



The Qualification Hub

Policy, Procedures and Documents

Withdrawal of a qualification at a centre

Version

1.0

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Reviewed By

TQH Board of Directors

thequalificationhub.com |



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Introduction

This document outlines how centres should inform The Qualification Hub (TQH) if they no longer wish to offer one of our qualifications.

It also details how The Qualification Hub will manage the withdrawal in order to protect the interests of any learners currently registered on the qualification(s) – these arrangements will also apply should The Qualification Hub remove a centre's approval to offer a qualification in accordance with the arrangements outlined in our sanctions policy.

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

Centre's responsibility

We suggest that your staff involved in the management of our qualifications, and your learners, are aware of the contents of the policy.

Review arrangements

TQH reviews the process and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.

If you would like to feedback any views please contact us via the details provided below.

Withdrawal notice and process

Should a centre wish to no longer offer one of our qualifications, it should ideally provide The Qualification Hub with a minimum of 8 weeks' notice with details of the withdrawal and rationale and details of any learners that may be affected.

If The Qualification Hub decides to sanction a centre and withdraw its approval to offer a qualification we will do so in accordance with our Sanctions Policy and will communicate this decision to the centre in accordance with the arrangements outlined in the Sanctions Policy and in doing so outline how any learners will be affected and /or supported.



In some instances, centres may cease to operate due to financial circumstances and may have no opportunity to provide The Qualification Hub 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.

TQH Withdrawal Arrangements

Upon receipt of the notification, the Head of Quality Assurance will be responsible for taking the request forward and for ensuring that we take all reasonable steps to protect the interests of any learners currently registered on the qualification(s). For example, and where relevant to the situation:

- Work with the centre and agree a plan to manage any remaining active learners to help them complete the Qualification and/or as many components as possible before the centre stops delivery.
- Work with the centre and/or any learners affected by the withdrawal in order to transfer them – 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), TQH will seek to ensure the learners are certificated and/or receive a transcript which confirms their achievement for any units they have completed to date 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 achievements.
- Update the centre's record in The Hub to prevent further registrations whilst any withdrawal and is being managed and then again upon activation of the withdrawal to reflect the fact the centre is no longer approved to offer the qualification(s)

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

What if learners are unhappy with the situation?

If any learners are unhappy with the situation or with how The Qualification Hub may have dealt with the withdrawal, they should contact The Responsible Officer.

The Responsible Officer will review the matter independently in accordance with TQH governance arrangements and Ofqual's General Conditions of Recognition.



Withdrawal of a Qualification Policy Summary

This policy explains how centres should notify The Qualification Hub (TQH) if they decide to stop offering one of our qualifications, and how TQH will manage the process to protect learners' interests.

Centres are expected to provide a minimum of eight weeks' notice, and TQH will work with them to support affected learners through completion, transfer, or certification. The Head of Quality Assurance oversees the withdrawal process and ensures all parties are kept informed. If learners are dissatisfied with how the withdrawal has been managed, they may contact the Responsible Officer for an independent review.



TQH's Withdrawal of a Qualification Framework

1	Centre notifies TQH The centre informs TQH with at least 8 weeks' notice.
2	Acknowledgement and initial review by Head of QA The Head of QA acknowledges and reviews the notification.
3	Learner protection actions The Head of Quality Assurance, with support from the Lead EQA, will take all reasonable steps to protect learners' interests
4	Communication and record updates The centre's record in The Hub will be updated to prevent new registrations and later amended to show that approval has been withdrawn
5	Learner concerns and escalation Learner concerns are addressed and escalated if necessary.
6	Policy review The policy is reviewed annually by TQH.

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Contact us

If you have any queries about this policy, please contact the Head of Quality Assurance via qualityassurance@thequalificationhub.com

