

First Aid Awards (FAA) is required to have a procedure to be followed for centre registration and qualification withdrawal taking all reasonable steps to protect the interests of learners.

## CENTRE REGISTRATION WITHDRAWAL

FAA centre registration withdrawal could be following a decision made by the centre because they no longer want to deliver FAA qualifications, or the centre has ceased operating. FAA could withdraw centre registration for example following proven malpractice. A centre must cooperate fully with FAA whether the withdrawal is voluntary or not.

When a centre is deregistered, they can no longer offer FAA qualifications and must immediately remove all references to FAA and FAA regulated qualifications.

Regardless of the reason for centre withdrawal, FAA and a centre must take all reasonable steps to protect the interests of learners ensuring they are not disadvantaged. If a centre has learners booked onto a course, they should provide them with information about alternative training providers if possible. If a centre is unable to do this FAA should be informed and we will provide learners with details of other FAA centres and awarding organisations who offer the same or equivalent qualifications.

FAA have a regulatory responsibility to protect the interests of learners but any arrangements between the centre and learners, such as any fee paid, is the responsibility of the centre.

## WITHDRAWAL BY THE CENTRE

A centre must inform FAA in writing giving a minimum of five working days' notice stating the date of withdrawal, details of any courses scheduled to run in the interim period if relevant and confirming that the centre will adhere to the requirements as below.

## FAA WITHDRAWAL

FAA will inform the centre in writing stating the date of deregistration and reason for the decision. A centre must confirm in writing that they will adhere to the requirements as below.

A centre can appeal the decision following the [FAA Appeals Policy](#).

## CENTRE ACTIONS

A centre must, as relevant:

- Ensure that all eligible learners have been registered for certification on FAAPlus
- Arrange alternative training for any learners booked on to scheduled FAA courses or inform FAA if they are unable to do this
- Remove the FAA logo and all references to FAA and FAA qualifications from their website and marketing materials etc.
- Pay any outstanding FAA invoices
- Destroy any FAA documentation and delete any related electronic files
- Inform any interested parties that the centre no longer holds FAA centre registration
- Retain all learner records and documentation for FAA qualifications for a period of 3 years and 6 months according to the [FAA GDPR Contract](#) or inform FAA if they are unable to do this

## INFORMING THE REGULATORY BODIES AND OTHER AWARDING ORGANISATIONS

If a centre is deregistered for maladministration or malpractice, FAA will inform the regulatory bodies and other awarding organisations as required.

## QUALIFICATION WITHDRAWAL

A qualification may be withdrawn for reasons such as a centre no longer:

- Wanting to offer the qualification
- Having qualified personnel to deliver, assess or quality assure the qualification

If a qualification is withdrawn, FAA and the centre must take all reasonable steps to protect the interests of learners ensuring they are not disadvantaged. If a centre has learners booked onto any courses, they should provide alternative training providers if possible. If a centre is unable to do this FAA should be informed, and we will provide learners with details of other FAA centres or awarding organisations who offer the same or equivalent qualifications.

FAA have a regulatory responsibility to protect the interests of learners but any arrangements between the centre and learners, such as any fee paid, is the responsibility of the centre.

## WITHDRAWAL BY A CENTRE

A centre must inform FAA in writing giving a minimum of five working days' notice, stating the date of withdrawal, details of any courses scheduled to run in the interim period if relevant and confirming that the centre will adhere to the requirements as below.

## Centre actions

A centre must, as relevant:

- Ensure that all eligible learners have been registered for certification on FAAPlus
- Arrange alternative training for any learners booked on to any scheduled FAA courses or inform FAA if they are unable to do this
- Remove reference to this qualification from their website and marketing materials etc.
- Destroy any FAA documentation relating to this qualification and delete any electronic files
- Inform any interested parties that the centre no longer holds FAA approval to deliver the qualification
- Retain all learner records and documentation for this qualification for a period of 3 years and 6 months according to the [FAA GDPR Contract](#)

## FAA QUALIFICATION WITHDRAWAL DUE TO CENTRE INACTIVITY

If a centre has an inactive qualification with no learner registrations for two years or more, qualification approval will automatically lapse. If due to demand the centre wants to deliver the qualification in the future, they should reapply to FAA in writing.

## Centre actions

A centre must, as relevant:

- Remove reference to this qualification from their website and marketing materials etc.
- Destroy any FAA documentation relating to this qualification and delete any electronic files
- Inform any interested parties that the centre no longer holds FAA approval to deliver the qualification
- Retain all learner records and documentation for this qualification for a period of 3 years and 6 months according to the [FAA GDPR Contract](#)

FAA policies are kept under constant review and updated as and when required.