

## YMCA Awards Endorsement Terms and Conditions

### 1 Endorsement

- 1.1 Before the centre can offer (or publicise as offering) YMCA Awards endorsed programmes it must gain written approval that YMCA Awards has endorsed such programmes.
- 1.2 To apply for endorsement the centre must complete the [YMCA Awards Endorsement Application](#) and declare whether it has had a previous application for endorsement denied/withdrawn.
- 1.3 YMCA Awards reserve the right to conduct an evaluation visit with any applicants wishing to have their programmes endorsed and will provide written confirmation of those programmes that have been approved for endorsement.
- 1.4 The fees for YMCA Awards Endorsement are available via the YMCA Awards website. There is an annual renewal fee for endorsement contracts and a per learner registration / certification fee. (click [here](#) for further fee information)
- 1.5 Subject to meeting YMCA Awards' approval requirements the centre will only receive endorsement for those programmes for which it applied. Formal confirmation of approval will be issued in writing.
- 1.6 If the centre advertises an endorsed programme, for which there has been no formal approval, it will have approval for all endorsed programmes withdrawn.
- 1.7 It is the sole responsibility of the centre applying for YMCA Awards endorsement to take all reasonable steps to ensure they are legally entitled to use specific known words, phrases or titles in their products. YMCA Awards endorse the products in terms of the requirements as laid out here and in the application process, and make no recommendations regarding the titles or names of products put forward for endorsement.
- 1.8 The centre will bear all responsibility for delivery of programmes that have been endorsed by YMCA Awards and for learners undertaking endorsed programmes. YMCA Awards accepts no responsibility for delivery, learner support or financial disputes between the centre and learners.

#### Additional endorsement requests:

- 1.9 If the centre wishes to seek endorsement for additional programmes, it should apply by completing a further endorsement application form.
- 1.10 The centre's application for additional endorsement will carry a fee (click [here](#) for fee information)

- 1.11** Where the subject matter of the endorsed programme requires YMCA Awards to source an external specialist to conduct its review, the review fee might vary from that published. In this case YMCA Awards will confirm the review fee with the centre before proceeding.

#### **Maintaining endorsed status:**

- 1.12** The centre retains YMCA Awards endorsement of the stated programmes based upon its ability to meet the quality assurance guidelines as outlined in these Terms and Conditions and YMCA Awards' annual Endorsement Report.
- 1.13** The centre's ability to meet and consistently maintain YMCA Awards' quality assurance requirements will be supported and monitored by a YMCA Awards EQA.
- 1.14** The YMCA Awards EQA will conduct a visit or review annually and complete an Endorsement Report identifying the compliance with YMCA Awards standards. The EQA will provide the centre with an action plan and any recommendations for improvement
- 1.15** If the centre or the endorsed programmes falls below the required YMCA Awards standards, the programme risks losing its endorsed status.
- 1.16** Centres that have lost their endorsed status will be required to make a completely new application, should they wish to seek endorsement at a later date.
- 1.17** Subject to a satisfactory review at the most recent EQA visit, endorsement contracts will be renewed automatically on an annual basis unless the centre informs YMCA Awards of its intention to withdraw its programme(s) with at least 28 days' notice of the current contract's expiry date. An annual renewal fee will be applied (click [here](#) for fee information)
- 1.18** If an endorsement contract has been withdrawn by YMCA Awards or the centre decides not to renew its endorsement with sufficient notice, the centre will no longer be entitled to use the YMCA Awards Endorsed logo or make reference to YMCA Awards endorsement. The right to register any further learners with YMCA Awards for the formerly endorsed programme(s) will also be removed.
- 1.19** Failure to respond to an official request for information may result in the removal of endorsed centre status.

#### **Human resources:**

- 1.20** The centre's successful endorsement is based upon the information it supplies to YMCA Awards in its Endorsement Application. This includes the details of teaching, assessing (if appropriate), internal quality assurance and administrative team members.
- 1.21** YMCA Awards must be informed in writing of any changes to the team involved in any aspect of endorsed programmes, prior to these changes occurring.
- 1.22** If the centre fails to comply with the requirements regarding team changes within endorsed programmes, it may risk having the endorsement withdrawn.

#### **External quality assurance:**

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- 1.23** All centres with endorsed programmes will have an annual external quality assurance visit or review from a YMCA Awards appointed EQA. For centres outside of the UK a visit will be conducted every second year with a desk based sample in the interim year.
- 1.24** The centre will be notified in advance of times and dates of these visits and they will be mutually agreed between the centre and the EQA.
- 1.25** Cancellation by the endorsed centre of a visit must be made in writing at least 14 days prior to the visit date to avoid incurring a fee.
- 1.26** Cancellation of a visit between 14 – 8 days will incur a fee to cover any expenses and administration fees.
- 1.27** Cancellation of a visit with seven days or less notice will be charged at the full daily rate.
- 1.28** Consistent failure to comply with YMCA Awards monitoring requirements of endorsed programmes will result in the endorsement being withdrawn.
- 1.29** YMCA Awards reserves the right to carry out spot checks on endorsed programmes or events.

