

Removal/Suspension of Centre or Qualification Approval Policy

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Removal/Suspension of Centre or Qualification Approval Policy

1.0 Scope

This policy is for centres approved by WJEC and learners who are affected by WJEC-approved centres either having their approval removed/suspended, or closing. The policy sets out the reasons why a centre may have its centre or qualification approval status removed or suspended. It also explains how we will support learners where approval is removed/suspended, including in cases where the centre has closed or gone into administration.

This policy is to be read alongside [WJEC's General Conditions for Approved Centres](#) and [WJEC's Terms of Business](#).

This policy applies to all centres approved with WJEC.

2.0 Reasons for Removing/Suspending Centre or Qualification Approval

WJEC's General Conditions for Registered Centres and WJEC's Terms of Business set the conditions under which removal/suspension of centre or qualification approval may occur.

WJEC is entitled to withdraw approval as a result of one (or more) of the following:

- centre request
- failure to make entries for a period of two years (inactivity)
- failure to pay WJEC's invoices within the required timeframe or financial checks demonstrate risk to learners
- failure to comply with the relevant JCQ regulations and/or WJEC requirements
- breach of WJEC's General Conditions or Terms of Business

The decision to withdraw or suspend approval is taken by relevant WJEC senior staff as outlined in sections 2.1-2.5 and in all cases will be communicated in writing as set out in each section.

WJEC's General Conditions for Centres states that WJEC may notify other Awarding Organisations and other parties as necessary of any withdrawal/suspension of centre approval.

2.1 Centre request

A registered centre may request for centre approval to be withdrawn from their centre at any time by contacting Centres@wjec.co.uk. The request should be from the Head of Centre or authorised Centre Designated Contact.

Centres must confirm in writing that they do not have any learners currently studying WJEC courses.

The request will be actioned by the Centre Management Team. Centres will be informed that they may reapply for approval at any time, noting that reapproval should not be treated as a formality.

As this is a centre request, there is no right to appeal.

2.2 Failure to make entries for a period of two years (inactivity)

WJEC conduct a centre cleansing process annually, checking for centres that have been inactive for the previous two years. Centres are deemed inactive if they have made no entries within the timeframe.

Centres will be informed their centre approval has been removed and that they may apply for approval at any time, noting that reapproval should not be treated as a formality.

Decisions will be made by the Centre Management Team, overseen by the Head of Centre Management and will be communicated to the Exams Officer.

There is no right to appeal.

2.3 Failure to pay WJEC's invoices or financial checks demonstrate risk to learners

Centres should have sufficient financial resources to be able to deliver our qualifications, ensuring learners have the opportunity to complete these after starting their course.

Removal of centre approval may take place where there is a failure to pay invoices or where financial checks demonstrate there is a risk to learners. Initially, a suspension of service will be invoked to prevent the centre from making any new entries. Under a suspension of service, the centre must not continue to enrol learners onto WJEC qualifications. Learners who are already mid-way through qualifications will not be prevented from certificating. Once current learners have certificated, centre approval will be removed in full.

Decisions will be made by the Executive Director: Finance and Procurement and the Responsible Officer, and will be communicated in writing to the Head of Centre.

There is no right to appeal this decision.

Centres will be informed of the earliest date at which they can reapply for centre approval and any measures they will need to take prior to the application. They should also not assume that reapproval will be treated as a formality.

2.4 Failure to comply with the relevant JCQ regulations and/or WJEC requirements

Removal or suspension of centre or qualification approval may take place as the result of failing to comply with the relevant JCQ regulations and/or WJEC requirements, as the outcome of a malpractice or maladministration investigation.

This process is conducted by WJEC's Compliance team and follows the process outlined in the JCQ "[Suspected Malpractice Policies and Procedures](#)" document.

Indicative sanctions related to this policy, including the malpractice or maladministration type are:

- **Suspension of candidate registrations/entries**
 - Threat to the interest of candidates registered on the qualification.
- **Suspension of certification**
 - Loss of the integrity of assessment decisions; danger of invalid claims for certification.
- **Withdrawal of approval for one of more specific qualifications**
 - Repeated breach of the regulations relating to a specific qualification.
 - Alternatively, a breakdown in management and quality assurance arrangements for a specific qualification or sector/subject area.
- **Withdrawal of centre recognition/approval**
 - Loss of confidence in the head of centre or senior management of the centre.
 - Breakdown in management and quality assurance arrangements for some or all accredited qualifications offered by the centre.
 - Failure to co-operate with awarding body requests to thoroughly investigate suspected malpractice.
 - Failure to implement a specified action plan.

Decisions will be made by WJEC's Malpractice Panel and will be communicated in writing to the Head of Centre.

Centres have a right to appeal this decision through the standard malpractice procedures.

Centres will be informed of the earliest date at which they can reapply for centre/qualification approval and any measures they will need to take prior to the application. They should also not assume that reapproval will be treated as a formality. Where a suspension has been imposed, Centres will be informed of the timeframe this will be valid for, and any measures they will need to take prior to this being removed.

2.5 Breach of WJEC's General Conditions or Terms of Business

Removal or suspension of centre or qualification approval may take place as a result of a Centre's failure to abide by our General Conditions or Terms of Business.

This may include the following:

- Failure to meet the current requirements for centre and/or qualification approval
- Risks to the integrity and security of the examination/assessment system, or risks bringing the examination/assessment system or WJEC into disrepute, e.g.:
 - A centre is marketing a qualification for which it does not have approval
 - A centre has sold fraudulent certificates to learners, claiming to be genuine WJEC certificates
 - A centre has submitted false documentation to WJEC, for example fraudulent qualification approval applications

- A centre has submitted false information about WJEC qualifications to other agencies, such as funding agencies or UK Border Agency (UKBA)
- There has been a threat of or actual verbal or physical abuse towards WJEC staff
- There is a pattern of repeated breaches of terms and conditions of a less serious nature

In all cases, we will write to the centre about the nature of the breach(es) and centres will have an opportunity to respond before approval is suspended or removed. However, in serious cases, approval may be suspended before receipt of the centre's response to protect the learners and/or the integrity of WJEC qualifications.

Decisions will be made by the Assistant Director: Policy & Regulation and the Responsible Officer, and will be communicated in writing to the Head of Centre.

There is no right to appeal this decision.

Centres will be informed of the earliest date at which they can reapply for centre or qualification approval and any measures they will need to take prior to the application. They should also not assume that reapproval will be treated as a formality.

3.0 Support for learners

Where Centre or qualification approval is suspended or removed by WJEC under points 2.3-2.5, WJEC will do everything possible to support any learners who are affected. This may include:

- Support in locating an alternative approved WJEC centre;
- Certification at a unit or qualification level as appropriate;

Where a Centre has closed either permanently or at short notice, WJEC will take reasonable steps to support learners who may be affected. This may include:

- Support in locating an alternative approved WJEC centre;
- Certification at a unit or qualification level as appropriate;
- Support with post-results services, eg allowing candidates to be treated as private candidates to submit applications for Reviews of Marking and Appeals where the Centre has closed permanently;
- Arranging certificate dispatch for candidates who have completed their qualification but have not received their certificate

4.0 Further Advice

Centres should refer to this policy in the first instance.

If further support or advice is required, centres can contact WJEC's Centre Management Team either via email to centres@wjec.co.uk, or by telephone on 02920 265 077.

5.0 Version control and policy review date

Version Control	Date	Owner	Changes	Next Review
1.0	September 2026	Assistant Director: Policy & Regulation	Creation of Policy document	August 2027