

CENTRE WITHDRAWAL POLICY

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RED DUNE

Centre Withdrawal Policy

REDDUNE TRAINING CETNER

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REDDUNE TRAINING CENTRE

1. Purpose

The purpose of this policy is to set out a clear, fair, and compliant framework for managing all forms of withdrawal at **Red Dune Training Centre (Saudi Arabia)**—including (a) learner-initiated withdrawal from a course or assessment, (b) centre-initiated withdrawal of a cohort, programme, or qualification, and (c) full centre withdrawal or teach-out from an awarding body or TVTC approval. The policy protects learners, clients, staff, and partners; maintains academic and assessment integrity; and ensures continuity, safety, and legal compliance across our operations. It applies to all training and assessment delivered under reddune.org.

This policy exists to:

- 1. Safeguard learners and uphold fairness.**
Provide accessible processes, plain-language guidance, and timely decisions so learners can withdraw, defer, or transfer without discrimination. Learners will be informed of implications for assessment, certification, refunds, and future progression, and will be signposted to alternatives where appropriate.
- 2. Protect the integrity of qualifications and assessments.**
Ensure that any withdrawal does not compromise assessment validity, marking standards, or certificate security. Where a programme or cohort is withdrawn, a teach-out plan will preserve assessment opportunities, resits, and the integrity of results.
- 3. Comply with external requirements.**
Align with TVTC expectations for regulated training in Saudi Arabia and with rules set by international HSE awarding bodies we partner with. Where approval conditions change, we will manage withdrawal and teach-out in line with the relevant authority's procedures and timelines.
- 4. Embed quality management and continual improvement.**
Operate within ISO 9001 principles for customer focus, documented processes, risk-based thinking, and management review. Data from withdrawals (rates, reasons, time to resolution, appeals) will feed our CAPA cycle and Quality Review Meetings to prevent recurrence and improve learner experience.
- 5. Manage health, safety, and environmental risk.**
Apply ISO 45001 and ISO 14001 thinking to withdrawal decisions and close-down activities—e.g., ceasing practical sessions safely, decommissioning equipment, managing waste and learning materials, and controlling any HSE impacts on people and the environment.
- 6. Ensure business continuity and learner protection.**
Where we withdraw a programme or lose/cede an approval, we will activate a teach-out or transfer plan that prioritises completion opportunities, transparent timelines, and cooperation with awarding bodies/TVTC. Our aim is to avoid detriment to learners and clients.
- 7. Provide transparent financial handling.**
Clarify refund eligibility, pro-rata calculations, non-recoverable costs (e.g., exam or admin fees already paid), and payment timelines. Decisions will be consistent, auditable, and communicated in writing.
- 8. Respect privacy and data security.**
Control personal data and confidential awarding-body materials throughout the withdrawal process, using approved forms, secure storage, and defined retention periods.
- 9. Promote equality, accessibility, and safeguarding.**
Consider reasonable adjustments, extenuating circumstances, wellbeing, and visa/employment constraints where applicable, ensuring decisions are equitable and documented.

2. Scope

This Centre Withdrawal Policy applies to all training and assessment activity delivered by **Red Dune Training Centre (Saudi Arabia)** across international qualifications and TVTC-approved programmes. It defines how withdrawals are initiated, assessed, communicated, recorded, and closed, using a risk-based, learner-protection approach consistent with our quality and HSE management systems.

1) Learner withdrawal

Covers learner-initiated requests to leave a course or assessment (e.g., personal, medical, employment, visa, relocation, or HSE reasons) and Centre-initiated withdrawals for cause (e.g., academic misconduct, exam security breaches, serious HSE non-compliance). Scope includes forms, evidence requirements, decision timeframes, status of results, refund eligibility, options for deferral/transfer, and data/record retention.

2) Programmes / course withdrawal

Covers pausing or stopping delivery of a scheduled cohort, class, module, or practical due to low enrolment, trainer unavailability, facility constraints, changes to awarding body/TVTC rules, or significant HSE/ENV risks. Scope includes approvals, risk assessment, stakeholder notices, rescheduling/transfer offers, and controlled closure of learning resources and equipment.

