



# YMCA Awards Endorsement Terms and Conditions

## Purpose

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The purpose of these Terms and Conditions is to outline the requirements and obligations for organisations seeking YMCA Awards endorsement for their programme(s). They specify the conditions that apply when submitting an application, the criteria under which endorsement may be granted or refused, and the ongoing requirements for maintaining endorsed status.

These Terms and Conditions also define the circumstances under which endorsement may be suspended or withdrawn and set out the rules for the appropriate use of the YMCA Awards endorsed logo.

Organisations must comply with these Terms and Conditions in order to retain their endorsed status.

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## Endorsement

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- 1.1 Before an organisation can offer (or publicise as offering) YMCA Awards endorsed programmes it must gain written approval that YMCA Awards has endorsed such programmes. Further detailed information about the endorsement process, including restrictions, requirements and withdrawal can be found: [Policies and procedures - YMCA Awards](#).
- 1.2 To apply for endorsement the organisation must complete the [YMCA Awards Endorsement Application](#).
- 1.3 Applications must be completed in full and supported by all evidence requested in the YMCA Awards Endorsement Application Form. This includes programme information, staff qualifications, delivery and assessment resources, and all relevant organisational policies and procedures. Incomplete applications may be rejected.
- 1.4 YMCA Awards reserves the right to conduct an evaluation meeting with any organisation wishing to have their programmes endorsed and will provide written notice for this activity.
- 1.5 YMCA Awards may request additional information, evidence or clarification at any point during the application review. Failure to provide this within the requested timeframe may delay or prevent approval.
- 1.6 The fees for YMCA Awards Endorsement are available via the [YMCA Awards website](#). These include annual renewal fees for each endorsed programme and a per learner combined registration and certification fee.
- 1.7 Subject to meeting YMCA Awards' requirements the organisation will only receive endorsement for those programmes for which it applied. Formal confirmation of approval will be issued in writing.
- 1.8 The information and evidence supplied in the application forms part of these Terms and Conditions. Organisations must ensure all information submitted is accurate, complete and kept up to date.
- 1.9 If the organisation advertises an endorsed programme for which there has been no formal approval, YMCA Awards reserves the right to withdraw approval for all endorsed programmes.
- 1.10 It is the organisation's responsibility to ensure it is legally entitled to use any specific words, phrases or titles in its programme(s). YMCA Awards endorses programme(s) only against the requirements set out in this document and within the application process. YMCA Awards will not advise on programme titles unless a proposed title conflicts with a YMCA Awards regulated qualification or with YMCA Awards' legal or ethical responsibilities.
- 1.11 Where YMCA Awards identifies a conflict during the initial desk-based review, written feedback will be provided clearly outlining the nature of the conflict and the outcome of the review.
- 1.12 The organisation is responsible for ensuring it holds all necessary intellectual property rights for the resources and materials submitted. YMCA Awards may request evidence of permission to use third-party materials.
- 1.13 The organisation will bear all responsibility for delivery of programmes that have been endorsed by YMCA Awards and for learners undertaking endorsed programmes. YMCA Awards accepts no responsibility for delivery, learner support or financial disputes between the organisation and learners.

- 1.14 Where the subject matter of the endorsed programme requires YMCA Awards to source an external specialist to conduct its review, the review fee might vary from that published. In this case YMCA Awards will confirm the review fee with the organisation before proceeding.
- 1.15 YMCA Awards is not obligated to consider a new application for endorsement where endorsement has previously been rejected or withdrawn from an organisation.
- 1.16 YMCA Awards reserves the right to reject an endorsement application where a perceived or actual conflict is identified with a YMCA Awards regulated qualification or with YMCA Awards' legal or ethical responsibilities.

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## Additional endorsed programmes

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- 1.17 If the organisation wishes to seek endorsement for additional programmes, it must apply by completing a further endorsement application form.
- 1.18 The organisation's application for additional programme endorsement will carry a fee, see [YMCA Awards website](#).

