



## Policies and Procedures

Operations Department

### Withdrawal Policy and Procedure

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|------------------------|-----------------|---------------------|------------------------|
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## Withdrawal Policy and Procedure

### 1. Principles

Future Focus have in place procedures should either a qualification be withdrawn by either Future Focus or the accrediting body. In addition to this we have a procedure in place for learner withdrawal.

### 2. Withdrawal of Qualification and Procedure

Future Focus will take all reasonable steps to protect the interests of learners in the case of such a withdrawal. This will include taking all necessary steps to prevent centre or qualification approval from being withdrawn. We ensure full cooperation with the Awarding Body in cases where either the centre or the Awarding Body decides it needs to withdraw the centre from its role in delivering a qualification. This co-operation will be provided whether the withdrawal is voluntary or via the application of sanctions.

Future Focus takes reasonable steps to protect the interests of learners in the case of a withdrawal of a qualification from the centre to include:

- i. If withdrawal has been attributed to one Assessor only, then an alternative Assessor will be allocated to allow the learner to complete their qualification
- ii. If qualification approval has been withdrawn from one centre only then learners would be transferred to another centre to complete their qualification
- iii. If centre approval has been withdrawn, then learners would be transferred to a centre within the organisation to complete their qualification.

### 3. Withdrawal of Students Procedure

Future Focus aims to ensure that all of its learners receive the best possible information advice and guidance so that they are able to enrol on the best possible course for them and for their needs. In addition the service aims to ensure that the learner's experience, when on their chosen course, is of the highest level. However there will always be circumstances where a learner will wish to leave their chosen course, whether due to changes in personal circumstances, changes in personal ambitions or changes in the requirements of the skills needed to achieve learners' goals.

Future Focus recognises that people choose different courses for different reasons and that they may choose to leave those courses for different reasons. Therefore it would be ideal to treat every learner individually.

During a course where it is decided to leave, learners are asked to complete a withdrawal form. The form may be posted to the learner, given to the learner in person with a request for the learner to return the form, or the learner could be asked to complete the form before they leave.

All tutors should inform learners of how they can contact them, or the delivery organisation, in the event that they are going to be absent, so as to minimize unexplained absences. All tutors should make every effort to contact learners following an unexplained absence and should have made this practice clear to the learners.

There are 4 distinct details associated with a learner withdrawal:

1. A withdrawal procedure should inform all relevant MI (Management Information) systems of the learner's withdrawal.

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## Quality Assurance Policies and Procedures

2. There should be the attempt to find out why the learner withdrew
3. There should be an attempt to track down the learner should they have withdrawn without the previous stage
4. There should be an attempt to integrate the withdrawn learner into any learner satisfaction systems, which in turn should give the learner an opportunity to explain what the service, provider or tutor could have done better.