3) Qualification withdrawal

Covers discontinuation of a full qualification (all cohorts) by the Centre or as directed by an awarding body/TVTC. Scope includes impact analysis, teach-out feasibility, last enrolment/assessment dates, certification deadlines, alternative pathways, and communication plans for learners, employers, and regulators.

4) Centre / awarding-body approval withdrawal

Covers suspension, surrender, or loss of approval to deliver or assess with a specific awarding body, or withdrawal from TVTC approval for an activity. Scope includes immediate learner safeguarding, halting new admissions, evidence collation, cooperation with external reviews, refunds/mitigations, and managed transition to other providers where appropriate.

5) Teach-out / closure

Covers structured completion arrangements after a withdrawal decision, ensuring learners can finish assessments or transfer without detriment. Scope includes schedules, invigilation and IQA arrangements, secure handling of assessment materials, certification cut-offs, and post-closure data custody.

Out of scope

Routine timetable changes not affecting learning outcomes, minor room moves, or trainer substitutions that maintain compliance. Related procedures (Appeals, Complaints, Refunds, HSE Incident Management, Document Control, Records Retention) apply where cross-referenced. All actions under this scope must be documented, traceable, and completed without compromising safety, environment, integrity, or learner fairness.

3. References & Compliance

This Centre Withdrawal Policy is governed by the Saudi TVTC framework for private training providers, including continuity of learning, approved changes to programmes, minimum notice periods, teach-out arrangements, and retention of records. Red Dune Training Centre will notify TVTC and the relevant awarding body before any withdrawal of a cohort, qualification, or approval, using the formats and timelines required, and will cooperate with any compliance review or audit.

Awarding-body rules apply to their qualifications. Where an awarding body sets additional conditions on withdrawal, teach-out, transfers, resist, or certification, those conditions are built into our plan and communicated to learners in clear language. Evidence packs will include decision rationales, risk assessments, communications, attendance and assessment status, refunds, and data-protection controls. Where a conflict exists, the more stringent requirement will be applied and documented.

This policy aligns with ISO 9001:2015 clauses 7.2–7.3 (competence and awareness), 8.1 (operational planning and control), 8.4 (control of externally provided processes and services), 8.7 (control of nonconforming outputs), 9.1–9.3 (performance evaluation and management review), and 10.2 (nonconformity and corrective action). Environmental responsibilities under ISO 14001:2015 are addressed through 6.1 (aspects and impacts), 8.1 (operational control), 8.2 (emergency preparedness and response), 9.1 (evaluation of compliance and monitoring), and 10.2 (improvement and corrective action). OH&S duties under ISO 45001:2018 include 5.4 (consultation and participation of workers), 6.1.2 (hazard identification and assessment of OH&S risks), 8.1 (operational planning and control), 8.2 (emergency preparedness and response), 9.1 (monitoring, measurement, and analysis), and 10.2 (incident, nonconformity, and corrective action).

Records created by withdrawal actions are controlled documents maintained per our Document Control and Records Retention procedures. Conflicts between TVTC, awarding-body, or ISO requirements are escalated to the Head of Centre for determination, recorded in the Quality Review Meeting minutes, and used to drive CAPA and continual improvement. All communications and decisions will respect Saudi law and data-protection obligations.

4. Definitions

Withdrawal

A permanent end to a learner's participation on a course or assessment, or the Centre's removal of a programmes/cohort from delivery. May be learner-initiated or Centre-initiated (quality, compliance, HSE/ENV risk, non-payment). Results may be recorded as "withdrawn" or "incomplete," and access to services ceases after effective date.

Deferral

A learner's approved postponement of study or assessment to a later session within the maximum registration period. Learning and fees transfer where permitted; assessment materials are reissued. Deferral is not a right and depends on capacity, awarding-body/TVTC rules, and time limits.

Suspension

A temporary pause in study or assessment, imposed by the Centre (e.g., misconduct, safety, investigation, fee arrears) or requested by the learner (e.g., medical leave). Learning access is paused; records remain active. On reinstatement, a return-to-study plan and any conditions must be met.

