# CENTRE CLOSURE AND AWARDING BODY APPROVAL WITHDRAWAL POLICY

This policy would apply if Alex D&D Training made the decision to withdraw from delivering regulated qualifications or merge with another training provider. The policy also sets out what Alex D&D Training must do in the event an awarding Body decides to withdraw a regulated qualification, Centre approval and we have to cease to register learners.

**Centre Closure Process**

It is a requirement as an approved Centre that we have a process in place to support learners should we decide to withdraw from delivering any regulated qualifications. In the unlikely event that we cease trading or withdraw from delivering regulated qualifications, we would advise all relevant awarding bodies in writing as soon as possible.

This written confirmation should include:

- The date we proposes to close or withdraw from delivering the regulated qualifications
- Details of the arrangements that will be in place for registered learners that have not yet completed. This should include any transitional arrangements
- Details of the arrangements in place for learner portfolios, learner records, internal verification/quality assurance records and assessment records
    - To be stored securely
    - To be passed to the relevant awarding body or,
    - Passed to another training provider for learners to continue their studies including how data protection requirements will be addressed.

It is our responsibility to protect the interests of our learners to continue to progress through their planned qualification and will need to provide details to the relevant awarding body of how this will be done through the arrangements we put in place.

If we were to enter into administration, insolvency or liquidation proceedings we must provide the same written confirmation as detailed above. In addition to this we must provide details of the third party that will be dealing with the Centre affairs. This includes any liquidator, administrator, administrative receiver or authorised insolvency practitioner that is appointed.

In order to support registered learners to continue their qualification at another training provider, it may necessary for an awarding body to request contact details for registered learners from the Centre or appointed third party. This is to enable the awarding body to comply with data protection requirement by gaining written permission from the learners to transfer their achievement history and registration to a third party.

**Centre Mergers**

In the unlikely event that Alex D&D Training were to merge with another training provider, the Centre that retains the governance and management of the contractual arrangements would contact with the relevant awarding body to discuss the merger before it has taken place.

We would set out in writing the transitional arrangements that will be in place whilst the merger is facilitated including:

- A communication plan to learners about the merger including any data protection arrangements required for the transfer of registration to the governing centre
- Any new qualification approval requirements it will have
- Reporting results and certification
- Quality assurance arrangements including staff resources for assessment and internal quality assurance and any additional centre contacts
- Financial arrangements.

**Qualification Withdrawal by an awarding body**

If a qualification is being withdrawn by a regulated awarding body, they should give Alex D&D Training adequate notice to ensure that learner's interests are protected. In some cases, an awarding organisation may redevelop a qualification to ensure that it remains current and fit for purpose and a replacement qualification launched. In some cases, an awarding organisation may withdraw a qualification without a replacement being launched. In all cases, the awarding organisation has a duty to ensure that it keeps centres informed of its intentions in relation to a qualification it offers

## Continuity Plan

The scope of this plan is to consider potential incidents that will have a significant impact on the operation of the Alex D&D Training following a major crisis or disaster. The plan is limited to the immediate and short term management and operational issues resulting from an emergency or major incident.

The main aims of this plan and the emergency escalation procedures are:

- To avert, or minimise the effects of an emergency or major incident
- Prevent or limit the loss of life or injury
- Minimise or limit the damage to the training centre and its assets
- To minimise disruption to learning programmes
- To provide a framework for response
- To provide guidance for planning the return to operational activities as soon as practicable

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An emergency is any event that causes, or has the potential to cause, injury, loss of life, damage to physical or digital property or significant business disruption to the learning, training and assessment of learners.

A major incident is defined as an unplanned event which immediately put parts of Alex D&D Trainings assets or business activities at risk

Our organisation may be disrupted due to events outside of our control, which will require closure for part of a day or more. Such events could include:

- Power failure
- Water failure
- Failure of Heating Services
- Severe snow or other hazardous weather conditions
- Serious Security risk
- Serious health and safety risk
- Cyber attack
- Data breach
- Finance and process breakdown
- Fire
- Evacuation due to a nearby incident
- Medical emergency

The nature of the emergency or incident will determine whether full closure is required. In the event of a planned closure, learners and their employers will be notified in advance with reasons given and an expected re-opening date. Although we acknowledge the closure of the whole organisation is unlikely due to our remote delivery and home based delivery staff.

In the event of a major emergency/incident requiring the Head Office to be closed, learners and staff will assemble at the primary assembly points clearly indicated on the exterior of the building. All learners will be informed via email when we expect the Head Office to be open.

To avoid any data loss, in line with all our policy's, electronic back-ups are created in hard copy on site and backed up each day, as well as soft copies being retained in our Dropbox Vault online.

In the event of any loss of phone communication within Alex D&D Training, Head Office Staff hold emergency contact phone numbers including the normal landline 03301136691.

To avoid disruption to our services we have a number of different communication methods available. Land lines, mobile phones, Zoom calls, emails and written letters.

This policy is reviewed

annually next review: 30 Nov

2026