



# AA Safety Group Ltd

Director: Tanya Andrews

Signed: *Tanya Andrews*

*Date: 10<sup>th</sup> June 2023*

Review Date: 9<sup>th</sup> June 2024

## Withdrawal Policy

**Introduction** This document outlines the arrangements to be followed by ourselves as an Approved Centre with Proqual in the event of no longer being able to deliver one or more of our qualifications.

The arrangements outlined in this document are designed to protect the interests of candidates and provide guidance and clarity to all. It is the responsibility of the approved centre to ensure that staff and candidates are aware of the contents of this policy.

We have a responsibility to protect the interests of candidates. We will be responsible for returning any fees for candidates where we have withdrawn the service and are found responsible for not being able to deliver the course. This includes registration fees paid to Proqual on the candidates behalf at enrolment stage.

We will communicate at the earliest possible time to inform candidates, and all concerned of the withdrawal of any course. Where possible we will provide the candidate with details on where they can complete the course to minimise disruption and inconvenience as much as possible.

We will be responsible for any additional costs incurred by the candidate where the withdrawal of the course affects them. Any queries in relation to our Withdrawal Policy should be directed to:

Andrew Andrews  
Manager

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Mob: 07711 796 768

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Our procedure for withdrawal will include the following;

In the event of our losing Centre Status or going into insolvency we will;

1. Contact the Awarding Body to inform them of what the Centre will be doing to support the Candidates
2. Inform all Candidates of the situation
3. Try and find another training provider to take on the Candidates
4. Cooperate with the Awarding Body
5. Complete an Exit review for the Awarding Body if necessary
6. We will refund Candidates back their course fees

We are committed to their Candidates and Staff and will do everything in our power to support all.