Teach-out

A controlled plan to complete delivery, assessment, resist, and certification for current learners after a decision to close, replace, or lose approval for a programmes/qualification. No new admissions occur. The plan sets last teaching/resit dates, communication steps, and learner protections, aligned to awarding bodies and TVTC directions.

Refund

Money returned to a payer under the agreed Refund Matrix. Eligibility and amounts consider administration and materials used, examination/registration fees, teach-out arrangements, and statutory requirements. Refunds are processed through Finance within defined timelines after approvals.

Extenuating Circumstances (ECs)

Serious, unforeseeable events beyond the learner's control that significantly affect performance or attendance (e.g., bereavement, serious illness/injury, documented emergencies, employer redeployment, civil disruptions). Requests require timely submission with evidence. Approved ECs may permit deferral, special consideration, fee adjustments, or compassionate withdrawal without penalty.

Related Terms

Effective date: the date an action applies. Evidence: objective documentation supporting a decision. Special consideration: awarding-body adjustment for assessed performance affected by verified ECs.

5. Triggers for Withdrawal

Red Dune Training Centre recognises that withdrawals may be necessary to protect learners, staff, quality, and safety. The triggers below activate our Centre Withdrawal procedure and linked communication, refund, and teach-out steps, aligned with TVTC expectations and ISO 9001, 14001, and 45001.

Learner-initiated (personal, medical, employment, visa, HSE reasons)

A learner may request withdrawal when circumstances materially affect study, assessment, or safety. Typical triggers include personal or family commitments, bereavement, or caring duties that limit participation; medical conditions supported by evidence; pregnancy or a newly declared disability requiring substantial adjustment; employment changes such as shift rotations, redeployment, redundancy, or extended travel that conflict with scheduled training; visa or residency status changes affecting attendance; and HSE concerns—for example, heat-stress risk during outdoor practicals, exposure to hazardous substances where control measures are unsuitable for the individual, or psychological stress linked to incident simulations. Learners submit a Withdrawal Form with evidence. Before confirming withdrawal, the Centre will consider alternatives (reasonable adjustment, deferral, transfer, or mode change) where feasible, safe, and compliant. Where sponsorship or employer funding exists, required notifications are coordinated to protect all parties.

Centre-initiated (low enrolment, quality/non-compliance, HSE/ENV risks, force majeure)

We may initiate withdrawal of an individual learner, cohort, programme, or assessment instrument where continuing would compromise compliance, quality, environmental stewardship, or OH&S. Triggers include persistently low enrolment that undermines viable delivery; confirmed malpractice or non-compliance with assessment or exam security; repeated absence, prerequisite failure, or non-payment after due process; serious OH&S risks identified by inspection (unsafe venue, equipment failure, inadequate supervision/PPE, extreme weather); environmental risks (e.g., improper waste handling for practicals, unacceptable emissions/noise); or force majeure events disrupting safe operation. In such cases, we pause delivery, implement temporary controls, and either redesign, defer, teach-out, or withdraw, communicating promptly and offering fair remedies per our refunds and teach-out arrangements.

External (TVTC/awarding-body directive)

External authorities may require partial or full withdrawal. Triggers include TVTC suspension, change of licence scope, or special conditions; awarding-body sanctions, qualification retirement, or immediate syllabus/assessment change; new regulatory requirements; civil emergencies, epidemics, or other force-majeure events; and government advisories impacting OH&S or the environment (e.g., air-quality alerts, flooding, heat warnings). Upon notification, Red Dune activates the Continuity Plan, pauses affected delivery, informs stakeholders, and follows the external body's procedure and timelines. Results for affected learners may be held as "pending" until resolution.

6. Learner Withdrawal Process

Request channels/forms; evidence; timeframes; decision points

Learners who wish to withdraw must submit a **Learner Withdrawal Form (LWF)** through our website (reddune.org) or by emailing admissions@reddune.org. The request must include full name, programmes, cohort/date, reason for withdrawal, and any **supporting evidence** (e.g., medical certificate, employer letter, visa or family documentation). Front-desk staff can provide the LWF on request.

