



# CIMSPA Education Partner Offboarding Policy

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# CIMSPA Education Partner Offboarding Policy

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# Introduction

CIMSPA is the professional development body for the UK's Sport and Physical Activity workforce. As the champions of professionalism and integrity, CIMSPA aims to provide high-quality standards in all its activities and services.

CIMSPA strives to achieve transparency in its operations and ensure that its people do not use their position to request, receive or agree financial or other advantage which may imply improper obligation and result in the improper performance of functions or activity relating to CIMSPA's operation.

The purpose of this policy is to outline CIMSPA's approach to offboarding CIMSPA Education Partners and education product endorsement withdrawal. This document will outline the process(es) to be followed by both CIMSPA and the Education Partner, should such activity be required in the event of withdrawal/ termination of a CIMSPA Education Partner or Endorsement, whether voluntary or involuntary, from its role in delivering CIMSPA Endorsed products or being recognised as a CIMSPA Education Partner.

\*CIMSPA Education Partner refers to Training Provider Partner, Higher Education Partner, Awarding Organisation Partner, Further Education Partner, or Sports Governing Body Partner.

## Scope

This policy applies to all CIMSPA Education Partners in partnership with CIMSPA. This policy will outline how and why CIMSPA will offboard its Education Partners, and how and why CIMSPA will withdraw endorsement from an Education Partner.

## Policy

If a CIMSPA Education Partner is required to be offboarded (voluntary or involuntary), or endorsement status withdrawn, CIMSPA will take the appropriate action to ensure both the partner and its learners are well supported to prevent adverse effects.

This policy should read in conjunction with:

- Education Partner Contract
- Education Partner Code of Conduct
- Endorsement Guide
- CIMSPA Quality Assurance Strategy and supporting documentation

## Reasons for Offboarding

CIMSPA must have a valid reason for offboarding an education partner, the following list of reasons allow for immediate termination of the partnership:

- Failure to make payment on outstanding invoices
- Failure to adhere to CIMSPA Partner Contract
- Failure to adhere to CIMSPA Partner Code of Conduct
- Expiration of Contract Renewal
- Bringing CIMSPA into disrepute through association

Any other reasons for offboarding outside of the above list, the partner must be given 6 months' notice before termination, as stated within the Education Partnership Contract.

A CIMSPA Education Partner may have reason to offboard themselves as an education partner, such examples could include:

- Cessation of trade, immediate or planned
- Financial instability
- Organisation direction

## Reasons for Endorsement Withdrawal

CIMSPA must have a valid reason for endorsement withdrawal from an education partner, examples of such reasoning include one or more of the following:

- Failure to adhere to CIMSPA endorsement guidelines and requirements
- Failure to adhere to CIMSPA re-endorsement guidelines and requirements
- Failure to adhere to CIMSPA Quality Assurance procedures required of endorsed training provision and or partner
- Evidence of action which requires sanction(s) and/or disciplinary action

A CIMSPA Education Partner may have reason for endorsement withdrawal, such examples could include

- Cease delivery of the course
- Organisation direction
- Financial instability

## Procedure for Offboarding an Education Partner – CIMSPA withdrawal

1. CIMSPA will write to the CIMSPA Education Partner to confirm that the Education Partner is to be offboarded and partnership terminated. An email that outlines the decision and reasons for withdrawal will be sent to the Education Partner, using their key contact email address provided. This email will detail the timeframes for response, acknowledgement, and appeal. Upon request, a phone call can be arranged with the relevant Partnership Manager to further discuss termination, but this must be confirmed within the timeframe detailed within the email.
2. Where the reason for termination does not allow for immediate termination, the partner will be given 6 months notice before the termination is actioned, this allows for a period of negotiation and resolution, and where appropriate reinstatement of the partnership can be achieved.
3. Where the reason for termination allows for immediate termination, the following process will be followed:
  - a. From the date the Education Partner sends the termination email, the partner has 5 working days to appeal CIMSPA's decision to offboard the Education Partner and must provide supporting evidence to challenge CIMSPA's decision. More information on the CIMSPA appeals procedure can be found [here](#).
  - b. Where no appeal is received from the partner, the termination will be actioned after those 5 working days.
  - c. If the partner has mitigating circumstances for missing the termination email and/ or appeals deadline, the Education Partner must get in contact with the CIMSPA Education Partnership Manager appropriate to the education partner type, evidencing their mitigating circumstances. Where deemed legitimate, CIMSPA will give the partner a further 5 working days to appeal the decision.

