

# **ITEC Process for Managing the Withdrawal of a Qualification at a Centre**



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## **PROCESS FOR MANAGING THE WITHDRAWAL OF A QUALIFICATION AT A CENTRE**

### **INTRODUCTION**

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

It also details how ITEC 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 ITEC remove a Centre’s approval to offer a qualification in accordance with the arrangements outlined in our sanctions policy.

Please note, whilst ITEC have a Regulatory responsibility to protect the interests of a Learner, the Learners are recruited and registered by the Centre and not ITEC. Therefore any fees Learners may have paid upon enrolment were paid to the Centre and not to ITEC and as such ITEC 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.

### **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 wish to no longer offer one of our qualifications, it should ideally provide ITEC with 6 weeks’ notice via submitting a “qualification withdrawal form” to us at [Centreregistration@itecworld.co.uk](mailto:Centreregistration@itecworld.co.uk) with details of the withdrawal and rationale and details of any Learners that may be affected. A copy of this form is attached at the back of this document.

If ITEC 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 in the Sanctions Policy.

In some instances, Centres may cease to operate due to financial circumstances and may have no opportunity to provide ITEC 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 Quality and Qualifications Manager 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 requirements of the associated qualification specification(s)
- Update the Centre's record upon activation of the withdrawal to reflect the fact the Centre is no longer approved to offer the qualification(s)

At all times the Quality and Qualifications Manager 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 ITEC may have dealt with the withdrawal they should contact ITEC Customer Services.

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

## CONTACT US

If you have any queries about any aspect of this process, please contact ITEC Customer Service on +44 (0) 208 994 4141 or email [customerservices@itecworld.co.uk](mailto:customerservices@itecworld.co.uk)



## QUALIFICATION WITHDRAWAL NOTICE

If a Centre is considering withdrawing from offering an ITEC qualification it should complete this form and submit it to ITEC at least 6 weeks prior to the actual withdrawal.

### Part 1: Rationale for the Withdrawal

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 and 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	

### Part 2: Managing the Withdrawal *[For ITEC use only]*

ITEC 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	

### Part 3: Arrangements to Manage the Withdrawal *[For ITEC 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 improve)	

