



BWYQ Process for Managing the Withdrawal of a Qualification at a Centre

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

It also describes how the BWYQ will manage that withdrawal in order to protect the interests of any learners currently registered on the qualification(s). These arrangements will also apply should the BWYQ remove a Centre's approval in accordance with the arrangements outlined in BWYQ 018 Sanctions Policy.

Whilst the BWYQ have a regulatory responsibility to protect the interests of learners, these learners are recruited and registered by the Centre. **BWYQ are not liable for refunding any enrolment fees paid to the Centre, or paid to a course tutor as part of a tutor-learner agreement.**

Centre's responsibility

All staff involved in the management of BWYQ qualifications, as well as learners, should be made aware of the contents of this document.

Review arrangements

This document will be reviewed as part of BWYQ self-evaluation arrangements and revised as necessary in response to customer, or regulatory feedback. If you would like to provide feedback please contact BWYQ via the details below.

Withdrawal notice and process

If a Centre no longer wishes to offer a BWYQ qualification, it should ideally give at least six weeks' notice, providing details and the rationale for the withdrawal, plus information about learners who will be affected.

If BWYQ decides to sanction a Centre and withdraw its approval to offer a qualification, it will do so in accordance with the BWYQ 018 Sanctions Policy.

Centres may cease to operate due to financial circumstances and may have no opportunity to provide the BWYQ with due notice. In such circumstances, once BWYQ have been notified the withdrawal process will be activated.

What will we do next?

The BWYQ Operations Coordinator will begin the process, ensuring that all reasonable steps are taken to protect the interests of any learners currently registered on the qualification(s). They will:

- Ensure that the Responsible Officer (RO) notify Ofqual, if appropriate, and work with the Centre to establish an appropriate and efficient withdrawal plan that reduces risks and protects learners.
- Work with the Centre and/or any learners to transfer them, where possible, to another Centre to continue their course.
- If no alternative Centres are available/suitable and/or the learners do not wish to carry on with the qualification(s), they will issue unit completion certificates for any units they have completed.
- Update the Centre’s record to reflect the fact the Centre is no longer approved to offer the qualification(s).

The BWYQ Operations Coordinator will aim to keep everyone informed throughout the process.

What if learners are unhappy with the situation?

If learners have concerns about what BWYQ are doing, then they should contact the BWYQ Operations Coordinator in the first instance. If this does not resolve the concern, then a complaint can be made in line with the BWYQ 019 Complaints Policy.

Contact us

If you have any queries about any aspect of this process, please contact BWYQ Operations Coordinator at bwyqcoordinator@gmail.com .

Document History		
Date	Author	Action
<i>June 2015</i>	<i>BWYQ Operations Coordinator and RO Amanda Buchanan</i>	<i>Reviewed and revised</i>
<i>November 2019</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
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