

Withdrawal of Qualification Policy

Introduction

This policy sets out how BSL First aims to support learners in the event of centre approval or qualification approval being withdrawn by an Awarding Body.

This policy is aimed at all BSL First stakeholders including learners, centres, and other parties involved in any aspect of BSL First qualification and endorsed learning provision.

Centre withdrawal of a qualification

In the event that BSL First decides to no longer offer a qualification, it will provide Signature with 8 weeks' notice via submitting a qualification withdrawal form with details of the withdrawal and rationale and details of any learners that may be affected.

Signature withdrawal of centre approval to offer a qualification

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

Centres which cease to operate

In some instances, centres may cease to operate due to financial circumstances and may have no opportunity to provide Signature with due notice. In such circumstances once Signature is informed of the situation (e.g. by a member of staff at, or Learners from, the Centre) BSL First will implement the following arrangements where appropriate:

1. Upon receipt of the notification, the Head of Compliance and Quality Assurance will be responsible for taking the request forward and for ensuring that BSL First takes all reasonable steps to protect the interests of any learners currently registered on the qualification(s). This will include:
2. Work with Signature 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.
3. 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 any units they have completed to date in accordance with the requirements of the associated qualification specification(s).

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).

In accordance with BSL First's Refund Policy, learners are entitled to receive a full refund of course fees in the event that they are unable to complete their course due to the Centre ceasing to operate.

At all times, the Head of Compliance and Quality Assurance will seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout.

What if learners are unhappy about the situation?

If any learners are unhappy with the situation or with how BSL First may have dealt with the withdrawal they should contact Signature. If they are still unhappy they can then take the matter through Signature's Complaints Policy.