

Withdrawals Policy

(Qualification candidates only)

CIPD Training

Withdrawals Policy

CIPD qualifications

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1.0 Introduction

CIPD Training (CIPDT) recognises that a change in circumstances may be unavoidable and that candidates who register for a qualification may need to withdraw.

Withdrawal from a qualification is when;

- CIPD Training, with good reason, has taken the decision to withdraw a candidate and has informed the candidate of this intention
- a candidate has decided to discontinue their studies with CIPD Training and has no intention of returning

It is very important that candidates give this matter full consideration before making a final decision and are encouraged to speak to their personal tutor or another member of CIPD staff, if preferred, before reaching a conclusion.

When candidates inform CIPD Training of an intention to withdraw, CIPDT will request certification from the relevant awarding body for any completed units which may be eligible for certification. Therefore, it is very important that candidates do not simply stop attending.

2.0 Scope

This policy applies to all CIPD qualifications offered by CIPD Training and to every individual involved in CIPD Training qualification programmes including but not limited to; CIPD Training staff, tutors, markers, candidates and quality assurers.

3.0 Aim of the Withdrawal Policy

- to help candidates, staff and associates understand the candidate support available prior to withdrawal
- to ensure candidates, staff and associates know how candidates can withdraw from a qualification
- to help candidates, staff and associates understand some of the reasons why CIPD Training may decide to withdraw a candidate
- to help candidates, staff and associates understand the consequences of withdrawing

4.0 Purpose of the Withdrawal Policy

To provide simple, practical procedures for staff, associates and candidates that:

- recognise unit achievement enabling withdrawing candidates to use qualification credits elsewhere or in the future
- ensure accurate CIPD Training data
- ensure accurate Awarding Body data
- comply with the General Data Protection Regulation – data is not kept for longer than necessary

5.0 Policy Roles and Responsibilities

- 5.1 Responsibility for the implementation and monitoring of this policy lies with the Centre & Training Manager in conjunction with the Business & Market Development Director.
- 5.2 All staff and associates including but not limited to CIPD Training staff, tutors, markers, candidates and quality advisers are accountable for ensuring full adherence to all policy items.

6.0 Qualification Withdrawal

Candidates withdrawing themselves from a qualification programme

- 6.1 Candidates are responsible for issuing prompt, written notification of their intention to withdraw to the relevant Training Co-ordinator; either by email or letter

Candidates who are withdrawn by CIPD Training from a qualification programme

- 6.2 Following a full investigation, CIPD Training will consider withdrawing candidates who;
- breach one or more CIPD Training policies
 - miss more than one workshop / webinar without a prior agreed transfer / deferral
 - miss more than one assignment submission deadline without a prior agreed extension / deferral
 - fail more than one unit of their qualification *and* are unable to make progress

If a candidate has not contacted their co-ordinator / personal tutor within two weeks of missing a workshop or assignment submission deadline, CIPD Training will send the candidate an email outlining the Centre's intention to withdraw them from the qualification. If no response is received within one month, the candidate will be withdrawn. CIPD Training's main method of communication is by email; written letters of withdrawal will not be sent to a candidate's home or work address. Therefore it is very important for candidates to ensure they have provided the most up to date email address.

Where candidates fail more than one unit and are unable to make any progress, the Lead Tutor (or other appropriate member of Centre staff) will arrange a telephone call with the candidate to discuss future options. If the outcome is withdrawal from the qualification, CIPD Training will always request certification from the relevant awarding body for any completed units which may be eligible for certification.

7.0 Candidate Conduct

Candidates who have been withdrawn by CIPD Training for reasons of unacceptable conduct may not enrol for any future qualifications or short courses with CIPD Training - See *CIPD Training's Candidate Conduct Policy*.

8.0 Fees / Refunds

8.1 Arrangements for pre-course cancellations are set out in the CIPD Training Booking Terms and Conditions.

8.2 Candidates withdrawing themselves once a course is underway are not eligible for a refund and any outstanding fees remain due.

8.3 Where candidates have been withdrawn by CIPD Training, depending on circumstances;

- full or partial fees may be payable to CIPD Training by the candidate / client
- full or partial fees may be refunded to the candidate / client by CIPD Training
- there may be no payments due to, or from, either party

9.0 CIPD Membership

Withdrawal from a CIPD Training qualification will not in itself affect a candidate's membership status; all usual member benefits and services would normally continue. However, serious breaches of Centre policy or CIPD's Code of Conduct will be reported to CIPD Awarding Body.

10.0 Consequences of Withdrawing

- Candidates will no longer be able to log in to the Virtual Learning Environment (VLE). If candidates need to access their work, they should contact the VLE team within 12 months of the qualification end date. Assessment decisions are retained by the Centre for three years post-certification.
- Candidates will no longer have access to a Personal Tutor
- Assignments submitted beyond the withdrawal date will not be accepted for marking

11.0 Attendance

Candidates are required to have 100% attendance in order to satisfy requirements for completion of the qualification, this includes workshops and webinars and is key to being successful. Where candidates fail to attend workshops or webinars more than once, without an agreed prior extension or deferral in place, CIPD Training may invoke the Withdrawals policy. If candidates are experiencing extenuating circumstances likely to affect their attendance, they should speak to their Personal Tutor who can provide advice and guidance.

12.0 Assessment

Where a qualification candidate misses published assignment submission deadlines more than once without an agreed prior extension or deferral in place, CIPD Training may invoke the Withdrawals policy. If candidates are experiencing extenuating circumstances likely to affect their ability to submit assignments on time, they should speak to their Personal Tutor who can provide advice and guidance.

Although rare, if a candidate has failed more than one unit of their qualification *and* is unable to make further progress, the personal tutor will seek to understand the reason(s) by initiating a discussion with the candidate and depending on the circumstances, may;

- advise the candidate to defer their studies
- suggest an alternative qualification and/or level
- recommend withdrawal from the programme

CIPD Training may take the decision, and reserves the right, to withdraw a candidate from a qualification programme where more than one unit of the qualification has received a fail grade.

13.0 Extensions and Deferrals

Details on how to apply for extensions and deferrals can be found under the VLE Policies tab.

14.0 Breach of the Policy

CIPD Training takes seriously any instances of non-adherence to the policy by its staff, associates, management and candidates. Any breach will be investigated, and where appropriate, action will be considered.

15.0 Complaints

CIPD Training's complaints procedure can be found on the VLE under Policies.

16.0 Policy Review

This policy will be reviewed annually via the Quality Management Group and updated as necessary.

17.0 Access to the Policy

This policy will be published on the CIPD Training website and VLE.

18.0 Reference to other Policies and Procedures

This policy should be read in conjunction with the following CIPD Training policies:

- CIPDT Academic Misconduct policy
- CIPDT Access to Assessment policy
- CIPDT Admissions policy
- CIPDT Assessment policy
- CIPDT Assessment Appeals policy
- CIPDT Attendance policy
- CIPDT Candidate Agreement
- CIPDT Candidate & Delegate Conduct policy
- CIPDT Complaints policy
- CIPDT Equality & Diversity policy
- CIPD Privacy policy

As well as CIPD Training's booking Terms & Conditions.