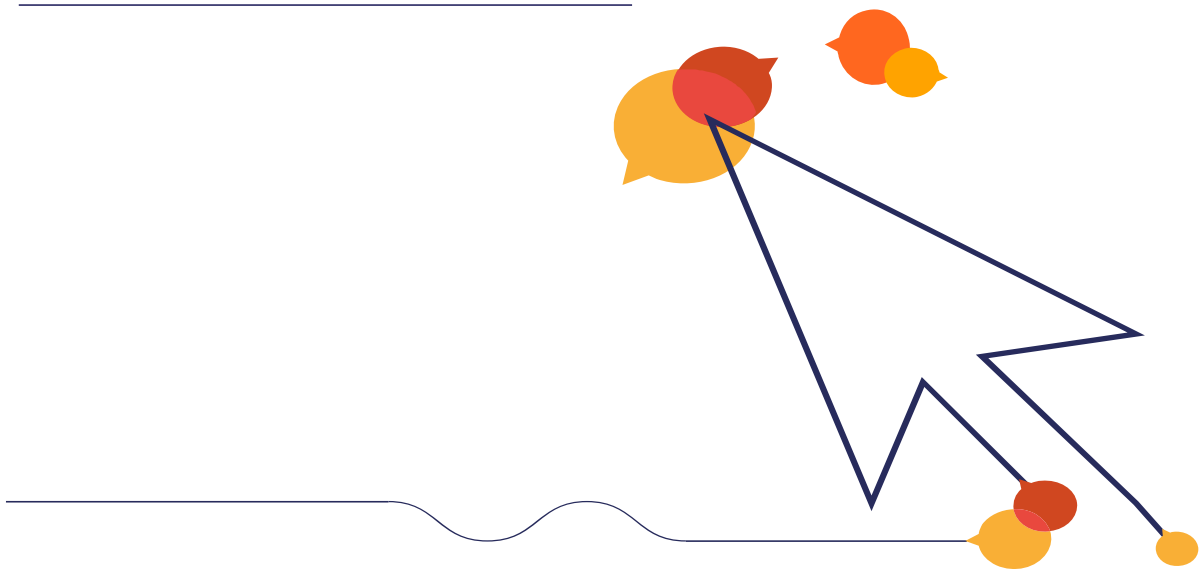




accidents don't have to happen



# RoSPA

# Centre Closure Policy

# 2025

Policy Owner	RoSPA
Policy Lead	Head of Qualifications
Audience	RoSPA, Ofqual
Legislation and Regulation	Ofqual GCoR C2.3, C2.4
Formally endorsed by	Chief Financial Officer
Version	2
Last Update	August 2025
Next Review	August 2026
Date effective from	October 1, 2025



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## 1. Guidance

This policy should be read and implemented by all recognised Centres and RoSPA staff involved in all aspects of the awarding organisation's functions.

## 2. Introduction

The purpose of this policy is to outline the actions to be taken by Centres and RoSPA in the event of the sudden closure of a Centre, for example due to administration or liquidation. It applies to all UK and International centres offering our qualifications.

## 3. Definitions

- Qualification Management System – QMS
- External Quality Assurance – EQA
- Ofqual General Conditions of Recognition - GCoR

## 4. Policy statement

This policy is for all Centres delivering qualifications that may be going into administration or closing to Learners, for other reasons. The policy aims to protect the interest of Learners who are registered on our qualifications.

### Policy

#### When Centres are about to close, they must:

**4.1** Contact/notify RoSPA immediately if they are about to go into administration or liquidation

**4.2** Safeguard Learner records, including assessment records, and Learner work so it can be provided to RoSPA on request, by the Centre or the Centre administrator/liquidator

**4.3** Update Learner records on the Qualification Management System (QMS) regularly by claiming Learners' certificates after any external quality assurance (EQA) activity

**4.4** Collate Learner contact information which may be needed by RoSPA to enable the issuing of certificates and to provide support for displaced Learners

**4.5** Arrange for any certificates that are due to be issued to Learners to be safeguarded within our QMS

**4.6** Contact any funding agency (if appropriate) providing details of Learners and where Learner work is stored, for example on Centres' own secure systems or on the RoSPA QMS

**4.7** Centres should include a message on their website and/or out-of-office email messages confirming that any Learners with queries (after the Centre ceases to operate) about RoSPA's qualifications should contact RoSPA directly by email: [qualifications@rospa.com](mailto:qualifications@rospa.com)

#### If a Centre closes permanently, RoSPA will take all reasonable steps to support affected Learners. This may include:

**4.8** Certification (free of charge) for Learners for whom certification was granted following any EQA activities

**4.9** Arranging the external quality assurance of Learners who have completed a qualification, but certificates have not been released

**4.10** Supporting Learners who have not yet completed a qualification to transfer to another RoSPA Centre or awarding organisation to complete the qualification (this will include transferring credit if applicable).



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**4.11** Replacement certificates (free of charge) for Learners who had not received a certificate while the Centre was still open and had made reasonable attempts to obtain a certificate before the Centre closed (we may ask to see evidence that attempts were made to obtain a certificate).

**4.12** We will contact the liquidator or administrator where applicable to work with them to support these cases. Where Centres are in a state of insolvency, we would require records to be submitted within three months.

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@rospa.com](mailto:qualifications@rospa.com)
- Or write to us at:  
RoSPA  
RoSPA House  
28 Calthorpe Road  
Birmingham  
B15 1RP

#### 5. Responsibility and review

The Responsible Officer will have overall responsibility for this policy and will ensure we formally review it at least once per year as part of our annual self-evaluation arrangements. However, all policies will be frequently monitored and may be reviewed more frequently in light of operational feedback to ensure our arrangements for closing Centres remain effective.

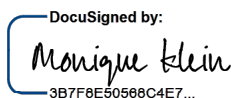
#### 6. Evidence

Implementation of this policy will be measured against Centre data from the Qualification Management System or notification of closure from the Centre or other external source.

Approved By (Job Title)

Name: Monique Klein

Date: 1/29/2026

DocuSigned by:  
  
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#### Appendix 1 Related Documents

Document Title	Relationship to this policy
Business Continuity Plan 2025	Business continuity due to Centre closure
Centre & Qualification Withdrawal Policy 2025	Centre and Qualification Withdrawal Plan due to Centre closure

Appendix II Document Provenance

Date endorsed	Category	Summarise changes made	Reason change for	Consulted	Changes endorsed by
03/12/2024	New Policy				
August 31, 2025	Policy Review	Change of email address for RoSPA	Updated enquiries email address		