



LEARNER PROTECTION AND QUALIFICATION WITHDRAWAL POLICY

Policy reference UKV-QA-04 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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Version	3.0
Status	Updated
Effective date	1 October 2026
Next review	September 2027
Policy owner	Principal
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	1 October 2026

Learner Protection and Qualification Withdrawal Policy

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

Document control

Title	Learner Protection and Qualification Withdrawal Policy
Reference	UKV-QA-04
Version	3.0
Status	Updated
Effective date	1 October 2026
Next review	September 2027 (annual), or earlier if required
Owner	Principal
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	1 October 2026
Applies to	All UK Versity applicants and learners on regulated qualifications, and staff involved in delivery, registration, certification and finance
Supersedes	Qualification Withdrawal Policy (QA-0714 / QA-07)
Summary	Sets out how UK Versity protects learners if a qualification is withdrawn, a course closes, centre approval is lost or UK Versity stops trading.

Compliance mapping

BAC College Scheme 2023 standards	1.6; 18.1
UK Quality Code 2024 (voluntary)	Principles 7, 8
OfS conditions (benchmark only; not OfS registered)	C3, C5 (benchmark)
Awarding organisations	ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct
Legislation and regulation	Consumer Rights Act 2015; Digital Markets, Competition and Consumers Act 2024 Part 4; UK GDPR and Data Protection Act 2018; Ofqual General Conditions of Recognition

Version history

Version	Date	Change
1.0	November 2014	First issue as Qualification Withdrawal Policy (QA-0714)
3.0	October 2026	Full rebuild: extended to course closure, loss of centre approval and ceasing to trade; teach-out, transfer, refund and notice commitments; record transfer; OfS C3/C5 benchmark; BAC/QAA/OfS mapping and version control

1. Purpose

Learners invest time and money in their qualification. This policy sets out what UK Versity Online Limited (trading as UK Versity) will do to protect them if UK Versity cannot continue to deliver their course as planned. It is UK Versity's student protection statement.

UK Versity is not registered with the Office for Students (OfS). It uses OfS conditions C3 (student protection) and C5 (treating students fairly) as voluntary good-practice benchmarks.

2. Scope

This policy applies to all applicants and learners on qualifications from ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE.

It covers four situations:

1. an awarding organisation withdraws a qualification or unit;
2. UK Versity decides to stop offering a course;
3. UK Versity loses, or has suspended, its approval to deliver a qualification or its approval as a centre with an awarding organisation;
4. UK Versity ceases to trade.

Shorter disruptions (system outages, staff absence, exam day incidents) are dealt with in the Business Continuity, Contingency and Disaster Recovery Policy (UKV-QA-03).

3. Definitions

- **Teach-out:** continuing to teach, assess and certificate current learners until they complete, after a decision to close or withdraw.
- **Last registration date:** the last date an awarding organisation accepts new learner registrations for a qualification.
- **Last certification date:** the last date an awarding organisation accepts certification claims for a qualification.
- **Transfer:** moving a learner, with their achievements and records, to a replacement qualification or to another approved centre.
- **Unit certification:** certification of units already achieved, where the awarding organisation allows it (sometimes called a unit certificate or partial achievement).

4. Policy statement and commitments

UK Versity will:

1. assess the risk to learners of each qualification at least once a year and act early where risk is rising;
2. never enrol a learner on a qualification they cannot reasonably complete before its last certification date;
3. tell affected learners in writing, promptly, about any withdrawal or closure and what it means for them;
4. teach out current learners wherever possible;

5. where teach-out is not possible, help learners transfer to a replacement qualification or another approved centre, with their achievements;
6. make sure every achieved unit is claimed and certificated where the awarding organisation allows;
7. refund fees for teaching and assessment that will not be delivered, in line with the Fees, Payment, Cancellation and Refund Policy (UKV-QA-08);
8. meet the awarding organisations' requirements to protect learners if approval is withdrawn, including any reasonable costs learners would otherwise face;
9. keep or transfer learner records securely so learners can always prove what they have achieved.

No learner will be disadvantaged for asking questions about, or complaining about, the way this policy is applied.

