

■ Leadership  
■ Skills  
■ Foundation

# Qualification Centre Withdrawal Policy



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## The scope of this policy

This policy gives guidance on the process centres must follow to withdraw as a qualification centre with the Leadership Skills Foundation in line with the Qualification Centre Terms and Conditions.

This policy outlines how:

- centres should inform the Leadership Skills Foundation if they no longer wish to offer our qualifications;
- the Leadership Skills Foundation will manage the withdrawal to protect the interests of any learners/delegates registered on the qualification(s).

## The responsibilities of the centre

### **How a centre notifies the Leadership Skills Foundation of intention to withdraw**

When a centre wants to withdraw from delivering Leadership Skills Foundation qualifications, the centre must notify the Leadership Skills Foundation through the [Qualification Centre Withdrawal Form](#). No other formats will be accepted.

Withdrawal from delivering Leadership Skills Foundation qualifications means a centre will no longer be accountable to the Qualification Centre Terms and Conditions and will no longer be approved to deliver Leadership Skills Foundation qualifications.

### **Deadlines for withdrawal**

The Leadership Skills Foundation requires notification of withdrawal by 31 October of a given year to ensure that the centre is not liable for that academic year's minimum spend.

For example, if a centre notifies the Leadership Skills Foundation of intention to withdraw for the 2023/24 academic on 31 October 2023 the centre will be withdrawn from the Qualification Centre Terms and Conditions once:

- the withdrawal fee and all other invoices have been paid;
- all outstanding qualification courses have been quality assured and certificated.

If a centre notifies the Leadership Skills Foundation on or after 1 November in a given year, the centre will remain in the Qualification Centre Terms and Conditions for the year and will be liable for the minimum annual spend in addition to the withdrawal fee.

For example, if a centre notifies the Leadership Skills Foundation of intention to withdraw for the 2023/24 academic year, through the submission of the qualification centre withdrawal form on 1 November 2023 the centre will:

- remain in the Qualification Centre Terms and Conditions for 2023/24;

- be expected to meet the minimum spend for the 2023/24 year;
- withdrawn from the Qualification Centre Terms and Conditions for 2024/25 once:
  - the withdrawal fee and all other invoices have been paid;
  - all outstanding qualification courses have been quality assured and certificated.

### **Supporting the Leadership Skills Foundation to complete a quality assurance review**

If there are outstanding qualification courses that are not completed, the centre must support the Leadership Skills Foundation to perform a final quality assurance review before the withdrawal is finalised and the centre is made inactive. The centre must maintain records and ensure that the Leadership Skills Foundation have access to:

- assessment evidence (e.g., learner/delegate evidence records);
- internal verification evidence;
- any other course evidence identified in the relevant qualification specification(s) and/or the Centre Manual.

### **Supporting learners/delegates to complete registered qualification courses**

When a centre withdraws from the Leadership Skills Foundation's approval the centre should take all reasonable steps to protect the interests of the learners/delegates by providing them with:

- opportunities to complete Leadership Skills Foundation qualification(s) where they have been registered;
- access to assessment and re-assessment opportunities as required;
- learner/delegate guidance and support;
- access to centre's complaints and appeals procedures;
- certificates when awarded by the Leadership Skills Foundation.

Note: Whilst the Leadership Skills Foundation have a regulatory responsibility to protect the interests of learners/delegates, the learners/delegates are recruited and registered by the centre and not the Leadership Skills Foundation and therefore any fees learners/delegates may have paid upon enrolment were paid to the centre and therefore the Leadership Skills Foundation cannot be held liable for refunding any fees.

## The Leadership Skills Foundation centre withdrawal procedure

### **Processing the notification of intent to withdraw**

On receipt of the qualification centre withdrawal form from a centre the Leadership Skills Foundation will:

- confirm receipt of the notification within five working days of receiving the withdrawal notice;
- invoice the centre the £75 withdrawal fee;
- assess the need to transition learners/delegates to another centre and any actions required for this;
- inform the centre of any outstanding quality assurance engagement requirements for courses incomplete courses;

- inform the centre of any outstanding payments must be settled by the centre before withdrawal can be finalised;
- administer the withdrawal of the centre.

### **Actions for the transition of learners/delegates to another centre**

Following the assessment of need for learner/delegate transition either of the following will happen.

If the transition of learners/delegates **is not** required the Leadership Skills Foundation will:

- carry out a final quality assurance engagement as required for certification of any active qualifications;
- update the centre records to confirm the centre's withdrawal once a satisfactory outcome to the quality assurance engagement has been reached.

If the transition of learners/delegates **is** required the Leadership Skills Foundation will:

- ensure there is no investigation required into suspected or actual maladministration/malpractice (see the Maladministration and Malpractice Policy for details);
- work with the centre and/or any learners/delegates affected by the withdrawal to transfer them to another centre (where possible and feasible) to enable them to carry on with the qualification(s) they are registered on;
- carry out direct assessment where possible if no alternative centres are available/suitable for any learners/delegates affected by the withdrawal of the centre. All costs for this additional assessment will be the responsibility of the centre. The Leadership Skills Foundation will invoice the centre as appropriate;
- withdraw learners/delegates from the qualification do not wish to carry on with the qualification;
- update the centre records to confirm the centre's withdrawal once all adverse effects for the learners/delegates are mitigated against;
- not pass on costs to the learners/delegates, instead these costs will be passed on to the original centre;
- seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout the withdrawal process.

### **Making the centre inactive**

Once all outstanding actions have been completed, the Leadership Skills Foundation will withdraw the centre from the Qualification Centre Terms and Conditions and will inform the centre manager that this has been completed.

### **Appealing or making a complaint against a centre withdrawal decision made by the Leadership Skills Foundation**

If a centre disagrees with a centre withdrawal decision made by the Leadership Skills Foundation and wishes to appeal against the decision and/or make a complaint, they should do so in accordance with our Appeals Policy and/or our Complaints Policy.

## Policy review arrangements

The Leadership Skills Foundation will review the policy as part of our self-evaluation arrangements and revise it as and when necessary in response to centre, learner/delegate and third party feedback or requests from, or good practice guidance issued by, the regulatory authorities

If you would like to feedback any views, please contact the Leadership Skills Foundation via [policies@leadershipskillsfoundation.org](mailto:policies@leadershipskillsfoundation.org) or in writing to the Leadership Skills Foundation, Loughton Lodge, Bradwell Road, Milton Keynes, MK8 9LA.



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