

**EC
ITB***

Withdrawal Policy



Introduction

This document outlines the arrangements to be followed by Approved Centres and ECITB in the event of:

- An Approved Centres no longer wishes to deliver one or more of our qualifications.
- An Approved Centre wishing to surrender their approval status.
- ECITB's withdrawal of an Approved Centres approval to deliver one or more of our qualifications.
- ECITB's withdrawal of an Approved Centre's approval status.

The arrangements outlined in this document are designed to protect the interests of candidates and provide guidance and clarity to ECITB Approved Centres, it is the responsibility of the approved centre to ensure that staff and candidates are aware of the contents of this policy.

Please note: Whilst ECITB have a regulatory responsibility to protect the interests of candidates, however, candidates are recruited and contracted directly with the Approved Centre and not with ECITB and therefore any fees candidates 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.

Approved Centres' Responsibility to Provide Withdrawal Notice

Should an Approved Centre wish to surrender their approval status or no longer wish to offer one of our qualifications, it should provide ECITB with six weeks' notice by submitting a "Qualification Withdrawal Form (VQ008) to qualifications@ecitb.org.uk. The form must contain details of the withdrawal, rationale, details of numbers of candidates that may be affected and an action plan that, where possible, provides candidates with the opportunity to complete their qualification. A copy of this form is available for download from our MSP.

It is acknowledged that there may be some instances where centres may cease to operate, e.g. due to financial circumstances, and may have no opportunity to provide us with due notice.

ECITB's Responsibility to Provide Withdrawal Notice

If ECITB decides to withdraw its approval status or approval to offer a qualification(s), we will communicate the decision to the centre normally, where possible and in accordance with the Restrictions and Sanctions Policy, providing a minimum of one calendar months' notice. We will implement a restriction/sanction in accordance with the arrangements outlined in the ECITB *Restrictions and Sanctions Policy* which may include the sanction of Immediate Withdrawal if appropriate.

ECITB reserves the right to withdraw approved centre status if we are unable to make contact/receive a response from a centre or if a centre remains inactive, i.e. has no new candidate registrations for more than 18 months.

What We Will Do Next

The Awarding Organisation will be responsible for ensuring all reasonable steps are taken to protect the interests of any candidates currently registered on the qualification(s) and will implement the following:

- A Level 3 Restriction will be applied to the Approved Centre, preventing further registration of candidates and removing Direct Claims Status, where no previous restriction of sanction is in place. Another level of sanction may be applied if more appropriate.

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- ECITB EQA will review the VQ008, if applicable, and in all cases will work with the centre to develop a withdrawal plan that protects the interest of the candidates and where possible that provides candidates with the opportunity to complete their qualification, including claiming for certification.
- If completion is not possible the EQA will work with the Approved Centre and/or any candidates affected to transfer them – where possible and feasible – to another ECITB Approved Centre to enable the candidates to continue with the qualification(s) they are registered for.

The Approved Centre will be responsible for any additional costs relating to supporting the candidate to completion of the qualification for which they are registered.

- If no alternative Approved Centres are available/suitable and/or the candidates do not wish to carry on with the qualification(s), ECITB will seek to ensure the candidates are certificated for any achievement to date in accordance with the requirements of the associated qualification specification(s). This may require a verification visit by an ECITB External Quality Assurer.
- The Approved Centre's ECITB records will be updated upon activation of the withdrawal, to reflect the fact the centre is no longer approved to offer the qualification(s).
- Inform other departments within ECITB and our regulators if appropriate.

At all times the ECITB Awarding Organisation will seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout.

If any candidates or any other party are unhappy with how ECITB may have dealt with the withdrawal they should contact the qualifications@ecitb.org.uk in the first instance, after which the matter should follow the *ECITB Complaints 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, candidate 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.

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

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