- d. If the appeal is not upheld, communications will be published regarding partnership withdrawal.
4. Where there are learners enrolled onto a CIMSPA Endorsed course, CIMSPA will continue to uphold membership where the CIMSPA Endorsed qualification or degree provides entry into CIMSPA membership, however any new student enrolled from the point of termination will **not** be supported by CIMSPA and will **not** receive related benefits. The Education Partner must evidence course registration date and ensure this is shared with the relevant students.
5. Where an Education Partner is terminated, CIMSPA will make all appropriate parties aware.
6. As part of the termination the Education Partner may be added to a public facing list of offboarded partners.
7. From the date the partnership ceases with CIMSPA, the Education Partner has 20 working days to remove all mention of CIMSPA education partnership, including logos and branding, from all promotional material, and references across the education partner's website, social media or wider electronic materials. However, there are specific circumstances detailed in the Education Partner Contract, which allow a partner to continue to use logos and branding after termination.
8. CIMSPA will remove all partner logos and reference to the partner from the date of termination, removing them from the CIMSPA portal and the CIMSPA directory.
9. Following termination, CIMSPA will follow up with feedback forms, complaints forms, and detail of the reapplication process.

## Procedure for Offboarding an Education Partner -Education Partner Withdrawal

1. The Education Partner must inform CIMSPA that they wish to terminate their partnership in writing. This should be sent to the Education Partnership Manager appropriate to the education partner type. This process must include an email outlining the CIMSPA Education Partner's decision and reasons for withdrawal. CIMSPA may request a follow up call to discuss termination further and clarify reasoning.
2. CIMSPA will formally acknowledge the Education Partner's decision to withdraw their partnership via email within 5 working days of notification.
3. The Education Partner must give CIMSPA 6 months notice before the termination is actioned, this allows for a period of negotiation and resolution, and where appropriate reinstatement of the partnership can be achieved.
4. Under specific circumstances, the termination can be actioned within a shortened timeframe, but this must be agreed in writing between both parties, suitable examples being cessation of trade.
5. Where there are learners enrolled on the course, CIMSPA will continue to uphold student membership, where the CIMSPA Endorsed qualification or degree provides entry into CIMSPA membership, however any new student enrolled from the point of termination will **not** be supported by CIMSPA and will **not** receive related benefits. The Education Partner must evidence course registration date and ensure this is shared with the relevant students.
6. Where an Education Partner ceases their partnership, CIMSPA will make all appropriate parties aware.
7. As part of the termination the Education Partner may be added to a public facing list of offboarded partners.
8. From the date the partnership ceases with CIMSPA, the Education Partner has 20 working days to remove all mention of CIMSPA education partnership, including logos and branding, from all promotional material, and references across the education partner's website, social media and wider electronic materials. However, there are specific circumstances detailed in the Education Partner Contract, which allow a partner to continue to use logos and branding after termination.

9. CIMSPA will remove all partner logos and reference to the partner from the date of termination, removing them from the CIMSPA portal and the CIMSPA directory.
10. Following termination, CIMSPA will follow up with feedback forms, complaints forms, and detail of the reapplication process.

## Procedure for Endorsement Withdrawal – CIMSPA Withdrawal

1. CIMSPA will write to the partner to confirm that the endorsement status will be withdrawn. An email that outlines the decision and reasons for withdrawal will be sent to the partner, using their provided key contact email address. This email will detail the timeframes for response, acknowledgement, and appeal. Upon request a phone call can be arranged to further discuss withdrawal, but this must be confirmed within the timeframe detailed within the email.
2. From the date the Education Partner is sent the endorsement withdrawal email, the partner has 5 working days to appeal CIMSPA's decision to withdraw the endorsement and must provide supporting evidence to challenge CIMSPA's decision. More information on CIMSPA's appeals procedure can be found [here](#).
3. Where no appeal is received from the partner, the endorsement withdrawal will be actioned after those 5 working days.
4. If the partner has mitigating circumstances for missing the endorsement withdrawal email and/ or appeals deadline, the Education Partner must get in contact with the CIMSPA Education Partnership Manager appropriate to the education partner type, evidencing their mitigating circumstances. Where deemed legitimate, CIMSPA will give the partner a further 5 working days to appeal the decision.
5. If the appeal is not upheld, communications will be published regarding endorsement withdrawal.
6. Where there are learners enrolled on the course, CIMSPA will continue to uphold student membership, where the CIMSPA Endorsed qualification or degree provides entry into CIMSPA membership, however any new student enrolled from the point of termination will **not** be supported by CIMSPA and will **not** receive related benefits. The Education Partner must evidence course registration date and ensure this is shared with the relevant students.
7. Where there are learners enrolled on the course, CIMSPA will continue to uphold CPD points associated to the course, however any new student enrolled from the point of termination will **not** receive the associated CPD points. The Education Partner must evidence course registration date and ensure this is shared with the relevant learners.
8. Where an Education Partner's endorsement is withdrawn, CIMSPA will make all appropriate parties aware.
9. From the date the endorsement ceases with CIMSPA, the Education Partner has 20 working days to remove all mention of specific CIMSPA endorsement, including logos and branding, from all promotional material, and references across the education partner's website, social media and wider electronic materials. However, there are specific circumstances detailed in the Education Partner Contract, which allow a partner to continue to use logos and branding after termination.
10. CIMSPA will remove reference to endorsement from the CIMSPA portal and the CIMSPA directory.
  - Where an Education Partner's endorsement is withdrawn, leaving the partner with no endorsements (endorsed CPD or endorsed regulated qualifications), resulting in the partner's failure to adhere to CIMSPA Partner Contract, CIMSPA will initiate "Procedure for offboarding an Education Partner - CIMSPA withdrawal," and begin process for partnership termination.