#### **Programme amendments:**

- 1.30** Any amendments to approved YMCA Awards endorsed programmes, programme delivery, or programme resources must be approved, in writing, by YMCA Awards prior to any changes being implemented.

#### **Endorsement of International programmes:**

- 1.31** If the centre is located outside of the UK, YMCA Awards will review the local requirements with the centre before proceeding with the application. The centre will be required to cover the costs of travelling, accommodation and subsistence incurred by YMCA Awards for any visits required.
- 1.32** The centre will be invoiced in GB Pounds Sterling and must pay the corresponding amount either in GB Pounds Sterling or their local currency.

## 2 Payment details

2.1 Please refer to section 7 in the main body of YMCA Awards Terms and Conditions.

## 3 Summary of sanctions

### Suspension:

- 3.1 A suspension status is allocated if systems/resources fall below minimum expected standards. This is most often applied in cases where team members have left and there is no sufficient replacement, or in cases where the centre has not responded to YMCA Awards payment requests or adhered to YMCA Awards terms and conditions.
- 3.2 Suspension will automatically be applied to centres who have failed to comply with the repeated requests of an EQA or those that do not adhere to minimum guidelines as identified in the YMCA Awards administration/quality assurance guidelines as set out on the YMCA Awards website ([www.ymcaawards.co.uk/centre-guidance](http://www.ymcaawards.co.uk/centre-guidance)).
- 3.3 This status indicates a suspension of all services and will not be altered until full compliance in the relevant area has been achieved. If the centre has been suspended YMCA Awards will work with the centre to ensure that the learners are appropriately supported.
- 3.4 Suspension of services will be communicated in writing to the YMCA Awards Endorsed Centre Contact/Head of Centre. The YMCA Awards Lead Quality Assurer will provide written details conveying the reason for suspension and the measures required for reinstatement along with a proposed action plan.
- 3.5 The centre is required to disclose to YMCA Awards if a suspension has been / is about to be applied for an endorsed product by another awarding organisation.
- 3.6 YMCA Awards considers suspension of services as a serious matter. YMCA Awards will make every effort to support the centre to resolve an issue arising before this measure is imposed. The centre should contact its YMCA Awards EQA and/or Lead Quality Assurer as soon as a difficulty arises.

## 4 Registration

- 4.1 Prior to learner registration, centres are required to assess the suitability of learners for YMCA Awards endorsed programmes in relation to any legal convictions and regarding the suitability of the learner undertaking specified programmes.
- 4.2 The centre must register learners for all qualifications either prior to or within the first 10% of the course duration.
- 4.3 Learners that have not been registered in accordance with the guidelines will not be eligible to receive certification.
- 4.4 Proof of learner identity must be acquired before they are registered by way of two pieces of photographic identification and one proof of address document.
- 4.5 Upon registration YMCA Awards will confirm learner name, programme enrolment details and a unique learner identifier.
- 4.6 The unique learner identifier must be used on all subsequent correspondence (please refer to Section 2 and 4 for in the main body of YMCA Awards Terms and Conditions for details on accurate completion).
- 4.7 Centres in countries outside of the European Economic Area must have equivalent levels of data protection for personal data available as exist within the European Economic Area. This is in order to safeguard learner information after they have been registered onto a YMCA Awards qualification.

## 5 Certification

- 5.1 Claims for certificates should be submitted to YMCA Awards using the appropriate online systems.
- 5.2 All information provided at registration must be clear and accurate. If learner information such as name spellings and dates of birth need to be amended prior to certification it is the centre's full responsibility to make these changes via the YMCA Awards online registration and certification service (Parnassus).
- 5.3 YMCA Awards will produce eCertificates based on the certification claim submitted. YMCA Awards will charge per eCertificate for replacements that are required due to centre inaccuracy / lack of clarity (click [here](#) for fee information).
- 5.4 YMCA Awards will refuse learner certification for a programme that has not been endorsed by YMCA Awards.

### Certificate Issue:

- 5.5 YMCA Awards will dispatch eCertificates for successful learners on receipt of an accurately completed claims form. Certification turnaround times are available via the YMCA Awards website ([www.ymcaawards.co.uk/customer-service/turnaround-times](http://www.ymcaawards.co.uk/customer-service/turnaround-times)).
- 5.6 All certificates for YMCA Awards endorsed programmes delivered in the EU will be issued electronically. Non-EU certificates will be issued in hard copy and additional charges may apply (e.g. adjusted certification fees and courier fees). In such instances indicative fees will be provided on application.
- 5.7 YMCA Awards accepts no liability for additional duties, taxes or levies placed on international deliveries.

