

# SLQ Requested Centre Withdrawal Policy and procedure

## Introduction

This policy is aimed at SLQ Qualification Centres and sets out the process you should follow to withdraw from SLQ's Centre approved status.

This policy outlines how Centres should inform SLQ if they no longer wish to offer our qualifications (i.e. regulated by the regulatory authorities) and how SLQ will manage the withdrawal in order to protect the interests of any learners/delegates registered on the qualification(s).

Please note, whilst SLQ have a regulatory responsibility to protect the interests of learners/delegates, the learners/delegates are recruited and registered by the Centre and not SLQ and therefore any fees learners/delegates may have paid upon enrolment were paid to the Centre and not to SLQ and as such SLQ are not liable for refunding any fees.

## Review arrangements

SLQ will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities

If you would like to feedback any views, please contact SLQ via the details provided at the end of this policy.

## 1. Centre Withdrawal notification policy

When a Centre wishes to withdraw from delivering SLQ qualifications, the Centre should notify SLQ in writing via submission of a completed withdrawal notification form available at the bottom of this policy. No other formats will be accepted.

SLQ requires notification of withdrawal by 1 November of a given year to ensure that the Centre is not liable for that academic year's minimum spend.

For example: a Centre who wishes to withdraw during the 2019/20 academic year must notify SLQ by 1 November 2019. If this date is met:-

- the Centre will be withdrawn once the withdrawal fee has been paid
- the Centre will not be expected to meet the minimum spend for the 2019/20 year

If a Centre notifies SLQ after 1 November 2019, they will still be expected to meet the minimum spend for the 2019/20 year in addition to the withdrawal fee.

SLQ will confirm receipt of the notification within 5 working days of receiving the withdrawal notice.

Withdrawal from delivering SLQ qualifications means a Centre will become inactive and therefore will no longer be accountable to the Terms and Conditions currently in place and will not be approved for delivering SLQ qualifications.

When a Centre withdraws from SLQ's approval the Centre should take all reasonable steps to have transitional provisions to protect the interests of the learner(s) to include:

- Learners/delegates to be able to complete SLQ qualifications where learners/delegates have been registered
- Providing or arranging an assessment opportunity for the learners/delegates
- Learner/delegate guidance and support
- Access to Centre's complaints and appeals procedures
- Certification claim on behalf of the learner/delegate
- Re-assessment opportunity for the learners/delegates if required.

## 2. SLQ's Centre Withdrawal Procedure

- SLQ will confirm receipt of the notification within 5 working days
- The Centre must maintain records of all learner/delegate assessment and internal verification activity and make these available to SLQ for a final external quality assurance review before the Centre is placed as inactive.
- SLQ will invoice the Centre the [Withdrawal of Approved Centre](#) fee to cover administration and Quality Assurance costs. In addition, any outstanding payments must be settled by the Centre before withdrawal is granted.

*Please note: For the withdrawal of approval to be activated the Centre must undergo a successful final Quality Assurance engagement to be completed by SLQ Quality Assurance team for any qualifications that are still to be certificated.*

## 3. Protecting learners through withdrawal of approval

Upon receipt of the withdrawal notification SLQ will assess whether any learner transition actions are needed, depending on the outcome of this assessment the following will happen:

*No learner/delegate transition required:*

- SLQ will carry out a final QA engagement as required for certification of any active qualifications.
- On receipt of a satisfactory QA engagement the Centre's records will be updated, to reflect the fact the Centre is no longer approved to offer the qualification(s).

*Learner/delegate transition actions required:*

- Work with the Centre and/or any learners/delegates 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/delegates affected by the withdrawal SLQ will carry out direct assessment where possible. All costs for this additional assessment will be the responsibility of the Centre. SLQ will invoice the Centre as appropriate.
- If the learners/delegates do not wish to carry on with the qualification(s), SLQ would withdraw them from the qualification.

- Once all adverse effects for the learners/delegates are mitigated the Centre's records will be updated on activation of the withdrawal, to reflect the fact the Centre is no longer approved to offer the qualification(s)
- No costs will be passed onto the learner.

At all times, the SLQ staff member will seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout.

If the Centre or learner is unhappy with how the matter has been dealt with they can then take the matter through the SLQ Complaints policy and procedure.

Additionally, if the Centre is unhappy with the decision to withdraw approval then they can take the matter through the SLQ Appeals policy and procedure.

### Contact us

If you've any queries about the contents of the policy, please contact SLQ, Telephone: 01908 689180 or via email: [policies@slqskills.org](mailto:policies@slqskills.org) or via post to: 24 Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes, MK14 6LY.

## Centre Approval Withdrawal Form

Centre Name:	
Post Code:	
Centre Number:	
Date of submission:	
*Date of intention to withdraw:	

\*Date -The above date should be on completion of all outstanding learners/delegates' assessment and associated certificate to SLQ awards and qualifications. In addition, SLQ requires twelve weeks' notice of Centre withdrawal.

SLQ values your feedback as to why you are withdrawing from delivery of all awards and qualifications. Please provide a brief summary of your withdrawal reasons below.

### Learners/delegates

Do you have any outstanding registered learners/delegates registered onto SLQ qualifications? Yes/No

If yes, please provide a full list of learners/delegates' names and the course number they are registered on.

Please outline how you intend to support all existing learners/delegates through the remainder of their assessments (including guidance, support feedback on work submitted in preparation for assessment) to ensure their needs and expectations are met and standards are achieved as required.

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**External Quality Assurance**

Date of last External Quality Assurance (EQA) Review:

Any Centre wanting to withdraw from delivering SLQ qualifications will need to go through a final External Quality Assurance review.

A Centre must maintain records of all learner assessment and internal quality assurance activity and make these available to SLQ for a final external quality assurance review before the Centre is placed as inactive.

Centre Course Manager name and contact number and email address	
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Internal use only	Date received	Date processed
Signature of officer		