- **Acknowledgement:** within **24 hours**.
- **Initial review (Admissions + Centre Manager):** within **48 hours** to confirm eligibility, fees position, and any conditions.
- **Decision point:**
 1. **Approved withdrawal** (with or without refund adjustments).
 2. **Hold pending evidence** (learner given up to **6 working days** to supply documents).
 3. **Redirected to an alternative** (deferral/transfer/suspension) if this better protects learner interests and compliance.
The **Head of Centre** signs off cases with special considerations, fee exceptions, or where assessment integrity/safety is affected.

Impact on assessments, exams, certification, access to resources

- **Scheduled assessments/exams:** entries may be cancelled; where awarding-body rules allow, fees already paid to third parties may be non-refundable. If marking has begun, results may be recorded as “**withdrawn**” or “**incomplete**.”
- **Certification:** no certificate is issued for partially completed units unless the awarding body recognises unit credit achieved before the withdrawal.
- **Results status:** any in-progress grades may be set to “**pending**” during processing.
- **Access:** VLE accounts, facilities, labs, and equipment loans are disabled on the **effective withdrawal date**. Loaned materials/PPE must be returned; outstanding items may be charged per the Learner Agreement.
- **Data & records:** forms, decisions, and evidence are kept securely per our Records Retention schedule.

Alternatives (deferral, transfer, suspension)

Before confirming withdrawal, we will explore:

- **Deferral:** moving to a later cohort within the permitted timeframe; new assessment dates will be issued.
- **Transfer:** switching to another Red Dune programmes or delivery mode if available and suitable; credit recognition is applied where allowed.
- **Suspension (temporary pause):** short, time-bound pause for substantiated reasons (e.g., medical or work). Resumption dates and conditions are set in writing.

7. Centre-Initiated Withdrawal (Programmes/Qualification)

To set a controlled route for Red Dune Training Centre to withdraw a programmes or qualification while protecting learners, meeting regulator/awarding expectations, and managing HSE, environmental, and quality risks.

Business Case & Risk Review

1. Draft a withdrawal rationale (demand, compliance, resourcing, viability, HSE/ENV constraints).
2. Complete a risk register covering learner impact, assessment integrity, records, staff, suppliers, facilities, waste, and reputational risk.
3. Identify control measures and residual risk; propose timelines and costs.
4. Prepare a learner-protection statement (refund/transfer/deferral options).
The Centre Manager compiles the case; the Quality Lead validates evidence; Finance confirms liabilities.

Approvals & Governance

- The Head of Centre approves the decision following a Quality Review Meeting.
- Where applicable, pre-notification and approval are obtained from the awarding body and TVTC before public communication.
- The Office Coordinator updates-controlled documents, websites, and registers; only approved notices are released.

Stakeholder Mapping & Communications

Stakeholders include enrolled learners, applicants, tutors/assessors, internal staff, awarding body/TVTC, employers/clients, venues, and suppliers.

Each group receives a dated notice explaining reasons, options, timelines, and contacts (admissions@reddune.org, exam@reddune.org, support@reddune.org). All replies are tracked.

Teach-Out Plan

For cohorts in flight, a teach-out plan is mandatory and includes:

- Remaining deliveries and practical with HSE/ENV controls.
- Assessment windows, invigilation, and moderation arrangements.
- Reset/remark opportunities and cut-off dates.
- Certification steps and data integrity checks.
- Alternative pathways (transfer, RPL, deferral) and refund logic.
- Staff allocations, venues, equipment, and resource close-down.

8. Full Centre Withdrawal / Closure / Loss of Approval

To set out Red Dune Training Centre's controlled steps if we cease operations, lose approval, or withdraw from TVTC/awarding-body recognition, ensuring continuity, learner protection, and compliant transfer/closure of records, data, and assets.

Contingency & Continuity Plan

- **Trigger & Decision:** Head of Centre (HoC) initiates the Closure Plan upon confirmed risk (e.g., loss of approval, force majeure, insolvency, untenable HSE/ENV risk). The Board signs the final decision.
- **Closure Manager & Team:** HoC appoints a Closure Manager to coordinate academic, HSE/ENV, data, and finance streams with defined timelines and KPIs.
- **Teach-Out Options:** Where safe and permitted, we complete delivery/assessment for current cohorts or arrange transfers to an approved provider on equivalent terms (fees already paid honored pro-rata).
- **Business Continuity:** Exams, certification tasks, and urgent verifications are prioritized. Critical suppliers (IT, premises, assessment platforms) are retained through closure.

