

Training Quality Standard Assessment Services

Suspensions and Withdrawals Policy

TQS Assessment Services reserves the right to suspend or withdraw Certification on the following grounds:

- (a) failure to comply with the conditions set out in the Certification Agreement; or
- (b) Certification has been advertised or publicised in association with a part or parts of the organisation, or other organisations, outside the scope of this Agreement; or
- (c) failure to notify and discuss any substantive changes to the certificated organisation, such as takeovers, mergers, acquisitions and significant changes in size or character; or to take any action indicated as necessary by the Owner following any such notification or discussion where it has taken place; or
- (d) Certification has been advertised or publicised after substantial changes have taken place within the Certificant's organisation; these can include takeovers, mergers, acquisitions and transformations in the size or character of the organisations; or
- (e) Where assessment costs, as agreed within the Assessment Agreement, are not paid in full to the Operator within 30 days from issue of invoice.

In addition, Certification will be withdrawn automatically where:

- (a) the Certification Period expires; or
- (b) there is failure to maintain eligibility for Certification stipulated at the time the Agreement was concluded; or
- (c) Certification has lapsed because it has been granted conditionally and the conditions have not been fulfilled; or
- (d) the Owner of the Standard revokes the appointment of a Certification Body on the basis of misconduct in the performance of its role and in doing so decides to declare the Certification invalid, or
- (e) the Certificant advertises or promotes itself as having Certification under the Training Quality Standard after having been advised of a suspension of its Recognition.

Suspension or withdrawal will be communicated in writing by TQS Assessment Services to the Certificant, including notification of any conditions for reinstatement; except in the case of TQS Assessment Services appointment being revoked, where the Owner may communicate that it now considers some or all Certifications invalid. Where Certification is withdrawn, the Certificant will be required to seek assessment with a new Certification Body.

Where Recognition of Part A of the Standard is provided for through another Certification, the suspension, withdrawal or termination of that Recognition will result in the suspension of the Recognition provided for in this Agreement. Until Recognition under Part A of the Standard is restored or otherwise replaced through a new Certification, the suspension will remain extant.

If certification is suspended or withdrawn by TQS Assessment Services, the Owner of the Standard will be notified immediately.

The Owner and it's Role

The Owner of the Standard has the right to suspend or withdraw recognition on the following grounds:

- (a) suspension or withdrawal of Certification within agreed terms and conditions by the Certification Body; or
- (b) failure to comply materially with the Code of Conduct; or
- (c) failure to comply materially with the Branding Guidelines; or
- (d) recognition has been advertised or publicised in association with a part or parts of the Certificant services, or other services, outside the scope specified in the Certification Agreement; or
- (e) failure to notify and discuss any substantive changes to the Certificant services, such as takeovers, mergers, acquisitions and significant changes in size or character; or to take any action indicated as necessary by the Owner following any such notification or discussion where it has taken place; or
- (f) recognition has been advertised or publicised after substantial changes have taken place within the Certificant services; these can include takeovers, mergers, acquisitions and transformations in size or character of the services.

In addition, recognition will be withdrawn automatically where:

- (a) the Certification Period expires; or
- (b) there is failure to maintain eligibility for Certification stipulated at the time the Certification Agreement was concluded; or
- (c) Certification has lapsed because it has been granted conditionally. And the conditions have not been fulfilled; or
- (d) the Owner revokes the licence of the Certification Body on the basis of misconduct in the performance of its role and in doing so decides to declare the Certification invalid; or
- (e) the Certificant services advertise or promote themselves as having Certification under the Training Quality Standard after having been advised of a suspension of its recognition.

In the case of failure to adhere to Branding Guidelines, the Owner will communicate the failure to the Certificant services in writing and demand rectification of the error and associated reparatory actions within 20 working days. Failure to fulfil the required rectification and associated reparatory actions at the end of that period will result in suspension and withdrawal of recognition at the discretion of the Owner of the Standard.

Where a Certification Body's appointment is terminated by the Owner without question as to the conduct of its role, future decisions related to the Certification default to the Owner. The Owner may at its discretion, transfer these decisions to a new Certification Body it has appointed.

Where recognition of Part A of the Standard is provided for through another Certification, the suspension, withdrawal or termination of that recognition will result in the suspension of any other recognition. Until recognition under Part A of the Standard is restored or otherwise replaced through a new Certification, the suspension will remain extant.

Suspension or withdrawal of recognition will be communicated in writing by the Owner to the Certificant services, including notification of any conditions for reinstatement. Where Certification is withdrawn, the Certificant services will be required to seek Certification from another Certification Body.

In all such matters, the decision of the Owner is final.