

FIRSTAID4LIFE Limited

Withdrawal from Delivery of Qualification Awards

Business Withdrawal

1. Overview

1.1 In the event that FIRST AID4LIFE LIMITED decides to review and amend its business and wishes to move to an alternative Awarding Organisation (AO) or to withdraw from delivering any further training activities, orderly withdrawal is essential. FIRST AID4LIFE LIMITED's prime objective is to make the withdrawal as seamless as possible to all associated parties so as to protect the interests of all FIRST AID4LIFE LIMITED learners, and the reputation of FIRST AID4LIFE LIMITED and the AO.

2. Withdrawal Procedure

2.1 Details of the relationship between the AO and FIRST AID4LIFE LIMITED is confirmed by signature. The published withdrawal process is documented by AO Policy.

3. Withdrawal Procedure Process

3.1 Milestones – the following are designed to protect interests of the Learner.

- a) FIRST AID4LIFE LIMITED to inform the AO of its intention as soon as the decision to withdraw is made and the AO will provide advice for meeting all of the milestones listed below.
- b) FIRST AID4LIFE LIMITED will provide the AO with a written withdrawal deadline date.
- c) FIRST AID4LIFE LIMITED will liaise with the AO regarding any purchase invoices owed, stock balance accrued and finances programme. FIRST AID4LIFE LIMITED has agreed that all prepared and ordered candidate packs are paid for before the withdrawal date.
- d) Any retained candidate assessment evidence is required to be kept for 5 years. FIRST AID4LIFE LIMITED will forward this to the AO by secure postage before the withdrawal deadline date.
- e) AO's ® are a registered trademark. All promotional (hard copy or digital) logos and description will be removed from all FIRST AID4LIFE LIMITED materials so as not to confuse potential candidates. Removal by the withdrawal date.
- f) FIRST AID4LIFE LIMITED agrees that all AO training and assessment materials are to be used only on AO courses. Any materials held will be returned to the AO by the withdrawal date.
- g) FIRST AID4LIFE LIMITED will distribute all AO certificates awarded to be forwarded to each candidate 2 weeks before the withdrawal date.
- h) FIRST AID4LIFE LIMITED will retain AO contact details to enable Learners to contact the the AO for subsequent support such as replacement certificate requests.
- i) Upon satisfactory completion the AO will issue FIRST AID4LIFE LIMITED with a letter confirming completion of the withdrawal process.
- j) If the withdrawal process is not satisfactorily completed then FIRST AID4LIFE LIMITED agrees that the AO will inform other Awarding Organisations of the nature of the non-satisfaction.

4. Key Trainer/Assessors lost to the 3rd party business

4.1 As a business Centre delivering AO qualifications FIRST AID4LIFE LIMITED may be provided with a contact list of accredited AO assessors to complete pre-booked courses in the case of unforeseen loss of key staff.