



**ECITB Awarding Organisation  
Withdrawal Policy and Procedure  
RV2-2**



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## Introduction

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

- An Approved Centres no longer wishing to deliver one or more ECITB qualifications.
- An Approved Centre wishing to surrender their approval status.
- The ECITB Awarding Organisation's withdrawal of an Approved Centres approval to deliver one or more of ECITB qualifications.
- The ECITB Awarding Organisation'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 Awarding Organisation 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 the ECITB Awarding Organisation and its Approved Centres have a regulatory responsibility to protect the interests of candidates. Candidates are recruited and contracted directly with the Approved Centre and not with the ECITB and therefore any fees candidates may have paid upon enrolment were paid to the Approved Centre and not to ECITB and as such ECITB are not liable for refunding any fees. Registration fees paid to the ECITB by the centre are not refundable.

## Approved Centres' Responsibility to Provide Withdrawal Notice

All Approved Centres are required to take all reasonable steps to protect the interests of candidates in the case of withdrawal. Should an Approved Centre wish to surrender their approval status or no longer wish to offer one or more of ECITB qualifications, it should provide with **six weeks' notice** by submitting a "Qualification Withdrawal Form (VQ008) to [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk). The form must contain:

- details and rationale of the withdrawal, rationale;
- details of numbers of candidates that may be affected;
- 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 the ECITB Membership Services Portal.

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

## ECITB Awarding Organisation Responsibility to Provide Withdrawal Notice

If the ECITB Awarding Organisation decides to withdraw its approval status or approval to offer a qualification(s), this decision will communicate to the Approved Centre normally, where possible providing a **minimum of one calendar months' notice** and in accordance with the *ECITB Awarding Organisation Restrictions and Sanctions Policy and Procedure*.

Where appropriate the ECITB Awarding Organisation will implement a restriction/sanction in accordance with the arrangements outlined in the *ECITB Awarding Organisation Restrictions and Sanctions Policy and Procedure* which may include the sanction of immediate withdrawal.

The ECITB Awarding Organisation reserves the right to withdraw approved centre status if it is unable to make contact and/or receive a response from an Approved Centre or if the Approved Centre remains inactive, i.e. has no new candidate registrations for more than 18 months.

## The Withdrawal Procedure

The ECITB 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.
- The ECITB Awarding Organisation will review the VQ008, if applicable, and in all cases will work with the Approved 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 ECITB Awarding Organisation will work with the Approved Centre and/or any candidates affected to transfer them – where possible and feasible – to another 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 by an ECITB Awarding Organisation External Quality Assurer.
- The Approved Centre's records will be updated upon activation of the withdrawal, to reflect the fact the centre is no longer approved to offer the qualification(s).
- The ECITB Awarding Organisation may inform other departments within ECITB and the qualification 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.

## Right of Complaint and Appeal

If any candidates or any other party are unhappy with how the ECITB Awarding Organisation may have dealt with the withdrawal they should contact the [qualifications@ecitb.org.uk](mailto:qualifications@ecitb.org.uk) in the first instance, after which the matter should follow the *ECITB Awarding Organisation Complaints Policy and Procedure*.

If an Approved Centre disagrees with the decision to withdraw any approval they may appeal in accordance with the *ECITB Awarding Organisation Appeals Policy and Procedure*.

## Review Arrangements

This policy and its associated procedures will be reviewed and revised, as and when necessary, as part of continuous improvement arrangements and/or in response to customer, candidate or regulatory feedback (e.g. to align with any enquiries, processes established or revised by the regulators) and/or in response to any trends that may emerge in the subject matter of enquiries received.

## Contact Details

If you have any queries about any aspect of this process, please contact:

The Awarding Organisation  
Engineering Construction Industry Training Board  
Office Suite KD3, First Floor, KD Tower,  
Cotterells, Hemel Hempstead, Hertfordshire, HP1 1FW  
Telephone: 01923 260 000  
Email: [Qualifications@ecitb.org.uk](mailto:Qualifications@ecitb.org.uk)  
Website: [www.ecitb.org.uk](http://www.ecitb.org.uk)