



# CYQ Terms and Conditions

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# 1. Conditions of Approval

## Initial Approval:

1.1 Before your centre can offer (or publicise as offering) CYQ units and qualifications you must gain written approval from CYQ confirming your centre as approved.

1.2 To apply for approval, your centre must complete the CYQ Centre Approval Application and Centre Agreement and declare whether you have ever had:

- A previous application for approval denied/withdrawn
- Sanctions applied/approval removed by another awarding organisation

1.3 CYQ will conduct an evaluation visit for centres wishing to offer Level 2 qualifications and above and will provide written confirmation identifying the units and qualifications for which you are approved. The evaluation visit will only take place once the centre's initial approval application fee has been received.

1.4 CYQ will carry out a credit check on centres as part of the initial approval process and a credit limit may be applied as a result of the credit check. CYQ reserves the right to request payment in advance for products and services in cases where a poor credit rating is identified and in cases where credit checks provide a borderline result, CYQ reserves the right to request a copy of the company accounts.

1.5 Your centre will only be approved to deliver the CYQ units and qualifications for which you have applied.

1.6 If your centre delivers a CYQ unit and/or qualification that has not received approval your centre status will be automatically suspended.

1.7 The approval fee is a non-refundable fee which is required upon submission of the completed Centre Approval Application. This fee is payable regardless of the outcome of the centre approval application.



## Additional Approvals:

1.8 If your centre wishes to seek approval for additional units and qualifications you should apply in writing using a relevant [Additional Qualifications Application Form](#). This should be accompanied by relevant evidence of training team members' experience/qualifications.

1.9 Your centre application for additional approval will incur a fee (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

## Maintenance of Approved Centre Status:

1.10 Your centre retains approval based on your ability to consistently meet the quality assurance guidelines provided by CYQ. These include the completion and submission of an Annual Registration Form, the compliance with actions arising from external quality assurance sampling, the accurate completion of administrative forms and processes, as well as adherence to security procedures and assessment protocol.

1.11 Your centre's ability to consistently maintain CYQ quality assurance standards is monitored and supported by the CYQ External Quality Assurer (EQA).

1.12 The CYQ EQA will conduct a visit each year and complete a risk assessment report identifying the extent to which your centre is able to comply with CYQ standards. The CYQ EQA will provide your centre with an action plan and any recommendations for improvement.

1.13 If your centre falls below CYQ quality assurance standards, CYQ may apply a change of risk status or impose sanctions (see Section 10).

1.14 Centres that have had approval withdrawn will be required to make a new approval application if they wish to begin delivery at a later date.



## Human Resources:

1.15 Your centre approval is based on the information submitted by your centre to CYQ in the Centre Approval Application. This includes the details of teaching, assessing, internal quality assurance and relevant administration team members.

1.16 CYQ must be informed in writing of changes in teaching, assessing and internal quality assurance team members prior to such changes taking place.

1.17 Your centre must notify CYQ of all changes to training team members using the [Additional Staff Approval Application Form](#). This should be accompanied by evidence in the form of CVs and certificates.

1.18 If your centre fails to comply with the guidelines for notification of training team member changes, CYQ may impose a change of risk status or impose sanctions (see Section 10).

1.19 Guidance on minimum training team requirements can be located on the CYQ website ([www.cyq.org.uk/centre-guidance](http://www.cyq.org.uk/centre-guidance)).

## External Quality Assurance:

1.20 As an approved centre of CYQ you will be required to submit an Annual Registration Form by the 31st October of each year.

1.21 As an approved centre of CYQ you will receive an annual visit from a CYQ appointed EQA.

1.22 Your centre will be notified in advance of the dates and times of each annual visit which will be mutually agreed between you and the appointed EQA. Any request for written evidence must be made available at the time of the visit.

1.23 Cancellation by your centre of an agreed visit must be received in writing by CYQ at least 14 days before the visit date.

1.24 Cancellation by your centre within 14 – 8 days will incur a fee to cover the costs of expenses and administration (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

1.25 EQA visits that are cancelled by your centre within seven days of the intended visit date will be charged at the daily rate (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

1.26 Consistent failure to cooperate with CYQ monitoring activities or allow access to your centre, relevant team members, learners or records will result in approval being withdrawn and certification suspended.