## Procedure for Endorsement Withdrawal - Education Partner Withdrawal

1. The Education Partner must inform CIMSPA that they wish to withdraw their endorsement status from a specific course/ training product This should be sent to the Education Partnership Manager appropriate to the education partner type This process must include an email outlining the CIMSPA Education Partner's decision and reasons for withdrawal. CIMSPA may request a follow up call to discuss termination further and clarify reasoning.
2. CIMSPA will formally acknowledge the Education Partner's decision to withdraw their endorsement via email within 5 working days of notification.
3. The endorsement withdrawal will be actioned after those 5 working days' notice.
4. Communications will be published regarding endorsement withdrawal.
5. Where there are learners enrolled on the course, CIMSPA will continue to uphold student membership, where the CIMSPA Endorsed qualification or degree provides entry into CIMSPA membership, however any new student enrolled from the point of termination will **not** be supported by CIMSPA and will **not** receive related benefits. The Education Partner must evidence course registration date and ensure this is shared with the relevant students.
6. Where there are learners enrolled on the course, CIMSPA will continue to uphold CPD points associated to the course, however any new student enrolled from the point of termination will **not** receive the associated CPD points. The Education Partner must evidence course registration date and ensure this is shared with the relevant learners.
7. Where an Education Partner's endorsement is withdrawn, CIMSPA will make all appropriate parties aware.
8. From the date the endorsement ceases with CIMSPA, the Education Partner has 20 working days to remove all mention of specific CIMSPA endorsement, including logos and branding, from all promotional material, and references across the education partner's website, social media and wider electronic materials. However, there are specific circumstances detailed in the Education Partner Contract, which allow a partner to continue to use logos and branding after termination.
9. CIMSPA will remove reference to endorsement from the CIMSPA portal and the CIMSPA directory.
10. Where an Education Partner's endorsement is withdrawn, leaving the partner with no endorsements (endorsed CPD or endorsed regulated qualifications), resulting in the partner's failure to adhere to CIMSPA Partner Contract, CIMSPA will initiate "Procedure for offboarding an Education Partner - CIMSPA withdrawal", and begin process for partnership termination.

## Arrangements for learners

CIMSPA will uphold student membership for all learners registered on the endorsed product before the date of termination and/or withdrawal where the CIMSPA Endorsed qualification or degree provides entry into CIMSPA membership, The Education Provider must provide all impacted learners with their registration start date at the point of graduation. The learner then must use this when registering membership with CIMSPA. Any learners registered with the Education Partner following the termination date, will not receive access to CIMSPA Membership where the CIMSPA Endorsed qualification or degree provides entry into CIMSPA membership.

CIMSPA will continue to uphold CPD points associated to a withdrawn course, where the learners enrolled before the termination, however any new student enrolled from the point of termination will **not** receive the associated CPD points. The Education Partner must evidence course registration date and

ensure this is shared with the relevant learners. Learners will need the course registration date when registering their CPD with CIMSPA.

## Termination/ Endorsement Withdrawal timeframes

Termination of partnership:

- Where the reason for termination allows for immediate termination, termination will be actioned in 5 working days of the partner receiving the notice.
- However, in the situation of mitigating circumstances a further 5 working days will be granted before action is taken.
- If an appeal is received the timeframes for action will follow the appeals process [here](#).
- Where the reason for termination does not allow for immediate termination, 6 months notices must be given or granted before termination is actioned. However, under specific and agreed circumstances termination can be actioned before the 6-month period.
- Where sums are outstanding from the partnership, on termination all funds become payable within 30 days of the date of termination.
- If an education partner has not been able to provide the required contractual notice because it has ceased to operate, CIMSPA should be notified at the earliest convenience. CIMSPA will respond to a withdrawal of partnership within 10 working days.

Withdrawal of endorsement:

- Withdrawal of endorsement will be actioned in 5 working days of the partner receiving the notice or CIMSPA receiving the request.
- However, in the situation of mitigating circumstances a further 5 working days will be granted before action is taken.
- If an appeal is received the timeframes for action will follow the appeals process [here](#).

## Failure to Comply

If there is a failure to comply with the above policy a formal disciplinary process will be conducted.

- Following the CIMSPA Disciplinary Policy, which can be found [here](#).
- This may result in sanctions detailed in the CIMSPA Sanctions Policy [here](#).
- Details of malpractice and maladministration can be found in our policy [here](#).

## Review

The CIMSPA Education Partner Offboarding Policy will be reviewed in October 2024 unless a change in policy, governance or other circumstance requires a review prior to this date.