

RoSPA

Centre & Qualification

Withdrawal Policy

2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	Centres, Learners
Legislation and Regulation	Ofqual GCoR
Formally endorsed by	Chief Financial Officer
Version	10
Last Update	August 2025
Next Review	August 2026
Date effective from	1 October, 2025

1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

2. Introduction

Purpose of this policy is to outline RoSPA procedures and conditions for Centre and Qualification Withdrawal. This ensures transparency, fairness, and consistency in the application of the policy.

3. Definitions

- OFQUAL General Conditions of Recognition - GCoR

4. Policy statement

This policy applies to Centres delivering qualifications and Learners registered on qualifications. There are two components to withdrawal: a Recognised Centre ceasing to offer RoSPA Qualification(s) and the removal of recognition by RoSPA, from a Recognised Centre.

Policy

Centre's responsibility

We advise that your staff, who are involved in the management of our qualifications, and your Learners, are made aware of the contents of this policy.

Withdrawal process for a qualification (voluntary or compulsory)

A Centre may opt to no longer offer one or more of RoSPA's qualifications (voluntary) **or**

RoSPA may withdraw its approval (recognition) for a Centre to offer one or more qualifications.

Voluntary

Should a Centre wish to no longer offer one of our qualifications, the Head of Centre must inform us in writing within **12 weeks'** giving notice of their intention and provide the following details:

- Rationale for the reason
- Timescales
- Details of any Learners that may be affected
- How they will ensure Learners will complete their qualification.

The notification should be sent to qualifications@rospa.com

The External Quality Assurer (EQA) appointed to your Centre will monitor and ensure that any actions are completed in a timely fashion and that the interests of Learners are protected.

Compulsory

Withdrawal of a qualification may be due to:

- Qualification lifecycle ending
- Low/no Learner registrations
- The Centre has warranted a sanction due to non-compliance, (withdrawal being one of the higher sanctions in any of these cases). Centres affected will be informed directly by the Responsible Officer.

If RoSPA decides to sanction a Centre and withdraw its approval to offer qualification(s), we will do so in accordance with our **Sanctions Policy**, which is available from the Qualifications Management System (QMS).

We will communicate this decision to the Centre in accordance with the arrangements outlined in the Sanctions Policy. If RoSPA withdraws a qualification, the Responsible Officer will inform the Qualifications Regulator, in our case Ofqual. We will produce a withdrawal plan in line with the requirements set out by Ofqual. This plan will include how Learners will be protected and provide information to Learners and purchasers.

As outlined in the Centre Agreement, the Centre is required to co-operate fully with RoSPA during the withdrawal phase to protect the interests of Learners, including if the withdrawal is not voluntary on its part.

The Responsible Officer and Qualification Portfolio Manager will be responsible for producing a written withdrawal plan to ensure that both the Centre and RoSPA take all reasonable steps to protect the interests of all Learners currently registered on the qualification(s).

If the Centre has active registered Learners, a Centre visit maybe carried out to ensure that:

- All currently registered Learners can be certificated for their achievements to date
- The Centre has made suitable provision to allow registered Learners to continue their studies. (This may include offering the qualification through another awarding organisation and / or transferring the Learners to another registered Centre.

NB: We understand that, in some instances, Centres may cease to operate due to financial circumstances and may be unable to provide RoSPA with due notice. In such circumstances, once we are informed of the situation by another party, we will implement the withdrawal arrangements as appropriate.

Voluntary or compulsory removal of Centre Recognition

A Centre may make a voluntary decision or RoSPA may decide to remove the approval of the Centre. If a Centre decides to terminate their Centre Recognition the Centre should inform us immediately in writing of its intention to withdraw from being a RoSPA Recognised Centre. This notification should be sent to qualifications@rospa.com

Following a malpractice / maladministration incident / investigation, RoSPA will carry out a risk review of the Centre, this may conclude that we will no longer work with the Centre, due to a risk to the integrity of our qualification(s). The final decision to withdraw recognition will be made by our Responsible Officer and will be formally communicated to the Centre.

Whether the withdrawal of qualification or Centre approval is voluntary or compulsory, the Centre must pay all outstanding fees for Learner registration and certification, centre recognition, qualifications approval, verification visits, appeals or any other costs before the withdrawal of Centre Recognition can be completed. Should a Centre not be able to protect the interests of its Learners registered on a RoSPA qualification(s), we will make all efforts to ensure that those Learners can complete their qualification(s), either with another Centre or awarding organisation.

RoSPA will take all reasonable steps to protect the interests of any Learners currently registered on the qualification(s) and always seek to ensure that all parties affected by the withdrawal are kept appropriately informed.

What if Learners are unhappy with the situation?

If any Learners are unhappy with the situation, or with how RoSPA have dealt with the withdrawal, they should contact us using the details below.

If they are still unhappy, they can escalate the matter through our complaints process which is outlined in our Complaints Policy, which is available from the QMS or <https://www.rosa.com/Qualifications/Policies.aspx>

5. Responsibility and review

We will review and update this policy annually and revise it on an ad hoc basis, in response to customer and Learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.

Contact us

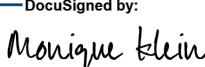
- Telephone RoSPA on 0121 248 2115
- Email us at qualifications@rosa.com
- Or write to us at:
RoSPA
RoSPA House
28 Calthorpe Road
Birmingham
B15 1RP

6. Evidence

Effectiveness of this policy will be measured through ongoing monitoring of the Centre, data collected and trends. This will include information on malpractice and maladministration. RoSPA will undertake regular reviews of our qualifications.

Approved by:

Name: Monique Klein Date: 1/29/2026

DocuSigned by:

Monique Klein
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Appendix 1 related documents

Document Title	Relationship to this policy
RoSQual Malpractice & Maladministration Policy	Risk review conducted to ensure integrity of qualifications linked to malpractice
RoSQual Sanctions Policy	Penalties that could be applied by RoSQual for malpractice
RoSQual Complaints Policy	Learners' complaints procedure if unhappy with qualification withdrawal and its impact
Ofqual GCoR D4	Compliance with Ofqual's condition D4, responding to complaints
Ofqual GCoR D6	Compliance with Ofqual's condition D6, management of the withdrawal of qualification https://www.gov.uk/search/all?manual%5B%5D=%2Fguidance%2Fofqual-handbook

Appendix II document provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
August 31, 2025	Policy review	New email address for enquiries.	Updated email address for qualification enquiries		
August 31, 2025	Policy review	Qualifications Portfolio Manager instead of EQA to prepare withdrawal plan.	Updated roles and responsibilities		