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## Maintaining endorsed status

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- 1.19 The organisation must notify YMCA Awards in advance of any material changes to the endorsed programme, including changes to programme content, delivery model, staffing, assessment methods or key resources. YMCA Awards reserves the right to review any changes before confirming continued endorsement.
- 1.20 The organisation retains YMCA Awards endorsement of the stated programmes based upon its ability to meet the quality assurance guidelines as outlined in these Terms and Conditions and YMCA Awards' annual endorsement review.
- 1.21 The organisation must maintain appropriate internal quality assurance arrangements for the endorsed programme and supply evidence of such arrangements on request.
- 1.22 Endorsed programme approval runs from the beginning to the end of a single calendar year (1<sup>st</sup> January to 31<sup>st</sup> December) and requires renewal thereafter.
- 1.23 YMCA Awards will write to the organisation prior to 31<sup>st</sup> December each year to determine whether the organisation intends to renew their programme endorsement(s).
- 1.24 Where an organisation confirms intention to renew their programme endorsement(s) an annual review will be completed by a YMCA Awards External Quality Assurer (EQA).
- 1.25 The EQA will contact the organisation to confirm the activity to be completed to support annual review and endorsed programme renewal.

This could include:

- Review of learning and assessment resources
- An in person visit to observe teaching and/or assessment activity
- Review of learner registration and tracking evidence
- Review of learner feedback
- Interviews with learners
- Interviews with staff supporting teaching, assessment or quality assurance of the endorsed programme
- Review of internal quality assurance evidence

- 1.26 The EQA will provide the organisation with a copy of their report and where appropriate set actions and recommendations for improvement.
- 1.27 Failure to provide any information requested or address any actions may result in further action being taken by YMCA Awards, this may include withdrawal of endorsement.
- 1.28 If the organisation or the endorsed programmes fall below the required YMCA Awards standards, the endorsed programme risks losing its endorsed status.

**1.29** Organisations that have had endorsement withdrawn for their programme(s) will be required to complete a new application.

**1.30** The organisation must inform YMCA Awards of its intention to withdraw its programme(s) with at least 28 days' notice of the annual renewal date (31<sup>st</sup> December).

**1.31** If an endorsement has been withdrawn the organisation will no longer be entitled to use the YMCA Awards endorsed logo or make reference to YMCA Awards endorsement. The right to register and certificate any further learners with YMCA Awards for the formerly endorsed programme(s) will also be removed.

**1.32** Failure to respond to an official request for information may result in the removal of endorsed status.

**1.33** The organisation is required to keep up-to-date information about the resources supporting the endorsed programme, this includes people (staff) and programme locations (sites). This must be done by keeping staff and site information up-to-date on Y-Connect. Staff and site information can be updated using the new or update staff/site approval forms on Y-Connect.

**1.34** Failure to maintain accurate and up-to-date staff and site information on Y-Connect may result in the withdrawal of endorsement.

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#### **External Quality Assurance (EQA):**

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**1.35** All organisations with endorsed programmes will have annual EQA monitoring.

**1.36** The organisation will be notified in advance of any monitoring activity to enable opportunity to prepare any information requested and ask any questions.

**1.37** For any agreed in person visits, cancellation by the organisation of a visit must be made in writing within 7 days' notice prior to the visit date to avoid incurring a fee.

**1.38** Cancellation of a visit with seven days or less notice will incur a cancellation charge see [YMCA Awards website](#).

**1.39** Consistent failure to comply with YMCA Awards' monitoring requirements will result in the withdrawal of endorsement.

**1.40** YMCA Awards reserves the right to carry out unplanned EQA monitoring of endorsed programmes.

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#### **Fees**

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**1.41** We will invoice the per learner combined registration and certification fee at the point of learner registration request.

**1.42** Annual renewal fees will be payable upon submission of a renewal request. Organisations wishing to maintain endorsed status must confirm their intention to renew each endorsed programme within the first two months of the second quarter of each academic year (November to December). Information about renewal fees can be found: [YMCA Awards website](#)

**1.43** We will charge for all products and/or services we provide in GBP Sterling (£). VAT will be applied where applicable.

