

Author:	Samantha Hill	Version:	4
Edit Date:	06/10/2025	Review Date:	05/10/2026
Director Approval:	Leonie Walker		

NQual is committed to promoting consistency, high standards and public confidence in the qualifications that we deliver.

The purpose of this policy is to set out the sanctions NQual may apply to Centres in situations where they do not comply with the expectations of NQual and other regulatory authorities.

Sanctions

Sanctions can be applied to Centres, Centre Staff and Learners.

When a sanction has been applied NQual will communicate the decision in writing to the appropriate person within 48 hours. All sanctions applied will remain in place until the date outlined within the written communication. Where a sanction includes additional External Quality Assurance activity this will be at the centre's expense.

Levels in which sanctions can be applied follow a rating of 1, 2 and 3. The level of sanction will be based on the level of non-compliance which is outlined below:

Sanctions below may be applied to Centres, Centre Staff or Learners and they may include but are not limited to the list outlined below.

Level	Non-Compliance Activity	Potential Actions
One	Non- Compliance towards approval criteria but no threat to assessment decisions. Centres IQA Processes and Policies are not clearly outlined. Centre policies are not available for learners. Lack of up-to-date CPD evidence to show current competency to deliver qualification or unit. Insufficiently qualified assessors	Action plan identified. Change to NQual Centre RAG Rating Staff member issues a warning that if a non-compliance activity is repeated further sanctions will be applied. The learner issued a warning that if a non-compliance activity is repeated further sanctions will be applied.
Two	Some Non-Compliance to criteria outlined within the Centre Agreement Failure to act upon actions previously outlined. Failure to comply with Finance related Centre Agreements. Breakdown of quality assurance on a specific qualification or unit such as no records of quality assurance. Lack of consistency in assessment decisions.	Change to NQual Centre RAG Rating Temporary suspension of registration for specific or all qualifications Withdrawal of Centre Approval to deliver specific qualifications. Conditions applied to staff members in relation to their involvement with qualification or unit for a specified period of time. Disqualification From undertaking qualification or unit.

Three	Breakdown in management and quality assurance of all qualifications such as no Internal Quality Assurer. Certification claims prior to the end date. Non-Compliance which has a protentional adverse effect such as malpractice/maladministration. Health and Safety Risks which pose a danger to Centre Staff or Learners. Lack of competence to deliver qualification or unit. Evidence of plagiarism.	Withdrawal of Centre Approval to deliver specific qualifications. Withdrawal of Centre Approval to deliver all NQual qualifications. Staff members are banned from involvement in the delivery of qualifications or units for a specified time or permanently. Disqualification From undertaking qualification or unit. The learner's certificate is invalidated or withdrawn.
--------------	--	---

Post Sanction

Where a Sanction has been issued it will be accompanied with detailed feedback and an action plan aimed to support the Centre / Centre Staff / Learner to meet their action plan deadlines. NQual will offer their support and guidance throughout the process. Once all actions have been met the evidence should be sent to the Quality team via quality@nqual.co.uk to review and where applicable the sanction may be lifted.

If all actions are met the sanction will be revoked.

If actions are not met the Centres approval may be withdrawn.

Appeals

Centres, Centre Staff and Learners have the right to appeal any sanctions applied to them. All appeals must follow NQual's Appeals Policy which can be found on our website. [About NQual / NQual Ltd](#)

Communication with NQual Stakeholders and the Qualifications Regulator

If the Non-Compliance activity has the potential to lead to an adverse effect NQual Responsible Officer will promptly notify OFQUAL via the portal to keep informed of the activity and actions.

NQual is required to share certain information relating to the sanctions with other awarding organisations this may impact the Centre's ability to deliver qualifications with other awarding organisations.

In the instance NQual is informed of a sanction imposed by another Awarding Organisation, NQual will make a judgement to increase external quality assurance activities to ensure the Centres continue to comply with the agreements outlined by NQual and the Centre.

All policies relate to qualifications and assessments provided by NQual Ltd.

This policy is reviewed annually.