5.8 Certificates will not be issued to centres with outstanding payments due or a risk status that identifies suspension of certification (please refer to Section 10).

5.9 YMCA Awards will not take responsibility for delays in the dispatch of certificates that result from the centre failing to complete the appropriate claims correctly.

5.10 YMCA Awards reserves the right to refuse to process claims/requests if instructions or details are unclear or incomplete.

#### **Claims for corrections:**

5.11 Claims for certificates that have been misspelled on the original request, should be resubmitted using the YMCA Awards Replacement Certificate Request form. The request form should clearly identify the reason and be accompanied by the original certificate, ensuring that the original YMCA Awards unique learner number has been provided.

5.12 YMCA Awards will not accept liability for certificate errors that are the result of inaccurate learner registrations or certificate requests. However, requests for amendments due entirely to YMCA Awards error will not incur a fee. The centre should apply as in 4.15.

5.13 Centre administration errors resulting in incorrect invoices to the centre may carry an administration charge per amended invoice.

#### **Replacement certificates:**

5.14 The centre may obtain, for an additional fee, replacement certificates for learners who have lost the original. Application for replacement certificates should be made on the YMCA Awards Replacement Certificate Request form.

5.15 Centres must establish proof of identity of any learner requesting replacement certificates as in condition 4.4.

5.16 Where a certificate is lost between the centre and the learner, a replacement will be provided upon application at the duplicate request fee.

5.17 YMCA Awards will replace certificates within 5 working days of the original written request.

5.18 YMCA Awards will be unable to provide replacement certificates if the unique YMCA Awards learner number cannot be provided.

#### **Electronic submissions:**

5.19 All centres must submit claims/requests electronically and must identify the team members that have the appropriate permission in the Endorsement Approval Application.

5.20 It is the responsibility of the centre to ensure that permissions remain up to date, and to ensure that where appropriate, a new security declaration is requested from and submitted to YMCA Awards Customer Support.



5.21 Claims that are submitted from an unapproved source will be rejected and returned without processing. Continued unapproved submissions will incur an administration fee and may result in a sanction relating to the centre's risk status.



## 6 Use of the YMCA Awards Endorsed Logo

In addition to the terms covered in Section 8 of this document (Registered Trademarks and Logo), the following also apply:

- 6.1 Centres delivering YMCA Awards Endorsed programmes may only use the YMCA Awards Endorsed logo in respect of those programmes for which YMCA Awards Endorsement has been granted.
- 6.2 Centres who have had such programmes endorsed by YMCA Awards must adhere to all guidelines in respect of the use of the YMCA Awards Endorsed logo and its name on all co-branded materials.
- 6.3 The YMCA Awards Endorsed logo may only be used on promotional materials. These can include:
  - print and online advertising
  - posters/flyers
  - brochures
  - centre websites

The use of the YMCA Awards Endorsed logo beyond these listed materials (e.g. on merchandise or exhibition stands) requires prior permission and approval from YMCA Awards.

- 6.4 Any use of the YMCA Awards Endorsed logo must conform to the following technical specification:

The YMCA Awards Endorsed logo may be used in full colour:



in full colour:  
Blue:  
C: 100 | M: 50 | Y: 0 | K: 0  
R: 0 | G: 114 | B: 188  
#0072BC

or white (on black or dark coloured backgrounds only)



In black (white type)  
C: 0 | M: 0 | Y: 0 | K: 100  
R: 0 | G: 0 | B: 0

- 6.5 Tinted versions of the YMCA Awards Endorsed logo must not be used under any circumstances.

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- 6.6 The logo should always be surrounded by a clearly defined space to ensure it stands out. The minimum space is 1/3 of the width of the logo (e.g. if logo is used 30mm width, allow 10mm space).
- 6.7 When used in co-branded materials, the YMCA Awards Endorsed logo should appear equally weighted in relation to any other logos being used, adhering to the minimum size guidelines.
- 6.8 Misrepresentation by a centre in respect of a programme may result in a centre sanction or withdrawal of approval. YMCA Awards reserves the right to take further action should a centre be found to be misrepresenting and/or misleading audiences in any of its communications.
- 6.9 These guidelines form part of YMCA Awards terms and conditions for centres and are equally applicable to all on and offline activities. They are not exhaustive, and YMCA Awards reserves the right to amend them at any time.
- 6.10 YMCA Awards reserves the right to withdraw approval and permission to use the YMCA Awards Endorsed logo from a centre that consistently breaches these conditions.
- 6.11 Failure to renew its endorsed programme(s) renders the centre's rights to use the YMCA Awards Endorsed logo and all associated rights void from date of expiry, with checks made for compliance. For general terms and conditions regarding payment details, summary of risk status, and centre sanctions, please see the relevant sections in this document.