



Withdrawal of YMCA Awards approval

Policy overview

This policy outlines:

- The process for centres to inform YMCA Awards that they no longer wish to offer one, or more, of our qualifications. This includes our regulated and endorsed provision.
- The process YMCA Awards will follow to manage the withdrawal of centre approval in accordance with the arrangements outlined in our Centre Agreement and Sanctions Policy.

The purpose of this policy is to manage the risk of an Adverse Effect to learners registered on YMCA Awards qualifications at the point approval is withdrawn.

Whilst YMCA Awards has a regulatory responsibility to protect the interests of learners, 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.

Scope

This policy is designed to support our approved centres to meet the obligations outlined in our Centre Agreement where centre approval is withdrawn, either voluntarily or as the result of a sanction.

Centre staff involved in the management of YMCA Awards qualifications – and the centre's senior management team – are expected to be aware of the contents of this policy.

At all times, YMCA Awards will seek to ensure that all parties affected by the withdrawal of approval are kept appropriately informed throughout.

Preventing short-notice centre withdrawal

To mitigate the risk of a centre closing or withdrawing qualification delivery at short notice, we use a range of strategies to proactively identify early signs of potential issues. These include:

- **Annual Registration Forms (ARFs):**
 - Centres provide updates on their commitment to YMCA Awards qualifications during the annual registration process.
- **External Quality Assurer (EQA) monitoring:**
 - Regular EQA engagements assess centre activity, including learner registrations, delivery, resources, staff capacity, and governance.
 - EQA activity follows YMCA Awards' CASS strategy and the Centre Risk Policy to standardise risk reviews.
- **Learner registration and certification trends:**
 - Unexpected drops in registrations or increases in certification claims are identified and where appropriate, follow up activity takes place.

- **Financial monitoring:**
 - Invoice payment tracking identifies delayed or missed payments, highlighting potential financial instability.
 - Centres with a history of financial instability may be required to make upfront payments.
- **Direct communication captures intelligence from learners and centre staff:**
 - Customer Support and EQA teams maintain regular contact with centres; quarterly calls and EQA engagement gather intelligence for proactive issue resolution.
 - YMCA Awards captures feedback from learners and centre staff through complaints, product queries, product feedback.
 - Insights from learners and staff highlight operational challenges, resource gaps, or governance issues that may affect a centre's ability to sustain qualification delivery.
 - Interviews conducted during EQA activities provide additional data to address concerns and inform support strategies.

Centre decision to withdraw one or more qualifications from delivery

Where a centre determines that it no longer wishes to offer one or more YMCA Awards qualifications, it must notify YMCA Awards – in writing – by emailing awards.support@ymca.co.uk. The notification should include details of:

- The qualification(s) they wish to withdraw and rationale.
- Any affected learners, including their registration information and progress to date.
- The support plan(s) in place to minimise the impact on the learners.

Centres should provide a minimum of 30 days' notice of their decision (where possible).

Following notification, we will:

- Acknowledge receipt of the withdrawal notice within five working days.
- Facilitate certification for units already completed and assessed.
- Work with the centre to identify alternative centres for affected learners where possible, ensuring minimal disruption.

YMCA Awards' decision to withdraw approval

YMCA Awards may decide to withdraw centre approval and/or approval for a centre to deliver one or more qualifications as the result of a sanction including where:

- The centre has failed to meet its obligations under the Centre Agreement.
- There is evidence of malpractice and/or maladministration at the centre.
- External quality assurance activities have identified problems with the centre's delivery.

The decision to withdraw approval will be communicated by the Head of Quality and Assessment in accordance with the arrangements outlined in the withdrawal plan and the Sanctions Policy.

This includes notifying the main centre contact of our decision, detailing the reasons for withdrawal of approval, referencing specific breaches or non-compliance.

Following notification, we expect the centre to continue to engage with YMCA Awards to protect the interest of learners. This may include:

- Providing details of learners on programme, information about their progress and the support required to complete their qualification.
- Work with us and/or any learners affected by the withdrawal to support transfer – where possible and feasible – to another centre to enable learners to continue the qualification(s) they are registered on.
- Supporting with actions to enable learners on programme to complete their programme, e.g. providing access to learner work, assessment decisions and internal quality assurance decisions.
- Working with us to support learners unable to complete their qualification at the centre to transfer to an alternative provider.

Following notification, we will also:

- Work with regulators to address any broader implications, including any potential Adverse Effect to learners.
- Communicate any sanctions or withdrawal of approval to other awarding organisations in line with our regulators' condition of recognition (A8.7).
- Remove approval on Y-Connect and where appropriate remove access from all other YMCA Awards platforms.
- Retain details – on Y-Connect – of the following to support any future appeal or investigation:
 - the steps taken
 - communication with the centre, learners and regulators.

Providing unit certification

We will issue unit certificates for learners – on request – where learners are unable to complete their qualification at the centre and either:

- they do not wish to carry on with their qualification(s)
- there is no suitable alternative centre available to support completion of the qualification e.g. the qualification must be delivered face-to-face and no centres in the local area.

To enable unit certification, we require:

- Learner proof of ID (this may come from their centre)
- Evidence of learner achievements including learner work, assessment decisions and internal quality assurance decisions.