5. Risk assessment

The Senior Management Team reviews every qualification each year as part of the self-assessment and business planning cycle. The review considers learner numbers, achievement and certification rates, awarding organisation notices, EQA reports, staffing, financial viability and regulatory changes. Each qualification is rated low, medium or high risk of closure or disruption. For medium and high risk qualifications, the Principal agrees mitigating actions, which may include stopping recruitment early. Results are reported to the Academic Board.

6. Awarding organisation withdraws a qualification

1. The Registrar logs the awarding organisation's withdrawal notice, including the last registration date and last certification date, and informs the Principal and Quality Manager within 2 working days.
2. The Centre Coordinator removes the qualification from recruitment for any applicant who could not complete before the last certification date, and from marketing in line with UKV-QA-02 within 5 working days.
3. Within 10 working days of the notice, UK Versity writes to every affected learner and applicant, explaining the dates, the options and the support available.
4. The Course Coordinator and Tutor Coordinator agree an individual completion plan with each current learner that allows them to finish before the last certification date, with extra tutor support where needed.
5. Where the awarding organisation provides a replacement qualification, UK Versity explains the transfer options and any credit that can be carried across.
6. The Registrar monitors every learner against the completion plan and makes certification claims, including unit certification for anyone unable to finish, before the last certification date.

7. UK Versity stops offering a course

A decision to stop offering a course is made by the Principal on the recommendation of the Senior Management Team, recorded in the minutes and reported to the Academic Board.

1. Recruitment stops on the date of the decision. Applicants who have not yet enrolled are told within 5 working days and given the choice of an alternative course or a full refund of any money paid.
2. Enrolled learners are told in writing within 10 working days of the decision.
3. UK Versity teaches out all enrolled learners to the end of their registration period. It will not end teaching or assessment for any enrolled learner earlier than this unless the learner agrees in writing to transfer.
4. The awarding organisation is notified in writing.

5. Tutors, internal quality assurance and learner support continue at the normal standard until the last learner completes or transfers.

8. Loss or suspension of centre approval

If an awarding organisation suspends or withdraws UK Versity's approval for a qualification, or as a centre, the Principal convenes the Incident Management Team under UKV-QA-03 and:

1. notifies all affected learners within 5 working days of the decision, explaining its effect on registrations, assessment and certification;
2. works with the awarding organisation on its instructions for current learners, which may include a supervised teach-out or transfer to another approved centre;
3. identifies with the awarding organisation other approved centres able to accept learners, and passes each learner's records and achievements to the receiving centre with the learner's agreement;
4. claims certification for all units achieved and verified before the suspension or withdrawal, where the awarding organisation permits;
5. refunds fees for teaching and assessment that UK Versity can no longer provide, under UKV-QA-08;
6. meets any unreasonable financial burden placed on affected learners as a result, as the Ascentis Centre Agreement (April 2026) requires for Ascentis learners, and applies the same commitment to learners of every awarding organisation.

UK Versity may appeal a sanction under the awarding organisation's own procedure. An appeal does not delay the steps above where learners would otherwise be put at risk.

9. UK Versity ceases to trade

If the Senior Management Team concludes that UK Versity may not be able to continue trading, the Principal will:

1. notify every awarding organisation and BAC immediately;
2. stop taking new enrolments and payments for courses that may not be delivered;
3. prioritise completion of assessment, internal quality assurance and certification claims for learners who are close to finishing;
4. work with the awarding organisations to arrange transfer of remaining learners to other approved centres;
5. give every learner written information about the status of their registration, the units they have achieved, how certificates will be issued, alternative providers and how to claim refunds;
6. transfer learner and assessment records securely to the awarding organisation, the receiving centre or a named custodian, so that records remain available for the retention periods in UKV-QA-29.

The Financial Controller reports to the Senior Management Team at least annually on the financial resources available to meet the commitments in this policy.

10. Notice to learners

Every notice under sections 6 to 9 is sent by email and made available on Moodle, is recorded on the learner's file, and includes:

- what has happened and why;
- which qualification and cohort are affected;

- the key dates (last registration, last certification, last date of teaching);
- the options available to the learner and any deadline for choosing;
- the effect on fees and how to request a refund;
- who to contact at UK Versity (admin@ukversity.co.uk, 0161 273 4745);
- how to complain (UKV-QA-24).

