated external verifier. If you are unsure who this is, please return to ev@activeiq.co.uk

3.3. What if learners are unhappy with the situation?

If any learners are unhappy with the situation or with how Active IQ may have dealt with the withdrawal, they should contact Active IQ using the details below.

If they are still unhappy, they can then take the matter through our complaints arrangements outlined in the Active IQ complaints policy.

4. References to associated documents

- Active IQ's centre risk management policy
- Active IQ's malpractice & maladministration policy
- Active IQ's quality assurance arrangements policy
- Active IQ's sanctions policy

5. Implementation and dissemination

This procedure will be available on Active IQ website

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6. Monitoring arrangements

We will review the process and its associated procedures annually as part of our self-evaluation arrangements and revise it as 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 the end of this document.

This policy will be reviewed by relevant Active IQ and NCFE colleagues to ensure document is aligned and fit for purpose following full integration of Active IQ.

7. Data retention

This policy does not involve the gathering of any personal data; therefore, no data retention timelines or requirements are needed.

8. Contact us

For any queries relating to this procedure please contact our Customer Experience Team

Email: csteam@activeiq.co.uk

Tel: +44(0) 1480 467950

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