



Withdrawal of YMCA Awards qualification(s) at a centre

Policy overview

This policy outlines how centres should inform YMCA Awards if they no longer wish to offer one, or more, of our qualifications. This includes regulated and YMCA Awards-endorsed provision. This document also explains how YMCA Awards will manage the withdrawal in order to protect the interests of any learners currently registered on the qualification(s).

The arrangements set out in this document also apply in situations where YMCA Awards remove a centre's approval to offer a qualification in accordance with the arrangements outlined in our published [Sanctions Policy](#).

Please note, whilst YMCA Awards have a regulatory responsibility to protect the interests of the learner, the learners are recruited and registered by the centre and not YMCA Awards; therefore, any fees learners may have paid upon enrolment were paid to the centre and not to YMCA Awards and, as such, we are not liable for refunding any fees.

Centres' responsibility

If a centre decides to withdraw delivery of any YMCA Awards qualifications, it is recommended that centre staff involved in the management of YMCA Awards qualifications, and learners, are aware of the contents of this policy. YMCA Awards suggest that the centre's senior management team are also aware of the relevant sections of the YMCA Awards Centre Agreement alongside this policy.

Withdrawal notice and process

Should a centre no longer wish to offer one or more YMCA Awards qualifications, it should provide YMCA Awards with 1 month's notice by writing to the Head of Quality and Assessment with details of the withdrawal and rationale. This correspondence should also include details of any learners who may be affected.

If YMCA Awards issue a sanction that includes withdrawing approval of a centre to offer a qualification, the Head of Quality and Assessment will communicate this decision to the centre in accordance with the arrangements outlined in the Sanctions Policy.

Process for managing the withdrawal of a qualification at a centre

Upon receipt of the notification, YMCA Awards will take all reasonable steps to protect the

awarding excellence



interests of any learners currently registered on the qualification(s). For example, YMCA Awards will:

- work with the centre and/or any learners affected by the withdrawal in order to transfer learners – where possible and feasible – to another centre to enable learners to continue the qualification(s) they are registered on
- seek to ensure that learners are certificated for any units they have completed to date, in accordance with the requirements of the associated qualification specification, where no alternative centres are available or suitable for any learners affected by the withdrawal, and/or the learners do not wish to carry on with the qualification(s). Unit certificates would be issued to learners upon receiving a formal request from the learners, 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, YMCA Awards will seek to ensure that all parties affected by the withdrawal are kept appropriately informed throughout.

Learner queries and complaints

If any learners are unhappy with the situation or with how YMCA Awards may have dealt with the withdrawal, they should contact YMCA Awards through the Feedback and Complaints Policy published on our [website](#).

Review arrangements

YMCA Awards review this policy and its associated procedures annually as part of self-evaluation arrangements and revise it when necessary in response to customer or regulatory feedback. If you would like to comment on the process described in this document please contact us via the details provided below.

Understanding this policy

All enquiries relating to this policy and procedure should be addressed to:

Head of Quality and Assessment
YMCA Awards
112 Great Russell Street
London
WC1B 3NQ

Telephone: +44 (0)20 3994 9500
Email: awards.feedback@ymca.co.uk

awarding excellence

YMCA Awards part of Central YMCA. Registered charity No. 213121. Limited company registered in England 119249.
Registered office: 112 Great Russell Street, London WC1B 3NQ. YMCA® is a trademark registered in Great Britain and Northern Ireland. ISO9001 accredited.