1.27 CYQ reserves the right to make unannounced spot check visits to centres.

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## Programme Assessment and Delivery:

1.28 In order to remain an approved centre, you must provide CYQ with detailed information of your intended delivery using the [Annual Registration Form](#) available from the approved centre area of the CYQ website.

1.29 If your centre fails to complete the [Annual Registration Form](#) your centre status may be suspended until such a time as it is received.

1.30 Your centre must inform CYQ of the date of the first day of a newly approved practical assessment.

1.31 Failure to respond to an official request for information will incur an administration charge and fees for EQA visits that have taken place for the year (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

1.32 If your centre has been suspended due to failure to respond to a written request for programme/assessment information, you will be required to re-apply for centre approval (including payment of new approval fees) and will be unable to recommence until a new approval has been granted.

## Approval for International Centres:

1.33 If your centre is located outside of the UK, you will be required to cover the travelling, accommodation and subsistence costs incurred by CYQ for any external quality assurance/evaluation visits and postage/delivery costs for CYQ materials and resources.

1.34 Your centre will be required to pay for CYQ services in GBP Sterling (£) or Euros (€) where applicable. Visit [www.cyq.org.uk/international-fees](http://www.cyq.org.uk/international-fees) for full information on international fees.



## 2. Procedures for External Assessment

### Security:

2.1 As part of the approval process your centre must complete the Security Declaration within the Central Approval Application and appoint two named people that are responsible for the security of all CYQ theory papers/eAssessment.

2.2 CYQ will only release theory papers/answer sheets/access to eAssessment to a person named on the Security Declaration.

2.3 The nominated person(s) must request theory papers or eAssessment a minimum of five working days before the assessment is due to take place.

2.4 Your centre must only use answer sheets that correspond with the allocated theory paper.

2.5 Your centre must only use answer sheets provided by CYQ. Please note that answer sheets must be printed double-sided from the master version provided by CYQ.

2.6 CYQ will apply a charge for the marking of theory papers that cannot be optically scanned/electronically read as a result of centre error (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

2.7 Failure on behalf of your centre to follow the guidelines as shown on the CYQ website ([www.cyq.org.uk/centre-guidance](http://www.cyq.org.uk/centre-guidance)) will result in a centre sanction and may invalidate the learners' results.

2.8 Any breach of security by a centre that results in the withdrawal of a theory paper from circulation will incur a £500 penalty fine.

2.9 It is the responsibility of your centre to ensure that the CYQ are informed of any changes to the named person(s), and to ensure that where appropriate, a new CYQ Security Declaration Form is requested from and submitted to CYQ.

2.10 Theory paper requests that are submitted from an unapproved source will be rejected and returned without processing. Continued attempts for unapproved submissions will incur an administration fee and may result in a sanction relating to your risk status.



## Accurate Completion of Associated Paperwork:

2.11 Your centre must ensure that the learner assessment register is fully completed showing your centre name and code, in addition to the names and signatures of all invigilators and learners.

2.12 Individual answer sheets must be fully completed and correspond with the allocated theory paper.

2.13 Theory paper answer sheets must contain the date, name and signature of both invigilator and learner (where appropriate answer sheets must also show the unique learner number provided by CYQ).

2.14 CYQ will be unable to process results (and may declare the assessment invalid) for learners whose answer sheets do not include the relevant signatures.

## Learner Results:

2.15 CYQ will mark externally assessed theory papers and return written results to your centre within 10 working days. Where hand marking is required, CYQ will mark externally assessed theory papers and return written results to your centre within 15 working days.

2.16 CYQ will provide additional copies of results within 28 working days of receipt of a written request for duplicates.

2.17 Centres wishing to mark their own learners' theory papers must adhere to the following procedure:

- i. Mark theory paper mark sheets using the template provided by CYQ
- ii. Record the theory paper results on CYQ's online registration and certification system
- iii. Retain copies of all theory paper mark sheets (prior to posting to CYQ) for a period of 12 months (for external quality assurance sampling where required)
- iv. Post all marked theory paper mark sheets to CYQ for sampling (in the correct size and format for scanning)

2.18 CYQ will verify centre marked theory paper results via sampling - if any result discrepancies are found, the centre will be notified and the mark amended by CYQ.

2.19 Where a centre has internally marked theory papers, they must delay certificate requests for the corresponding learners as per condition 4.1



## 3. Learner Registrations

3.1 Your centre must register learners for all QCF and SQA accredited qualifications.

3.2 Learners that have not been registered in accordance with the guidelines will not be eligible to receive certification.

