

SLQ Sanctioned Centre Approval Withdrawal Policy and procedure

Introduction

This policy is aimed at SLQ Qualification Centres and sets out the process that will be followed following the imposed sanction of Centre Approval withdrawal.

Sanctioned withdrawal of Centre approval

This policy outlines how SLQ will manage the imposed sanction of enforced withdrawal of Centre approval. The policy outlines how SLQ will manage this process and take all reasonable steps to protect the interests of any learners currently registered on the qualification(s).

For Centres that wish to request withdrawal of Centre approval refer to the SLQ Centre Withdrawal and Policy procedure.

Please note, whilst SLQ have a regulatory responsibility to protect the interests of learners/delegates, the learners/delegates must be recruited with integrity and registered by the Centre and not SLQ and therefore any fees learners/delegates may have paid upon enrolment were paid to the Centre and not to SLQ and as such SLQ are not liable for refunding any fees.

Review arrangements

SLQ 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 SLQ via the details provided at the end of this policy.

1. Sanctioned Centre Withdrawal notification policy

When a Centre has the sanction of Centre Approval removal the Centre (Head of Centre and Centre Course Manager) will be informed as outlined in the SLQ's Malpractice and Maladministration Policy and the SLQ's Sanctions policy and procedure.

Sanctioned Withdrawal of approval 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 SLQ qualifications.

When a Centre's approval is withdrawn by SLQ the Centre may be required to carry out actions to have transitional provisions in place to protect the interests of the learner(s) these may include:

- Learners/delegates to be able to complete SLQ qualifications where learners/delegates have been registered
- Centre may be asked to provide or arrange alternative assessment opportunities for the learners/delegates
- Learner/delegate guidance and support
- Access to Centre's complaints and appeals procedures
- Certification claim on behalf of the learner/delegate
- Re-assessment opportunity for the learners/delegates if required.

All of the above will be covered within an action plan as part of the imposed sanction as required.

The costs of implementing the action plan will be the responsibility of the Centre. The costs included are: -

- QA engagements that are undertaken
- Additional assessment requirements
- Cost of transferring of learners to other Approved Centres.
- Additional administration costs
- Any additional costs to meet the learners need to complete the qualification.

SLQ will invoice the Centre in a timely manner and in accordance with the SLQ Invoice and Refund Policy.

2. Protecting learners through withdrawal of approval

SLQ when withdrawing Centre approval, will assess whether any learner transition actions are needed, if learner transition is required the following will happen:

- Work with the Centre and/or any learners/delegates 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. The Centre will be liable for this cost.
- If no alternative Centres are available/suitable for any learners/delegates affected by the withdrawal SLQ will carry out direct assessment where possible. The Centre will be liable for this cost.
- If the learners/delegates do not wish to carry on with the qualification(s), SLQ would withdraw them from the qualification.
- Once all adverse effects for the learners/delegates are mitigated the Centre's records will be updated to reflect the fact the Centre is no longer an approved Centre and therefore is unable to offer the qualification(s)

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

If the Centre or learner is unhappy with the process the SLQ Complaints Policy should be followed.

Alternatively, if the Centre is unhappy with the decision to withdraw approval then they can follow the SLQ appeals policy.

Contact us

If you've any queries about the contents of the policy, please contact SLQ, Telephone: 01908 689180 or via email: policies@slqskills.org or via post to: 24 Linford Forum, Rockingham Drive, Linford Wood, Milton Keynes, MK14 6LY.