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Withdrawal Policy

August 2020

Product Withdrawal

BDLD may withdraw a product for various reasons including:

- Lack of demand for the product
- The Awarding Organisation imposing sanctions on a centre

If the organisation decides to withdraw from delivering a product, it will provide the Awarding Organisation with a minimum of four weeks' notice and a withdrawal plan detailing:

- Product title
- Proposed withdrawal date
- Rationale for the withdrawal
- Names and addresses of any learners registered for the product who may be affected by the withdrawal
- Details of any plans to support any existing learners and protect their interests.

Should this occur, BDLD will also ensure that:

- Learners are informed in a timely fashion
- Learners already registered for the product have been provided for by whenever possible allowing them the opportunity to complete their product
- There are no misrepresentations in any marketing material regarding withdrawn products.

Withdrawal of a Learner

BDLD is committed to providing support for all learners to achieve their qualifications in a timely manner. We expect all learners to complete their qualifications within the time span given.

Once a learner has achieved their qualification and the certificate has been received, the learner will be withdrawn from the programme as completed.

If a learner fails to meet learning targets set by BDLD on 3 occasions without good reason, we will notify them in writing of our intention to withdraw them from the programme.

If a response is not received within 10 working days, we will withdraw them from the programme by notifying them in writing. We will accredit any units that have been achieved and request certificates for these units which will be sent to them. This learner will be a partial or non-completer depending on the achievement of any full units.