3.3 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.

3.4 Upon registration CYQ will confirm learner name, any specific unit and/or qualification details (such as expected delivery time of materials where appropriate) and a unique learner identifier.

3.5 The unique learner identifier must be used on all subsequent correspondence including theory paper answer sheets (where requested) and certificate claims (please refer to Section 2 and 4 for details on accurate completion).

3.6 Centres should register learners requiring resources at least four weeks prior to the intended start date. CYQ will endeavour to ensure materials are delivered within this timeframe but cannot be responsible for items despatched by a third party (e.g. printing house). CYQ will work with the centre to help resolve any issues should they arise.

3.7 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 CYQ qualification.

3.8 Prior to learner registration, centres are required to assess the suitability of learners for CYQ qualifications in relation to any legal convictions and regarding the suitability of the learner to use the qualification vocationally.



## 4. Certification Claims

4.1 Claims for certificates should be submitted to CYQ using the appropriate claims forms/online systems. Certificate claims for learners whose theory results have been internally marked should be submitted no earlier than 12 days after sending the papers to CYQ for sampling.

4.2 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 CYQ online registration and certification service (Parnassus).

4.3 CYQ will produce certificates based on the certification claims form. CYQ will charge per certificate for replacements that are required due to centre inaccuracy/lack of clarity (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

4.4 CYQ may refuse learner certification if the Annual Registration Form has not been submitted in advance in accordance with the terms of approval (see Section 1).

4.5 CYQ will refuse learner certification for a unit or qualification that has not been approved.

### Certificate Issue:

4.6 CYQ will dispatch the certificates for successful learners on receipt of an accurately completed claims form. Certification times vary according to the unit or qualification. Please refer to the CYQ website ([www.cyq.org.uk/centre-guidance](http://www.cyq.org.uk/centre-guidance)) for a summary of our customer service provision.

4.7 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](#)).

4.8 CYQ will not take responsibility for delays in the despatch of certificates that result from the centre failing to complete the appropriate claims forms correctly.

4.9 CYQ reserves the right to refuse to process claims/requests if instructions or details are unclear or incomplete.



## Claims for corrections:

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

4.11 CYQ 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 CYQ error will not incur a fee. Your centre should apply as in 4.13 and present the original claims form. Requests for replacement certificates that are not accompanied by the original request cannot be processed.

4.12 Centre mis-coding resulting in incorrect invoices to your centre will carry an administration charge per amended invoice (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

## Replacement certificates:

4.13 Your 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 CYQ Replacement Certificate Request form.

4.14 Centres must establish proof of identity of any learner requesting replacement certificates as in condition 3.4.

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

4.16 CYQ will replace certificates within 5 working days of the original written request.

4.17 CYQ will be unable to provide replacement certificates if the unique CYQ learner number cannot be provided (please visit [www.cyq.org.uk/fees](http://www.cyq.org.uk/fees) for the latest fee information).

## Electronic submissions:

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

4.19 It is the responsibility of your 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 the CYQ Customer Support Manager.

4.20 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 your risk status.

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## 5. Separate Resource Requests

5.1 Requests for all CYQ supporting resources (except those identified as part of a blended learning registration) can be made at any time and are not tied to specific unit/qualification delivery periods/learners. However, your centre must be active and either approved, or in the process of approval (i.e. submitted a request) for a related unit/qualification to access these materials.

5.2 CYQ will advise your centre of an expected delivery time frame and/or any known delays to delivery (please refer to the summary of customer service on the CYQ website ([www.cyq.org.uk/centre-guidance](http://www.cyq.org.uk/centre-guidance)) for guidance on turnaround times).

5.3 CYQ will keep your centre informed of any changes in stated timeframes.

5.4 A list of available resources, scale of fees and relevant request forms are available from the CYQ Customer Support team. This information is also identified on the CYQ website.

## 6. Centre Training Days

6.1 CYQ offers a range of optional training days to all approved centres to assist with ensuring quality of programme delivery and assessment.

6.2 Occasionally a CYQ EQA may request that specific centre team members attend standardisation and/or syllabus support training days. Failure of your centre to comply with an EQA recommendation to attend training may affect your risk status and subsequent applications for approval.

6.3 Standardisation and syllabus support training days are provided to active CYQ approved centres at a nominal fee (please see the CYQ website for full details - [www.cyq.org.uk/training-days](http://www.cyq.org.uk/training-days)).

