

# SLQ Requested Centre Withdrawal Policy and procedure

## Introduction

This policy is aimed at SLQ Qualification Centres and sets out the process you should follow to withdraw from SLQ's Centre approved status.

This policy outlines how Centres should inform SLQ if they no longer wish to offer our qualifications (i.e. regulated by the regulatory authorities) and how SLQ will manage the withdrawal in order to protect the interests of any learners/delegates registered on the qualification(s).

Please note, whilst SLQ have a regulatory responsibility to protect the interests of learners/delegates, the learners/delegates are recruited 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. Centre Withdrawal notification policy

When a Centre wishes to withdraw from delivering SLQ qualifications, the Centre should notify SLQ in writing via submission of a completed withdrawal notification form available at the bottom of this policy. No other formats will be accepted.

SLQ requires notification of withdrawal by 1<sup>st</sup> November of a given year to ensure that the Centre is not liable for that academic year's minimum spend.

For example: a Centre who wishes to withdraw during the 2021/22 academic year must notify SLQ by 1<sup>st</sup> November 2021. If this date is met:

- the Centre will be withdrawn once the withdrawal fee has been paid
- the Centre will not be expected to meet the minimum spend for the 2021/22 year

If a Centre notifies SLQ after 1<sup>st</sup> November, they will still be expected to meet the minimum spend for the 2021/22 year in addition to the withdrawal fee.

SLQ will confirm receipt of the notification within 5 working days of receiving the withdrawal notice.

Withdrawal from delivering SLQ 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 SLQ qualifications.

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

- Learners/delegates to be able to complete SLQ qualifications where learners/delegates have been registered
- Providing or arranging an assessment opportunity 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.

## 2. SLQ's Centre Withdrawal Procedure

- SLQ will confirm receipt of the notification within 5 working days
- The Centre must maintain records of all learner/delegate assessment and internal verification activity and make these available to SLQ for a final external quality assurance review before the Centre is placed as inactive.
- SLQ 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 SLQ Quality Assurance team for any qualifications that are still to be certificated.*

## 3. Protecting learners through withdrawal of approval

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

*No learner/delegate transition required:*

- SLQ will carry out a final QA engagement as required for certification of any active qualifications.
- 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).

*Learner/delegate transition actions required:*

- 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.
- If no alternative Centres are available/suitable for any learners/delegates affected by the withdrawal SLQ will carry out direct assessment where possible. All costs for this additional assessment will be the responsibility of the Centre. SLQ will invoice the Centre as appropriate.
- 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 on activation of the withdrawal, to reflect the fact the Centre is no longer approved to offer the qualification(s)
- No costs will be passed onto the learner.

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 how the matter has been dealt with they can then take the matter through the SLQ Complaints policy and procedure.

Additionally, if the Centre is unhappy with the decision to withdraw approval then they can take the matter through the SLQ Appeals policy and procedure.

### Contact us

If you have any queries about the contents of the policy, please contact SLQ by telephone on 01908 689180, by email to [policies@sportsleaders.org](mailto:policies@sportsleaders.org) or by post to SLQ Sports Leaders, Bradwell Road, Loughton Lodge, Milton Keynes, MK8 9LA.

# Approved Qualification Centre Withdrawal Form

This form is to be completed by a Centre to request the withdrawal of the Centre from SLQ Sports Leaders Qualification Centre Terms and Conditions. A notice period of 12 weeks is required between the submission of the withdrawal form and the date of intention to withdraw.

In completing this form and it being processed by SLQ Sports Leaders you agree to comply with the [SLQ Requested Centre Withdrawal Policy and procedure](#).

## Centre details

Centre name	
Centre number	
Centre postcode	
Centre Course Manager name	
Centre Course Manager email	
Centre Course Manager contact number	

## Approved Qualification Centre Withdrawal request

Date of submission	
Date of intention to withdraw*	
Please provide a brief summary of the reasons you have decide to withdraw from being a Qualification Centre with SLQ Sports Leaders	

\*This must be on completion of all outstanding learners' assessment and associated certificate to SLQ awards and qualifications.

**SLQ Sports Leaders’ role in supporting learners through the withdrawal process**

Before your Centre can be withdrawn completely from SLQ Sports Leaders Qualification Centre Terms and Conditions, you must complete any outstanding course(s) or officially cancel the course(s) where they cannot be completed (via the Course Cancellation Form).

Do you have any learners/delegates registered onto SLQ qualifications that are yet to be completed?		Yes		No	
If yes, please outline how much of the qualification has been delivered to the learners/delegates					
If yes, please provide course numbers here and a full list of learners/delegates’ names (below) registered on these courses.					
Names of learners – please list names of all learners					

Please outline how you intend to support all existing learners/delegates 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.

Note: If you intend to cancel the courses please state here and complete and submit the Course Cancellation Form along with this form.

### External Quality Assurance

Any Centre wanting to withdraw from delivering SLQ 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 SLQ for a final external Quality Assurance Review before the Centre is placed as inactive.

### Internal use only

Date of last Quality Assurance Review	
Date form received	
Notes on next steps	
Date processed	
Name of officer	
Signature of officer	