Learner Protection Measures

- **Guarantees & Refunds:** Clear matrix for refunds (tuition, unused exam fees, materials), issued within published timelines.
- **Alternatives:** Deferral, remote/alternative assessment (where allowed), or transfer without additional charges.
- **Support & Accessibility:** Dedicated hotline and email, multilingual FAQs, individual case handling for reasonable adjustments and visa/employment constraints.
- **No Detriment:** Results already achieved remain valid; pending results are processed where permitted.

Communication with TVTC/Awarding Bodies

- **Formal Notifications:** Written notice to TVTC and each awarding body with cause, dates, affected programmes, learner numbers, and proposed teach-out/transfer plans.
- **Ongoing Liaison:** Provide evidence packs on delivery status, assessment security, malpractice checks, and CAPA progress. Implement any directions issued and confirm completion.

Data, Records & Asset Hand-Over

- **Records:** Secure export and transfer of learner records, assessment evidence, malpractice logs, IQA files, and certification data to the designated authority or receiving provider. Retention and destruction follow approved schedules.
- **Exam Security:** All live assessment materials quarantined, returned, or destroyed per instruction; chain-of-custody recorded.
- **Assets & Environment:** Decommission and, where required, hand over calibrated equipment and safety-critical assets; dispose of hazardous/IT waste via licensed routes; surrender keys/access cards and revoke system rights.
- **Closure Report:** Final report to TVTC/awarding bodies confirming learner outcomes, refunds issued, data hand-over, and asset disposition.

9. Financials & Refunds

To set out a controlled, people-first approach if Red Dune Training Centre must cease delivery, withdraw from approval, or close. The policy safeguards learners, protects assessment integrity, and fulfils regulatory and ISO obligations.

Triggers & Decision

Closure may be triggered by loss of approval, sustained non-compliance, force majeure, insolvency, or serious HSE/ENV risks. The Head of Centre (HoC) escalates to the Board for a formal decision and appoints a **Closure Manager** with a cross-functional team (Quality/IQA, Exams, HSE Officer, IT/Data, Finance, Communications).

Contingency & Continuity Plan

- **Freeze & Secure:** Pause new enrolments/marketing, secure live assessments, back up critical data, and preserve exam security.
- **Teach-Out vs Transfer:** Where permitted and safe, complete delivery/assessment for current cohorts; otherwise arrange transfer to an approved provider on equivalent terms.
- **Business Continuity:** Maintain essential systems, premises access, and supplier support until all learner outcomes are resolved.
- **Risk Controls:** Document OH&S and environmental controls for any final practicals, decommissioning, and waste handling.

Learner Protection Measures

- **No Detriment:** Results already achieved remain valid; pending results processed where allowed.
- **Options:** Teach-out, deferral, alternative/remote assessment (if permitted), or transfer without additional fees.
- **Refunds:** Pro-rata tuition and unused exam fees per a published matrix, paid within stated timelines.
- **Support:** Dedicated inbox (support@reddune.org) and hotline, multilingual FAQs, reasonable adjustments, and case-by-case help for visa/employment constraints.

Communication with TVTC/Awarding Bodies

Notify TVTC and each awarding body in writing with cause, timeline, affected programmes, learner numbers, and teach-out/transfer plans. Provide evidence of delivery status, IQA sampling, malpractice checks, and corrective actions. Implement any directions promptly and confirm completion.

Data & Asset Hand-Over

- **Records:** Export and transfer learner records, assessment evidence, IQA files, malpractice/appeals logs, registers, and certification data to the designated authority/receiving provider; retain or destroy copies per the retention schedule.
- **Exam Security:** Quarantine/return/destroy live materials with full chain-of-custody.
- **Assets & IT:** Decommission calibrated equipment, revoke system access, archive emails, issue a website notice, and dispose of hazardous/IT waste via licensed routes.