### Cancellations:

6.4 CYQ will advise your centre of any intention to cancel a training day at least two weeks before the intended commencement.

6.5 If your centre wishes to cancel a pre-booked place more than four weeks before the training day, full fees will be reimbursed.

6.6 If your centre wishes to cancel a pre-booked place for a training day within two weeks of the confirmed date, or fails to attend on the day, a refund will not be given, unless a medical certificate for the attendee has been provided.

6.7 CYQ may be required to cancel a training day at short notice as a result of force majeure (for example - fire, flood, snow, terrorist activities).



## 7. Payment Details

7.1 The invoice details on each application/claims form should be completed in full by the centre contact, clearly stating the invoice address and main contact. Where relevant the separate delivery information should also be recorded.

7.2 Centres wishing to pay by alternative methods should contact the CYQ Customer Support Manager to discuss the options. The preferred payment method should be clearly identified on the CYQ Centre Approval Application.

7.3 It is the responsibility of your centre to advise CYQ in writing of any changes to centre details and/or payment method.

7.4 Payment terms for invoices are 30 days from the date of invoice.

7.5 If payment terms are not adhered to, CYQ will freeze your account and suspend the issue of resources/certificates/theory papers/eAssessment until the backlog is cleared. Additionally, a credit limit may be applied and a period of payment in advance may be required.



## 8. Registered Trademarks and Logo

8.1 The names Central YMCA Qualifications and CYQ are registered trademarks.

8.2 The full title of the awarding body is Central YMCA Qualifications.

8.3 If an abbreviation is required, the correct and only approved abbreviation is CYQ. All other abbreviations are not permitted. The use of any of the following is strictly prohibited:

- YMCA
- Central YMCA
- CYMCA
- YMCA Courses
- YMCA Fitness Courses
- YMCA Qualifications
- C YMCA Q

The above list of abbreviations is not exhaustive and is provided to show examples only.

CYQ reserves the right to take appropriate action in respect of other abbreviations leading to misrepresentation explicit or implied.

8.4 When referring to the Level of a CYQ unit or qualification, the number should be written in numerical format, and Level should be given a capital 'L' at the beginning - even when in a sentence/paragraph, e.g. Level 2, Level 3.

8.5 Approved centres delivering CYQ units and qualifications may only use the Central YMCA Qualification (CYQ) name and/or logos in respect of units/qualifications the centre is approved to offer.

8.6 Approved centres offering Central YMCA Qualifications or any organisation working with CYQ, must ensure the name and/or logos of CYQ are used correctly in any co-branded materials, following the general guidelines of usage.

8.7 All materials, in any media format being used to promote courses and directly or indirectly Central YMCA Qualifications/CYQ, must adhere to the following:

- The CYQ logo must be reproduced alongside that of the name of the approved centre
- All information material must read Central YMCA Qualifications or CYQ and must not be abbreviated in, or make reference to CYQ in any other way (see 8.3)
- The CYQ logo may only be used subject to prior approval being given to the centre or organisation and acceptance of these terms and conditions.

Example: Approved Centre using the CYQ name:



8.8 Centres must ensure a clear distinction is made between a Central YMCA Qualification being delivered (offered) and a centre course that is not a unit/qualification.

8.9 Centres may not at any time use the CYQ logo on certificates produced by the centre. Any reference to the CYQ name on certificates produced by the centre should be agreed with CYQ to ensure that there is no confusion with CYQ's regulated qualification certificates.

8.10 Centres are required to request the appropriate CYQ regulated qualification certificate for learners that successfully achieve a CYQ qualification.



## The CYQ Logo:

The CYQ logo is available upon request in a number of formats for both print and online use.

8.11 The CYQ logo is a fully registered trademark and may only be used on promotional materials. These can include:

- print and online advertising
- posters/flyers
- brochures
- centre websites

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

8.12 Any use of the CYQ logo must conform to the following technical specification:

The CYQ logo may be used in full colour:

- Pantone: 5467c
- C: 87 | M: 60 | Y: 53 | K: 40
- R: 33 | G: 68 | B: 78



in black (on a white background only)

- C: 75 | M: 68 | Y: 67 | K: 90
- R: 0 | G: 0 | B: 0



or white (on black or dark coloured backgrounds only)

- C: 0 | M: 0 | Y: 0 | K: 0
- R: 255 | G: 255 | B: 255



8.13 Tinted versions of CYQ logos must not be used under any circumstances.

8.14 A clear zone of 8mm must be left around the CYQ logo and may be used to a minimum size of 20mm in width.



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8.15 When used in co-branded materials, the CYQ logo should appear equally weighted in relation to any other logos being used, adhering to the minimum size guidelines.

