

Centre withdrawal policy and procedure

This policy is aimed at customers who no longer want to deliver Sports Leaders UK qualifications or be an approved Centre.

Definition of Withdrawal

Withdrawal is when a Centre no longer wants to continue to deliver Sports Leaders UK qualifications. This does not apply to the delivery of Awards.

Withdrawal Procedure

When a Centre wishes to withdraw from delivering Sports Leaders UK qualifications, the Centre should notify Sports Leaders UK in writing via submission of a completed withdrawal notification form. Withdrawal Form [click here](#) or request the form by emailing contact@sportsleaders.org. No other formats will be accepted.

Sports Leaders UK requires 12 weeks from receipt of completed notification of withdrawal for the application to be processed. Sports Leaders UK will confirm receipt of the notification within 5 working days of receiving the withdrawal notice.

Withdrawal from delivering Sports Leaders UK qualifications means a Centre will become inactive and therefore will no longer be accountable to the Terms and Conditions currently in place.

Centre's responsibility

It is important that all persons involved in the management, assessment and internal quality assurance of Sports Leaders UK qualifications are fully aware of the contents of the policy. Failure by a Centre to inform Sports Leaders UK of a withdrawal may lead to a potential investigation of suspected or actual Malpractice/Maladministration cases.

A final external quality assurance review may be required to take place before the Centre is placed as inactive. The Centre must maintain records of all Learner assessment and internal quality assurance activity and make these available to Sports Leaders UK for the review.

The Centre should take all reasonable steps, including transitional provisions, to protect the interests of the Learner. In the case of withdrawal this must include:

- The opportunity for Learners to complete Sports Leaders UK qualifications where Learners have been registered.
- Assessment opportunities for the Learners where required.
- Learners having access to guidance and support.

- Learners having access to a Centre's complaints and appeals procedures and other relevant policies.
- The Centre submitting appropriate certification claims on behalf of the Learner.
- Re-assessment opportunities for the Learners where required.
- Allow Sports Leaders UK staff access to carry out a final Quality Assurance Review prior to Learners being certificated.

Sports Leaders UK responsibility

- Sports Leaders UK will carry out a final Quality Assurance Review by a Sports Leaders UK Quality Assurance team member.
- Sports Leaders UK will invoice the Centre the withdrawal fee to cover administration and quality assurance costs and any outstanding fees in line with the Terms and Conditions that have been agreed to.

Policy review arrangements

Sports Leaders UK will review the policy as part of the annual self-evaluation arrangements and revise it in response to customer and Learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

If you would like to provide feedback or comments please email contact@sportsleaders.org.

Other information

Following withdrawal any Centre that would like to deliver Sports Leaders UK qualifications will be required to apply to become a new Centre.

