

Centre withdrawal policy

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Policy Authorised by Responsible Officer

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1.0 Introduction

The key role of OTHM is to secure standards for those qualifications we certificate. As part of our commitment to quality assuring standards we aim to provide guidance and support to help Centres and their learners to achieve learning and development goals. We also ensure that any regulatory requirements are met, and in turn we support Centres to meet those requirements.

We review all our policies annually or in response to regulatory changes to ensure that they remain fit for purpose.

2.0 Scope of policy

This policy sets out how OTHM aims to support learners in the event of Centre approval or qualification approval being withdrawn by OTHM.

This policy is aimed at all OTHM stakeholders including learners, Centres, and other parties involved in any aspect of OTHM qualification and endorsed learning provision.

3.0 Centre withdrawal of a qualification

Should a Centre no longer want to offer one of our qualifications, it should ideally provide OTHM with 8 weeks' notice via submitting a qualification withdrawal form to us with details of the withdrawal and rationale and details of any learners that may be affected.

4.0 OTHM withdrawal of Centre approval to offer a qualification

If OTHM decides to withdraw its approval to offer a qualification, we will communicate this decision to the Centre with reasons given.

The Centre will no longer be able to register learners for the qualification and must cease to market the qualification with immediate effect.

OTHM will update the Centre's record upon commencing withdrawal process to reflect the fact the Centre is no longer approved to offer the qualification(s).

The centre will be required to provide a teach out plan for any learners currently registered on the qualification and failing that, OTHM will assist learners to complete their studies through transfer to another approved centre.

5.0 Centres which cease to operate

Centres must provide OTHM with due notice of their plans to cease to operate in line with their Centre Agreement.

In some instances, Centres may cease to operate due to unforeseen circumstances and may have no opportunity to provide OTHM with due notice. In such circumstances once we are informed of the situation (e.g. by a member of staff at, or learners from, the Centre) we will implement the following arrangements where appropriate:

- Upon receipt of the notification, OTHM will be responsible for ensuring that all reasonable steps are taken to protect the interests of any learners currently registered on the qualification(s). This will include:
 - Work with the Centre and/or any learners affected by the withdrawal in order to support the centre to deliver their teach out plan for learners if feasible or;
 - transfer learners – where possible and feasible – to another Centre to enable them to carry on with the qualification(s) they are registered on.
 - If no alternative Centres are available/suitable for any learners affected by the withdrawal, and/or the learners do not wish to carry on with the qualification(s), OTHM will seek to ensure the learners are awarded any units they have achieved to date. The awarding of units will be subject to the learner's work being externally quality assured in accordance with the requirements of the associated qualification specification(s).
 - Notify Ofqual of a potential for a Adverse Event¹

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

6.0 Withdrawal of Centre Approval

Either Centres or OTHM have the right to withdraw Centre Approvals in line with the termination clause of the Centre Agreement. OTHM will work with the Centre to ensure that all registered learners are supported by the centre by providing a teach out plan for learners or transfer to an alternative centre.

7.0 What if learners are unhappy about the situation?

If any learners are unhappy with the situation or with how OTHM may have dealt with the withdrawal they should contact OTHM. If they are still unhappy, they can then take the matter through our complaints arrangements which are outlined in our Complaints and Appeals Policy.

8.0 Regulatory references

Ofqual requires all regulated Awarding Organisations to establish and maintain evidence of their compliance with the General Conditions of Recognition. As part of its ongoing process of compliance, OTHM policies and procedures will reflect the conditions and criteria they address.

¹ Please refer to the OTHM Notification of Adverse Events to Ofqual Policy

This policy addresses the following Ofqual General Conditions of Recognition (GCR).

GCR Reference	GCR section title
C2	Arrangements with Centres
D7	Management of the withdrawal of qualifications

9.0 Useful contacts

For more information on OTHM qualifications and services please visit the website: www.othm.org.uk. Alternatively, call at: +44(0)20 7118 4243 or email at: customerservice@othm.org.uk

2. Version History

Version Number	Date	Comments
3.0	July 2019	—
4.0	March 2025	Review