8.16 Misrepresentation by a centre in respect of a course and/or unit/qualification may result in a centre sanction or withdrawal of approval. CYQ reserves the right to take further action should a centre be found to be misrepresenting and/or misleading audiences in any of its communications.

8.17 These guidelines form part of CYQ terms and conditions for centres and are equally applicable to all on and offline activities. They are not exhaustive, and CYQ reserves the right to amend them at any time.

CYQ reserves the right to withdraw approval from a centre that consistently breaches these conditions.



## 9. Use of Supporting Resources/CYQ Assessment Materials

9.1 If your centre wishes to seek approval for your own documentation, you must first apply for written confirmation from CYQ.

9.2 The use of any written resources/assessment materials/pro-formas other than those provided and approved for use by CYQ is strictly forbidden.

9.3 Your centre may apply to CYQ to have your own logo added to existing CYQ assessment paperwork.

9.4 You will be expected to provide copies of your own materials showing clear cross reference to the CYQ syllabus/assessment materials, and ensure compliance with CYQ guidelines on unit/qualification titles, accreditation codes and use of logos. You will also be asked to provide justification for use covering both quality and content of your documents/materials.

9.5 Written confirmation for the use of your own supporting documents will be provided by CYQ.

9.6 CYQ will also require your centre to add a CYQ logo to all approved materials.

9.7 Samples of all assessment materials/supporting resources should be made available to the CYQ EQA.

9.8 CYQ reserves the right to refuse permission for a centre to use assessment materials/supporting resources that are considered to be below CYQ quality standards.

9.9 The guidelines for centres that wish to reproduce CYQ documentation are available upon request.

9.10 It is the responsibility of the centre to deal with incidents relating to infringement of copyright of their teaching and learning resources by another centre.

9.11 When approved, centres may use qualifications, syllabuses, learner assessment records, manuals, workbooks, eLearning and DVDs, however CYQ retain copyright to qualifications and associated resources at all times and centres must stop using them if instructed by CYQ.



## 10. Summary of Risk Status

10.1 Your centre will be allocated a risk status on the first External Quality Assurance visit. Your centre's risk status helps CYQ to identify the level of support you will need.

Examples of how CYQ allocates risk status are as follows:

### Direct Claims Status (DCS):

10.2 DCS is given to your centre at the point of approval. DCS remains in place if CYQ monitoring activity indicates that your centre has significant experience of delivering relevant units/qualifications and continually provides evidence that indicates risk to the credibility of the unit/qualification is very low. This status identifies that your centre is able to consistently meet/exceed CYQ quality assurance standards and you may make certificate claims without continued confirmation of the CYQ EQA (please note the EQA will continue to sample claims to ensure validity).

### Low Risk:

10.3 Low risk status identifies evidence of good practice within your centre, in relation to management systems, quality assurance and assessment practice.

### Medium Risk:

10.4 A medium risk status is allocated if a centre requires support in one or more areas to achieve consistent quality standards. This allocation is common if a centre has recently employed new team members or experienced team members have left. This risk status may require your centre to receive and pay for additional EQA visits.

### High Risk:

10.5 A high risk status is allocated if a centre requires significant support in several areas to achieve quality standards. This allocation is applied for example, if internal quality assurance systems need improvement, or team members require additional training to maintain CYQ standards in delivery or assessment.

10.6 If your centre is allocated a high risk rating you may make certificate claims for current learners but will be unable to apply for additional approval of units/qualifications. This risk status may require your centre to receive and pay for additional EQA visits. See CYQ's [External Quality Assurance Strategy](#) for further information.



## Suspension:

10.7 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 CYQ payment requests or adhered to CYQ terms and conditions.

10.8 A suspension status will be allocated if the Annual Registration Form is not submitted by the 31st October of each year.

10.9 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 CYQ administration/quality assurance guidelines as set out on the CYQ website ([www.cyq.org.uk/centre-guidance](http://www.cyq.org.uk/centre-guidance)).

