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SKILLS FOR ARTIFICIAL INTELLIGENCE IN GLOBAL EDUCATION

**Qualifications Withdrawal
Procedure**

Qualifications Withdrawal Procedure

The document states the processes to be followed by SAIGE and its Centres in the event of a qualification or group of qualifications being withdrawn.

As part of the lifecycle of its qualifications, SAIGE has processes in place for reviewing both its qualifications at regular intervals and also for when the situation requires a more urgent review.

Following a review, in some cases it may be necessary to withdraw a qualification when:

- The review has identified major changes are required and it is not possible to simply amend the existing qualification/s
- Changes to government policy, or industry needs, means the qualification is no longer fit for purpose
- The number of learners registering on the qualification does not meet the minimum stipulated by SAIGE
- SAIGE is required by the regulator to withdraw a qualification or set of qualifications

There are also situations where a qualification may be withdrawn for a single centre or group of centres. These include

- Sanctions enforced by SAIGE state the centre(s) is no longer permitted to offer the qualification
 - The centre(s) no longer wishes to offer the qualification
 - The centre(s) is(are) in the process of ceasing operations
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Process

A SAIGE Withdrawal of Qualification/s Following a Review

1. Following the qualification review the Head of Qualifications will submit a report to the management team at SAIGE with a number of possible recommendations, one of which may be withdrawing the qualification/s. He/she will create a withdrawal plan for the management team to review. The plan will include
 - Reason/s for proposed withdrawal
 - Number of centres currently offering the qualification
 - Feedback from centres and other stakeholders
 - Impact on learners
 - Impact on other organisations



- Proposed withdrawal dates for learner registration and certification
 - Communication plan to learners, centres and other stakeholders
2. The management team will review the report and plan and make a decision whether to
 - accept the recommendations
 - accept the recommendations with revisions
 - request further evidence
 - refuse the recommendations
 3. Where the management team has agreed to the withdrawal of the qualifications. The Head of Qualifications will work with the Head of Business Development to ensure centres are appropriately communicated to and any queries addressed.
 4. Where a centre is asked to withdraw any qualification(s) it must take all reasonable steps to protect the interests of Learners in relation to that qualification, including the possibility of transferring those learners to another centre.

The Head of Qualifications will also inform the qualification's regulators and will do so prior to the time at which it provides that information to any Learners, Centres, or other purchasers of qualifications.

B Centre Withdrawing from Providing a Qualification

1. Where a centre is withdrawing from providing a SAIGE qualification, they must inform SAIGE immediately in writing unless the withdrawal is by way of sanctions enforced by SAIGE. Where the withdrawal is enforced, the centre must still confirm receipt of the communication sent by SAIGE and that they will follow the instructions stated by the SAIGE in order to protect learner interests.
2. When a centre withdraws from offering a qualification, or group of qualifications, they must make every effort to protect the interest of learners. These may include
 - a. ensuring learners currently registered on the qualification are able to continue until the end of the course and achieve their qualification
 - b. making arrangements for learners to transfer to another organisation offering the qualification, where the centre is unable to continue to offer the qualification.
 - c. other actions as agreed with SAIGE in advance of the withdrawal.

C The regulator requires SAIGE to withdraw a qualification or a set of qualifications (including all of its qualifications)

1. SAIGE will put the needs of its learners first.
2. SAIGE will take all reasonable steps to protect the interests of its learners in relation to that qualification (set of qualifications/all qualifications).
3. SAIGE will cease to register any new learners on the qualification(s) from the specified date received from the regulator.
4. SAIGE will create a withdrawal plan specifying how it will comply with protecting the interests of learners and providing information on the numbers of learners, associated centres and any purchasers of qualifications who are affected.



5. SAIGE will submit that withdrawal plan to the regulator (where requested).
6. Following feedback from the regulator, SAIGE will contact the relevant centre(s) and any other purchaser of its qualifications.
7. SAIGE will work with the centre(s)/purchasers to carry out its withdrawal plan, ensuring the protection of its learners is its key priority.

For any queries relating to these procedures please email qd@saige.global.

Review

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Version Control

Version Number	Summary of change	Date Changed	New Review Date

