

Qualification Withdrawal Policy

Introduction

This document outlines how centres should inform MTB Exams if they no longer wish to offer one of our qualifications.

It also details how MTB Exams 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 MTB Exams remove a centre's approval to offer a qualification in accordance with the arrangements outlined in our sanctions policy.

The term 'centre' used in this policy should be taken to mean and apply to MTB registered centres.

Centre's responsibility

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

Review arrangements

We will review the process and its associated procedures regularly 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 MTB Exams with as much notice as possible with details of the withdrawal and

rationale and details of any learners that may be affected.

If MTB Exams 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.

In some instances, centres may cease to operate due to financial circumstances and may have no opportunity to provide the MTB Exams 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.

What we will do next

Upon receipt of the notification the MTB Exams Administration Team 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, they will:

- 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), they will seek to ensure the learners are certificated for any qualifications they have completed to date. If relevant, certificates would be issued to learners 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 identity and the qualifications they were registered on.
- Update the centre's record upon activation of the withdrawal to reflect the fact the centre is no longer approved to offer the qualification(s)

At all times the MTB Exams Administration Team 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 MTB Exams may have dealt with the withdrawal they should take the matter through our Complaints arrangements which are outlined in our Complaints Policy.

Contact us

If you have any queries about any aspect of this process, please contact the MTB Exams administrator on Tel: +44 (0) 208 1450631 or email: enquiries@mtbexams.com