10.10 This status indicates a suspension of all services and will not be altered until full compliance in the relevant area has been achieved. If your centre has been suspended CYQ will work with your centre to ensure that the learners are appropriately supported.

10.11 In cases where your centre is unable to support existing learners you will be charged for any measures that CYQ need to put in place to ensure that the learners have supported access to assessment and those required to ensure the continued integrity of the unit/qualification.

10.12 Suspension of services will be communicated in writing to the CYQ Centre Contact/Head of Centre. The CYQ Lead Quality Assurer will provide written details conveying the reason for suspension and the measures required for reinstatement along with a proposed action plan.

10.13 In circumstances where suspension of an individual unit and/or qualification remains unresolved, CYQ may apply suspension across all relevant units/qualifications that are approved.

10.14 Where the reason for suspension affects the integrity of the National Occupational Standards, CYQ may inform Ofqual, SQA Accreditation, the relevant Sector Skills Council and other awarding organisations.

10.15 Your centre is required to disclose to CYQ if a suspension has been/is about to be applied by another awarding organisation.

10.16 CYQ considers suspension of services as a serious matter. CYQ will make every effort to support your centre to resolve an issue arising before this measure is imposed. Your centre should contact your CYQ EQA and/or Lead Quality Assurer as soon as a difficulty arises.

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## 11. Centre Sanctions

11.1 In accordance with the guidelines provided, CYQ may apply a sanction to centres who fail to comply with CYQ quality assurance standards/CYQ conditions of approval/CYQ terms and conditions and the Centre Agreement.

11.2 A sanction may take the form of a change to risk category including suspension/withdrawal of approval and/or additional fees.

## 12. General

12.1 CYQ reserves the right to refuse an application for centre approval.

12.2 CYQ reserves the right to refuse an application for additional qualifications and additional training team member approval.

12.3 CYQ reserves the right to refuse an application for approval of satellite centres.

12.4 CYQ reserves the right to refuse approval for a centre that it considers falls below the set quality assurance standards.

12.5 It is the responsibility of the centre to ensure adherence to the latest version of the CYQ Terms and Conditions for Approved Centres. Please refer to the CYQ website for the latest information ([www.cyq.org.uk](http://www.cyq.org.uk)).

12.6 CYQ Website and CYQ Online User Logins, Passwords and Security:

- a. Centre contacts are responsible for the secrecy and use of their own usernames and passwords
- b. For access to the centre area of the website, requests should be made via [info@cyq.org.uk](mailto:info@cyq.org.uk) for each individual member of the team as required
- c. For access to CYQ's online services, requests should be made via [info@cyq.org.uk](mailto:info@cyq.org.uk) for each individual member of the team as required

12.7 Data protection:

- a. For reasons of data protection CYQ cannot disclose learner information to anyone other than recognised members of the training team at our approved Centres.
- b. All learner enquiries regarding assessment results, certification or other such services that CYQ provide will be redirected to their Centre in order for them to provide further assistance.
- c. Centres must comply with data protection legislation and make it clear to learners what information will be passed on to CYQ.

12.8 These terms and conditions are not exhaustive; CYQ reserves the right to amend them at any time.



# CYQ Endorsement Terms and Conditions

## 1. Endorsement

1.1 Before your centre can offer (or publicise as offering) CYQ endorsed programmes or events you must gain written approval that CYQ has endorsed such programmes or events.

1.2 To apply for endorsement your centre must complete the [CYQ Endorsement Application](#) and declare whether you have had a previous application for endorsement denied/withdrawn.

1.3 CYQ will conduct an evaluation visit to all non-CYQ approved applicants wishing to have their programmes or events endorsed and will provide written confirmation of those programmes or events that have been agreed for endorsement.

1.4 The fees for CYQ Endorsement are available via the CYQ website (click [here](#) for further details) and are charged annually upon renewal of CYQ Endorsed status.

1.5 You will only receive endorsement for those programmes or events for which you applied.

1.6 If you advertise as endorsed a programme or event for which there has been no endorsement, you will have endorsement for any other endorsed programmes withdrawn.

1.7 It is the sole responsibility of the centre applying for CYQ endorsement to take all reasonable steps to ensure they are legally entitled to use specific known words, phrases or titles in their products. CYQ 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.

### Additional endorsement requests:

1.8 If you wish to seek endorsement for additional programmes or events, you should apply in writing completing the additional endorsement application form, providing the requested detailed information.

