



# TLM - CENTRE CLOSURE POLICY

THE LEARNING MACHINE



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## PURPOSE

This policy is designed to outline the steps and responsibilities for centres delivering TLM qualifications in the event of a closure, whether due to administration, liquidation, or other unforeseen circumstances. The primary focus is to safeguard the interests of learners and ensure compliance with all relevant regulations.

## SCOPE OF POLICY

This policy applies to all TLM-approved centres offering qualifications to learners, both in the UK and internationally.

## POLICY STATEMENT

At TLM, we are committed to upholding the interests of learners by ensuring a smooth transition and safeguarding their achievements if a centre ceases operations. Centres are required to adhere to the following:

- Notification:
  - Notify TLM immediately if your centre intends to cease delivering qualifications, is at risk of insolvency, or is facing closure for any reason. Use the designated communication channels provided by TLM.
- Safeguarding Learner Records:
  - Ensure all learner records, including assessment records and completed learner work, are securely maintained and accessible.
  - Update learner progress on the TLM system to reflect any completed units or qualifications.
- Certification and Documentation:
  - Arrange for any certificates due to be issued to learners to be safeguarded. Ensure these are either distributed to learners directly or returned to TLM.
  - Provide TLM with a detailed record of any outstanding certifications or pending assessment results.
- Learner Support and Communication:
  - Provide TLM with updated learner contact information to facilitate direct communication.
  - Ensure that displaced learners are directed to TLM for support in completing their qualifications, either through transfer to another approved centre or an alternative awarding organisation.
  - Include a notice on your website and/or out-of-office messages advising learners to contact TLM directly for any assistance.



- Liaison with Third Parties:
  - Notify funding agencies and other relevant bodies about the closure, including details of where learner records are stored.
  - Work collaboratively with administrators or liquidators (where applicable) to ensure continuity of learner support.

#### TLM'S COMMITMENT TO LEARNERS

In the event of a centre closure, TLM will:

- Certification: Issue certificates free of charge for learners where certification has been authorised but not distributed by the centre.
- Verification: Conduct external verification to identify learners eligible for certification and ensure all completed units are recognised.
- Transition Support: Assist learners in transferring to another approved TLM centre or awarding organisation to continue their qualifications. This includes providing the necessary documentation to support credit transfer.
- Special Cases: Collaborate with relevant parties to address specific needs, such as apprenticeships requiring further components or funding evidence.
- Monitoring: Regularly review and improve processes to ensure learner interests remain protected and services align with regulatory requirements.

#### REGULATORY COMPLIANCE

This policy aligns with the regulatory requirements set forth by Ofqual (England), Qualifications Wales (Wales), CCEA Regulation (Northern Ireland), and SQA Accreditation (Scotland). Specific conditions addressed include:

- Ofqual General Conditions of Recognition C2.3
- Qualifications Wales Standard Conditions of Recognition C2.3