



CONTINGENCY PROCEDURE

Skin Aesthetics & Academy –
Contingency Procedure and Withdrawal of Approved Status Policy
Review Date: 13/6/27

Policy Statement

At Skin Academy, we are committed to ensuring the continuity, quality, and integrity of our training provision at all times. This policy outlines the procedures we will follow in the event of an unexpected disruption to delivery or assessment (contingency), and the steps to take if the academy's approved centre status is withdrawn by the awarding organisation or regulator.

1. Purpose of the Policy

This policy ensures:

- That all students are protected and supported in the event of unexpected disruptions.
- That qualifications can be completed or transferred with minimal impact on learners.
- That regulatory requirements are met if our approved centre status is withdrawn.

2. Scope

This policy applies to:

- All qualifications and training programmes delivered by Skin Academy.
- All learners, tutors, and staff involved in training and assessment.
- Situations such as operational disruption, major incidents, or centre status withdrawal.

3. Contingency Procedure – Situations Covered

The following scenarios are included:

- Temporary or permanent closure of the academy due to fire, flood, or other emergencies.
- Loss of key staff (e.g. tutors, assessors, internal verifiers).
- IT system failure or data loss affecting learning or assessments.
- Disruption to examinations or practical assessments.
- Pandemic or public health emergency.
- Withdrawal of the centre's approval by an awarding organisation or regulator.

4. Contingency Actions

If any of the above scenarios occur, Skin Academy will take the following steps:

a. Immediate Assessment and Communication

- Assess the impact of the disruption.
- Notify all affected students and staff within 48 hours.
- Contact awarding organisations as required.



b. Alternative Arrangements

Where possible:

- Transfer learners to another approved centre to complete their qualification.
- Reschedule assessments or offer remote options, if allowed.
- Appoint temporary tutors or assessors to minimise disruption.
- Provide online or paper-based alternatives if IT systems fail.
- Ensure continuity of learner support and safeguarding.

c. Record Keeping

- Maintain clear, dated records of all actions taken.
- Keep students and awarding organisations updated throughout the process.

5. Withdrawal of Approved Status

If Skin Academy has its centre approval withdrawn by an awarding organisation, the following will apply:

- Notification and Communication
- Notify all enrolled learners within 5 working days.
- Clearly explain the implications and next steps.

b. Learner Protection Plan

- Assist learners in transferring to another approved centre.
- Ensure any completed units or assessments are documented and submitted to the awarding organisation.
- Liaise directly with the awarding body to support the continuation of qualifications for all affected learners.

c. Refunds or Transfers

- Where applicable, refund learners or facilitate transfer of fees to an alternative provider.
- Provide supporting documentation to help learners continue their studies with minimal disruption.

d. Internal Review

- Conduct a full review of the circumstances that led to the withdrawal.
- Cooperate fully with awarding bodies and regulators during investigations.

6. Staff Responsibilities

- All staff must be aware of this policy and be ready to support learners during any contingency event.
- Senior management must coordinate communication and ensure learners' interests are protected at all times.

7. Monitoring and Review

This policy is reviewed annually or when significant changes occur in awarding body procedures or regulatory requirements.