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Centre Withdrawal Policy

Revision History

Version	Last revised	Next review date	Policy Owner	Notes
1.0	1 July 2013	30 June 2014	James Stephenson	
1.1	5 December 2013	30 June 2014	James Stephenson	
CORP_136_a01	14 March 2016	30 June 2017	Quality Assurance Manager	Reviewed

Centre Withdrawal Policy

1. Policy Statement

This policy defines the withdrawal status and processes to be followed for the withdrawal of Centres from offering NCC Education qualifications in a range of different circumstances. All NCC Education Centres sign up to a written agreement in which they commit to abide by this policy.

2. Definitions

2.1. Withdrawal

Termination of the agreement between NCC Education and a Centre permitting the delivery of qualifications

2.2. Voluntary Withdrawal

Termination of the agreement between NCC Education and a Centre, at the request of the Centre.

2.3. Involuntary Withdrawal / Disaccreditation

Termination of the agreement between NCC Education and a Centre, at the behest of NCC Education. This is also termed 'Disaccreditation' and is usually the result of sanctions being imposed on the Centre (see the *Candidate and Centre Sanctions Policy* for further information)

3. Withdrawal Scenarios

The circumstances of Centre withdrawal fall into one of the following categories:

- Voluntary Withdrawal (Operational)
- Voluntary Withdrawal (Non-Operational)
- Involuntary Withdrawal (Operational)
- Involuntary Withdrawal (Non-Operational)

4. Criteria for Scenarios

Scenario	Standard Centre Status	Criteria for Use
Voluntary Withdrawal (Operational)	Pending Withdrawal	The Centre can still legally deliver NCC Education qualifications, but chooses to end their approval to do so
Voluntary Withdrawal (Non-Operational)	Withdrawn	The Centre is no longer operating. However, someone is still in control of the Centre's assets and has sufficient authority to notify NCC Education of the intent to withdraw.
Involuntary Withdrawal (Operational)	Pending Disaccreditation	The Centre can still legally deliver NCC Education qualifications, however NCC Education has chosen to remove their approval to do so. <i>Note: where a Centre is discredited for quality or compliance reasons, it should be treated as non-operational.</i>
Involuntary Withdrawal (Non-Operational)	Discredited	The Centre has ceased to operate and has no assets to support existing candidates

5. Processes for Scenarios

5.1. Voluntary Withdrawal (Operational)

The Centre will be required to continue delivering qualifications to meet the requirements of all existing registered candidates.

NCC Education will consider the Centre's status as 'Pending Withdrawal' until all candidates have completed their qualifications (or have indicated that they will not do so), or their eligibility period has expired.

(For internal processes see *CS78 Centre Withdrawal Process*)

5.2. Voluntary Withdrawal (Non-Operational)

This scenario assumes that someone is still in control of the Centre's assets and has sufficient authority to notify NCC Education of the intent to withdraw.

Where possible, candidates will be transferred to another NCC Education Centre. The withdrawing Centre will be held liable for any costs associated with this.

Arrangements will be made, with support available from NCC Education's nearest regional office, for assessments to be delivered and marked elsewhere. Whoever is in control of the Centre's assets will be expected to cover the costs of such arrangements.

NCC Education will consider the Centre's status as 'Pending Withdrawal' until all candidates have completed their qualifications (or have indicated that they will not do so), or their eligibility period has expired.

Where a Centre is non-operational and withdraws voluntarily but later becomes uncooperative, NCC Education reserves the right to contact candidates directly.

Where the Centre has no (or insufficient) assets, it should be classed as an Involuntary Withdrawal (Non-operational).

(For internal processes see *CS78 Centre Withdrawal Process*)

5.3. Involuntary Withdrawal (Operational)

This scenario assumes that the reason for the involuntary withdrawal is not quality and compliance concerns. Where a Centre is disaccredited for quality or compliance reasons, it should be treated as non-operational.

Centre will be required to continue delivering qualifications to meet the requirements of all existing registered candidates.

NCC Education will consider the Centre's status as 'Pending Disaccreditation' until all candidates have completed their qualifications (or have indicated that they will not do so), or their eligibility period has expired.

(For internal processes see *CS78 Centre Withdrawal Process*. Note that this scenario is rare, and requires internal authorisation from the Quality Assurance Manager).

5.4. Involuntary Withdrawal (Non-Operational)

NCC Education will consider the Centre's status as 'Disaccredited' with immediate effect. (For internal processes see *CS78 Centre Withdrawal Process*)

Where possible, candidates will be transferred to another NCC Education Centre.

Where this is not possible, NCC Education will (where feasible) make arrangements for one further assessment opportunity to enable candidates to complete their qualifications by sitting for any outstanding assessments or units. If the Centre still exists as an entity then attempts will be made to recover the cost of this from that entity. In some circumstances candidates may be charged a small fee to contribute towards the unforeseen costs of delivering these assessments. Candidates will also be liable to pay any supplementary charges (for example Resit Fees) to NCC Education directly, at the standard price.

Where candidates have not passed enough units to claim a qualification certificate, and an opportunity to do so cannot be arranged, NCC Education will be able to issue Unit (Module) Certificates for any completed units. Unit Certifications normally require a small fee to be paid, however this may be waived in certain circumstances at the discretion of NCC Education.

Where a Centre can no longer communicate with registered candidates, NCC Education will attempt to contact those candidates directly to make clear their options for certifications or completing a qualification.

(For internal processes see *SSU19 Supporting learners after Centre closures*)