

Withdrawal of a Qualification at a Centre

Introduction

This document outlines how centres should inform ECITB if they no longer wish to offer one of our qualifications (i.e. regulated by the regulators¹) and how ECITB will manage the withdrawal in order to protect the interests of any learners registered on the qualification(s).

The arrangements outlined in this document to protect the interests of learners will also apply should ECITB remove a centre's approval to offer a qualification or in extremis withdraw centre approval totally (see Sanctions and Restrictions Policy, for details on how a centre may have approval withdrawn).

Please note:

Whilst ECITB have a regulatory responsibility to protect the interests of learners, the learners are recruited and registered by the centre and not by ECITB and therefore any fees learners may have paid upon enrolment were paid to the centre and not to ECITB and as such ECITB are not liable for refunding any fees. Registration fees paid to ECITB by the centre are not refundable.

Centres' Responsibility

We suggest that centre staff involved in the management of our qualifications, and your learners, are aware of the contents of the policy.

Review Arrangements

We will review this policy and its associated procedures as part of our continuous improvement arrangements and revise it, as and when necessary, in response to customer, learner or regulatory feedback (e.g. to align with any enquiries process established by the regulators) and to identify any trends that may emerge in the subject matter of enquiries received.

Withdrawal Notice and Process

Should a centre no longer wish to offer one of our qualifications, it should normally provide ECITB with six weeks' notice by submitting a "Qualification withdrawal form (VQ008)" to us at the contact details at the end of this manual. The form must contain details of the withdrawal, rationale and any learners that may be affected. A copy of this form is available on our website, www.ecitb.org.uk

If ECITB decides to sanction a centre and withdraw its approval to offer a qualification we will communicate the decision to the centre and implement the sanction in accordance with the arrangements outlined in the Sanctions and Restrictions Policy.

In some instances, centres may cease to operate due to financial circumstances and may have no opportunity to provide us 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.

¹ The regulators are Ofqual in England, SQA Accreditation in Scotland & Qualifications Wales in Wales.

What We Will Do Next

Upon receipt of the notification, our VQ administration will be responsible for processing the request and for ensuring all reasonable steps are taken 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 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 for.
- 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), we will seek to ensure the learners are certificated for any credit they have achieved to date in accordance with the requirements of the associated qualification specification(s). This may require a verification visit.
- Update the centre's records, upon activation of the withdrawal, to reflect the fact the centre is no longer approved to offer the qualification(s).

At all times the VQ administrators 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 how ECITB may have dealt with the withdrawal they should contact the VQ administrators in the first instance using the contact details at the end of this manual.

If you are still unhappy you 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:

VQ Administrator
Engineering Construction Industry Training Board
Blue Court
Church Lane
Kings Langley
Hertfordshire
WD4 8JP

☎: 01923 260 000

@: Qualifications@ecitb.org.uk

🌐: www.ecitb.org.uk