

# Sports Leaders UK Centre Withdrawal Policy and procedure

## Introduction

This policy is aimed at Sports Leaders UK Qualification Centres and sets out the process you should follow to withdraw from Sports Leaders UK's Centre approval status.

This document outlines how Centres should inform Sports Leaders UK if they no longer wish to offer our qualifications (ie regulated by the regulatory authorities) and how Sports Leaders UK will manage the withdrawal in order to protect the interests of any learners registered on the qualification(s).

Please note, whilst Sports Leaders UK have a regulatory responsibility to protect the interests of learners, the learners are recruited and registered by the Centre and not Sports Leaders UK and therefore any fees learners may have paid upon enrolment were paid to the Centre and not to Sports Leaders UK and as such Sports Leaders UK are not liable for refunding any fees.

## Review arrangements

Sports Leaders UK will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities

If you would like to feedback any views please contact Sports Leaders UK via the details provided at the end of this policy.

## Centre Withdrawal policy

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 at the end of this policy. No other formats will be accepted.

Sports Leaders UK requires notification of withdrawal by 1 November of a given year to ensure that the Centre is not liable for that academic year's minimum spend (£350 for all Qualification Centres).

For example: a Centre who wishes to withdraw during the 2017-18 academic year must notify Sports Leaders UK by 1 November 2017. If this is met, the Centre will be withdrawn once the withdrawal fee has been paid. They will not be expected to meet the minimum spend for the 2017-18 year. If a Centre notifies Sports Leaders UK after 1 November 2017, they will still be expected to meet the minimum spend for the 2017-18 year in addition to the withdrawal fee.

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 and will not be approved for delivering Sports Leaders UK qualifications.

When a Centre withdraws from Sports Leaders UK's approval the Centre should take all reasonable steps to have transitional provisions to protect the interests of the learner(s) to include:

- Learners to be able to complete Sports Leaders UK qualifications where learners have been registered
- Assessment opportunity for the learners
- Learner guidance and support
- Access to Centre's complaints and appeals procedures
- Certification claim on behalf of the learner
- Re-assessment opportunity for the learners if required.

### Centre Withdrawal Procedure

- Where withdrawal is required the Centre should notify Sports Leaders UK in writing via submission of a completed Withdrawal Notification Form.
- Sports Leaders UK will confirm receipt of the notification within 5 working days
- The Centre must maintain records of all learner assessment and internal verification activity and make these available to Sports Leaders UK for a final external quality assurance review before the Centre is placed as inactive.
- Sports Leaders UK will invoice the [Centre the Withdrawal of Approved Centre fee](#) to cover administration and Quality Assurance costs. In addition any outstanding payments must be settled by the Centre before withdrawal is granted.

*Please note: For the withdrawal of approval to be activated the Centre must undergo a successful final Quality Assurance engagement to be completed by Sports Leaders UK Quality Assurance team.*

### Sports Leaders UK procedure following receipt of the Withdrawal Notification Form

Upon receipt of the withdrawal notification Sports Leaders UK will assess whether any learner transition actions are needed, depending on the outcome of this assessment the following will happen:

*No learner transition required:*

- Sports Leaders UK will carry out a final QA engagement.
- On receipt of a satisfactory QA engagement the Centre's records will be updated, to reflect the fact the Centre is no longer approved to offer the qualification(s) (voluntarily or enforced)

*Learner Transition actions required:*

- 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 on.

- 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), they will seek to ensure the learners are certificated for the qualification they have completed in accordance with the requirements of the associated qualification specification(s).
- Once all adverse effects for the learners are mitigated the Centre's records will be updated on activation of the withdrawal, to reflect the fact the Centre is no longer approved to offer the qualification(s)

At all times the Sports Leaders UK staff member will seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout.

If any learners are unhappy with the situation or with how Sports Leaders UK may have dealt with the withdrawal they should contact Sports Leaders UK [contact@sportsleaders.org](mailto:contact@sportsleaders.org)

Alternatively, if the Centre or learner is unhappy they can then take the matter through our complaints arrangements which are outlined in our Whistleblowing and Complaints Policy.

### Contact us

If you've any queries about the contents of the policy, please contact Sports Leaders UK, Telephone: 01908 689180 or via email: [contact@sportsleaders.org](mailto:contact@sportsleaders.org) or via post to: 24 Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes, MK14 6LY.

## Centre Approval Withdrawal Form

Centre Name :	
Post Code:	
Centre Number:	
Date of submission:	
*Date of intention to withdraw:	
Purchase order number (if applicable)	

\*Date -The above date should be on completion of all outstanding learners' assessment and associated certificate to Sports Leaders UK awards and qualifications. In addition Sports Leaders UK requires twelve weeks' notice of Centre withdrawal.

Sports Leaders UK values your feedback as to why you are withdrawing from delivery of all awards and qualifications. Please provide a brief summary of your withdrawal reasons below.

## Learners

Do you have any outstanding registered learners registered onto Sports Leaders UK qualifications? Yes/No

If yes, please provide a full list of learners' names and the course number they are registered on.

Please outline how you intend to support all existing learners through the remainder of their assessments (including guidance, support feedback on work submitted in preparation for assessment) to ensure their needs and expectations are met and standards are achieved as required.

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## External Quality Assurance

Date of last External Quality Assurance (EQA) Review:

Any Centre wanting to withdraw from delivering Sports Leaders UK qualifications will need to go through a final External Quality Assurance review.

A Centre must maintain records of all learner assessment and internal quality assurance activity and make these available to Sports Leaders UK for a final external quality assurance review before the Centre is placed as inactive.

Centre Course Manager name and contact number and email address	
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