Learners are offered an individual online meeting with the Course Coordinator to discuss their options. Information is available in accessible formats on request.

11. Refunds and fees

Refunds are calculated under UKV-QA-08. In any situation covered by this policy, a learner is not charged for teaching, assessment or certification that UK Versity does not provide. Where a learner transfers to another centre, UK Versity refunds the fees for undelivered units and, where the awarding organisation requires, meets the reasonable extra costs of completion. For OTHM learners, UK Versity does not defer registration or withhold certification because an instalment is outstanding (OTHM Learner Registration and Certification Policy v3.0, 12 August 2026, s.7.1).

12. Record transfer and retention

- The Registrar keeps up-to-date records of every learner's registration, units achieved, assessment decisions and internal quality assurance, so that achievements can be claimed or transferred at short notice.
- Records are transferred only through secure channels, with the learner's knowledge and in line with UK GDPR.
- Learners can ask for a copy of their record of achievement at any time, free of charge, by writing to admin@ukversity.co.uk.
- Communications and decisions made under this policy are kept for at least 6 years.

13. Roles and responsibilities

Role	Responsibility
Principal and Director of Education	Owns this policy; decides course closures; leads the response to loss of approval or ceasing to trade; notifies awarding organisations and BAC
Senior Management Team	Annual qualification risk review; financial monitoring; recommends closures
Quality Manager	Maintains assessment and IQA standards during teach-out; supports transfers of assessment evidence
Registrar	Logs awarding organisation notices; certification claims and unit certification; record transfer
Course Coordinator	Individual completion plans; learner meetings; Moodle notices
Tutor Coordinator	Tutor cover and extra support during teach-out
Financial Controller	Refunds under UKV-QA-08; reports on financial resources
Centre Coordinator	Removes affected courses from marketing; maintains the communications log

14. Awarding organisation requirements

AO	Requirement / escalation route	Source document
Ascentis	If centre approval is withdrawn, the centre meets any unreasonable financial burden on affected learners; learners are registered and certificated in accordance with applicable timescales	Ascentis Centre Agreement, April 2026 (clause 8.4.2)
NCFE	Centre protects the interests of registered learners if approval is withdrawn and cooperates with NCFE arrangements; learners automatically withdrawn 36 months after registration	NCFE Centre Agreement; NCFE Registration Policy EUC-001 v1.2, 13 April 2026
OTHM	Registration and certification not deferred or withheld because an instalment is outstanding	OTHM Learner Registration and Certification Policy v3.0, 12 August 2026, s.7.1
ATHE and IFA Direct	Follow ATHE's published withdrawal dates; certification claims made through the ATHE system after checking against assessment records	ATHE centre agreement and qualification withdrawal notices
Pearson	Follow Pearson's published last registration and certification dates; Pearson BTEC Higher Nationals also covered by the Pearson HN suite	Pearson Qualifications Information Manual 2026/27

15. Related policies and legislation

- UKV-QA-02 Public Information, Marketing and Agents Policy
- UKV-QA-03 Business Continuity, Contingency and Disaster Recovery Policy
- UKV-QA-07 Registration and Certification Policy
- UKV-QA-08 Fees, Payment, Cancellation and Refund Policy
- UKV-QA-09 Learner Terms and Conditions (Contract of Study)
- UKV-QA-24 Complaints Policy and Procedure
- UKV-QA-29 Data Protection and Records Retention Policy
- Consumer Rights Act 2015
- Digital Markets, Competition and Consumers Act 2024, Part 4
- UK GDPR and Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025
- Ofqual General Conditions of Recognition
- BAC College Scheme 2023, standards 1.6 and 18.1
- QAA UK Quality Code for Higher Education (2024), Principles 7 and 8
- OfS conditions C3 and C5, used as voluntary benchmarks only

16. Monitoring and review

The Principal reports to the Academic Board each year on the qualification risk review, any withdrawals or closures, the number of learners affected, how many completed, transferred or received unit certification, and any refunds made. The Quality Manager checks a sample of completion plans during any teach-out.

This policy is reviewed at least annually, and earlier if legislation, awarding organisation requirements, BAC standards, an EQA or inspection action, or a significant incident requires it. Records are kept as set out in section 12 and UKV-QA-29.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by (policy owner)	Principal	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027