

## Qualification Withdrawal Policy

October 2019

Version 02.3



## Introduction

This document outlines:

- How centres should inform LanguageCert if they no longer wish to offer one of our qualifications.
- LanguageCert's arrangements for the withdrawal of a qualification.

It also details how LanguageCert will manage the withdrawal in order to protect the interests of any candidates currently registered on the qualification(s). These arrangements will also apply should LanguageCert remove a centre's approval to offer a qualification in accordance with the arrangements outlined in our sanctions policy.

Please note: While LanguageCert has a regulatory responsibility to protect the interests of candidates, in relation to a LanguageCert qualification they are registered onto, the candidates are registered by the centre and not LanguageCert. Therefore, any fees candidates may have paid upon enrolment were paid to the centre and not to LanguageCert, and as such we are not liable for refunding any fees.

## Centre's responsibility

We advise that your staff involved in the management of our qualifications and your candidates be made aware of the contents of the policy.

## Review arrangements

We will review the process and its associated procedures annually as part of our self-evaluation arrangements and revise them when necessary in response to customer or regulatory feedback and any trends that may emerge with regard to the types of queries we may have received.

If you would like to feed back any views, please contact us via the details provided below.

## Withdrawal of a qualification by LanguageCert

Where LanguageCert intends to withdraw a qualification, we will give the regulators reasonable notice of the anticipated withdrawal. Notice to the regulators will take place prior to providing information to any candidates, centres, or purchasers of qualifications.

In order to withdraw a qualification LanguageCert will follow the process below:

- Give reasonable notice of the qualification withdrawal to the regulators.
- Promptly prepare, maintain, and comply with a written withdrawal plan, which will specify how the interests of candidates in relation to the qualification will be protected. The withdrawal plan will also comply with any requirements which the regulator has communicated to LanguageCert.
- Provide clear and accurate information about the withdrawal to candidates, centres, and purchasers of qualifications who are likely to be affected by the withdrawal.

## Withdrawal notice and process for centres

Should a centre wish to no longer offer one of our qualifications, it should ideally provide LanguageCert with four (4) weeks' notice with details and rationale of the withdrawal and details of any candidates that may be affected.

If LanguageCert decides to sanction a centre and withdraw its approval to offer a qualification, we will do so in accordance with our Sanctions Policy and will communicate this decision to the centre in accordance with the arrangements outlined in the Sanctions Policy.

In some instances, centres may cease to operate due to financial circumstances and may have no opportunity to provide LanguageCert with due notice. In such circumstance, once we are informed of the situation (e.g. by a member of staff, by candidates, by the centre), we will implement the following arrangements where appropriate.

## What we will do next

Upon receipt of the notification, the Quality Officer will be responsible for taking the request forward and for ensuring that all reasonable steps are taken to protect the interests of any candidates currently registered on the qualification(s). For example, they will:

Work with the centre and/or any candidates 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 for.

If no alternative centres are available/suitable for any candidates affected by the withdrawal, and/or the candidates do not wish to carry on with the qualification(s), they will seek to ensure the candidates are certified for any units they have completed to date in accordance with the requirements of the associated qualification specification(s). Unit certificates should be issued to candidates upon receiving a formal request from the candidates, or the centre acting on their behalf, and once they have supplied appropriate information to confirm their identity and the units/qualifications they were registered on.

Update the centre's record upon activation of the withdrawal to reflect the fact the centre is no longer approved to offer the qualification(s).

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

### **What if candidates are unhappy with the situation?**

If any candidates are unhappy with the situation or with how LanguageCert may have dealt with the withdrawal, they should contact the Quality Officer.

If they are still unhappy, they can then take the matter through the Complaints arrangements outlined in our Complaints Policy.

### **Contact us**

For any queries about the contents of the policy, please contact us by using the channels described in the "Contact Us Guide".

LanguageCert is a business name of PeopleCert Qualifications Ltd, UK company number 09620926.

Copyright © 2016 - 2018 LanguageCert

All rights reserved. No part of this publication may be reproduced or transmitted in any form and by any means (electronic, photocopying, recording or otherwise) except as permitted in writing by LanguageCert. Enquiries for permission to reproduce, transmit or use for any purpose this material should be directed to LanguageCert.

#### DISCLAIMER

This publication is designed to provide helpful information to the reader. Although care has been taken by LanguageCert in the preparation of this publication, no representation or warranty (express or implied) is given by LanguageCert with respect as to the completeness, accuracy, reliability, suitability or availability of the information contained within it and neither shall LanguageCert be responsible or liable for any loss or damage whatsoever (including but not limited to, special, indirect, consequential) arising or resulting from information, instructions or advice contained within this publication.

[languagecert.org](http://languagecert.org)