**1.44** The organisation must settle invoices within 30 days of the issue date. Where this does not happen, YMCA Awards will be entitled to:

- 1.44.1** charge interest on the outstanding amount at the rate of 4% per year above the Bank of England base rate accruing daily;
- 1.44.2** require advance payment for any services not yet performed;
- 1.44.3** suspend services, withdraw endorsed status, refuse to process further requests, or pass the organisation's details to a debt recovery company.

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## Registration and certification

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**1.39** You must recruit learners with integrity ensuring that – prior to registration with YMCA Awards – learners have:

- been assessed to ensure the programme is suitable and appropriate
- provided you with copies of certificates to meet any prerequisite or entry requirements
- provided you with an original form of photographic ID and a separate proof of address document.

**1.40** We will honour a learner's endorsement registration for a maximum of 12 months unless endorsement has been withdrawn.

**1.41** If a learner does not complete their endorsement within 12 months their registration will expire. We will charge a new registration fee to reactivate expired registrations.

**1.43** Claims for certificates must be submitted to YMCA Awards via the booking form on Y-Connect.

**1.44** We will issue all certificates digitally in line with our published policies and service level agreements. Hard copy certificates are available at additional cost, see our [fee information](#) for further detail.

**1.45** Certificates will not be issued to organisations where there are outstanding payments due.

**1.46** YMCA Awards will not take responsibility for delays in the dispatch of certificates that result from the organisation failing to complete the appropriate claims correctly.

**1.47** YMCA Awards reserves the right to refuse to process claims or requests where there is evidence of misinformation or where the organisation is non-compliant with these Terms and Conditions.

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## Use of the YMCA Awards endorsed logo

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In addition to the terms covered in this document (Registered Trademarks and Logo), the following also apply:

**1.48** Organisations delivering YMCA Awards endorsed programmes may only use the YMCA Awards endorsed logo in respect of those programmes for which YMCA Awards endorsement has been granted.

**1.49** Organisations that have had such programmes endorsed by YMCA Awards must adhere to all guidelines in respect of the use of the YMCA Awards endorsed logo and its name on all co-branded materials.

**1.50** The YMCA Awards endorsed logo may only be used on promotional materials. These can include:

- print and online advertising
- posters/flyers
- brochures
- organisation website

The use of the YMCA Awards endorsed logo beyond these listed materials (e.g. on merchandise or exhibition stands) requires prior permission and approval from YMCA Awards.

**1.51** Any use of the YMCA Awards endorsed logo must conform to the following technical specification:

The YMCA Awards endorsed logo may be used in full colour:



in full colour:  
Blue:  
C: 100 | M: 50 | Y: 0 | K: 0  
R: 0 | G: 114 | B: 188  
#0072BC

or white (on black or dark coloured backgrounds only):



In black (white type)  
C: 0 | M: 0 | Y: 0 | K: 100  
R: 0 | G: 0 | B: 0

- 1.52** Tinted versions of the YMCA Awards endorsed logo must not be used under any circumstances.
- 1.53** The logo should always be surrounded by a clearly defined space to ensure it stands out. The minimum space is 1/3 of the width of the logo (e.g. if logo is used 30mm width, allow 10mm space).
- 1.54** When used in co-branded materials, the YMCA Awards endorsed logo should appear equally weighted in relation to any other logos being used, adhering to the minimum size guidelines.
- 1.55** Misrepresentation by an organisation in respect of a programme may result in withdrawal of endorsed status. YMCA Awards reserves the right to take further action should an organisation be found to be misrepresenting and/or misleading audiences in any of its communications.
- 1.56** These guidelines form part of YMCA Awards terms and conditions for organisations and are equally applicable to all on and offline activities. They are not exhaustive, and YMCA Awards reserves the right to amend them at any time.
- 1.57** YMCA Awards reserves the right to withdraw approval and permission to use the YMCA Awards endorsed logo from an organisation that consistently breaches these conditions.
- 1.58** Failure to renew its endorsed programme(s) renders the organisation's rights to use the YMCA Awards endorsed logo and all associated rights void from date of expiry.