1.9 Your application for additional endorsement may carry a fee (see Endorsement for CYQ Approved Centres/Endorsement for Non-CYQ Centres).

1.10 You may be required to pay for additional quality assurance visits by CYQ (see Endorsement for CYQ Approved Centres/Endorsement for Non-CYQ Centres).

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## Maintaining endorsed status:

1.11 Your centre retains CYQ endorsement of the stated programmes or events based upon your ability to meet the quality assurance guidelines provided by CYQ. These include the compliance with actions arising from quality assurance sampling, the accurate completion of administrative forms and processes, as well as adherence to health, safety and security procedures.

1.12 Your centre's ability to meet and consistently maintain CYQ's quality assurance requirements will be supported and monitored by a CYQ EQA.

1.13 The CYQ EQA will conduct a visit annually (in conjunction with regular external quality assurance if you are a CYQ approved centre) and complete an Endorsement Report identifying the extent to which you comply with CYQ standards. The EQA will provide your centre with an action plan and any recommendations for improvement. This visit is chargeable for all non-CYQ approved centres, as per the standard [CYQ Endorsement fees](#).

1.14 If your centre falls below the required CYQ standards you risk losing your endorsed status.

1.15 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.

## Human resources:

1.16 Your successful endorsement is based upon the information you supply to CYQ in your Endorsement Application. This includes the details of the teaching, assessing (if appropriate), internal quality assurance and administrative team members.

1.17 CYQ must be informed in writing of any changes to the team involved in any aspect of endorsed programmes, prior to these changes occurring.

1.18 If your centre fails to comply with the requirements regarding team changes within endorsed programmes, you may risk having the endorsement withdrawn.



## External quality assurance:

1.19 All endorsed programmes will have an annual external quality assurance visit from a CYQ appointed EQA.

1.20 You will be notified in advance of times and dates of these visits and they will be mutually agreed between you and the EQA.

1.21 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.

1.22 Cancellation of a visit between 14 – 8 days will incur a fee to cover any expenses and administration fees.

1.23 Cancellation of a visit with seven days or less notice will be charged at the full daily rate.

1.24 Consistent failure to comply with CYQ monitoring requirements of endorsed programmes will result in the endorsement being withdrawn.

1.25 CYQ reserves the right to carry out spot checks on endorsed programmes or events.

## Programme Delivery:

1.26 In order to maintain your endorsement you must complete the Annual Endorsement Renewal form, available from the endorsement area of the website.

1.27 You are expected to submit your Annual Endorsement Renewal form by 30th September every year.

1.28 If you fail to submit the Annual Endorsement Renewal Form by 30th September, you risk having your endorsement suspended or withdrawn.

1.29 Failure to respond to an official request for information will incur an administration charge and fees for EQA visits taken place that year.

## Endorsement of International programmes:

1.30 If your centre is located outside of the UK, you will be required to cover the costs of travelling, accommodation and subsistence incurred by CYQ for any visits required.

1.31 Your centre will be required to pay in either GB Pounds Sterling or Euros.

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## 2. Use of the CYQ Endorsed Logo

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

2.1 Centres delivering CYQ Endorsed programmes or events may only use the CYQ Endorsed logo in respect of those programmes or events for which CYQ Endorsement has been granted.

2.2 Centres who have had such programmes or events endorsed by CYQ must adhere to all guidelines in respect of the use of the CYQ Endorsed logo and its name on all co-branded materials.

2.3 The CYQ Endorsed logo may only be used on promotional materials. These can include:

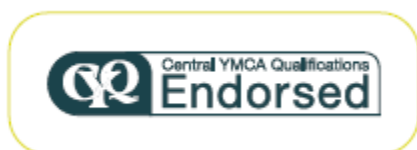
- print and online advertising
- posters/flyers
- brochures
- centre websites

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

2.4 Any use of the CYQ Endorsed logo must conform to the following technical specification:

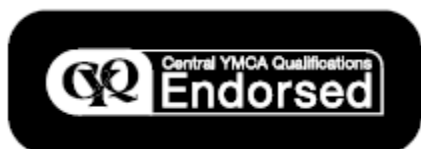
The CYQ Endorsed logo may be used in full colour:

- Pantone: 5467c
- C: 87 | M: 60 | Y: 53 | K: 40
- R: 33 | G: 68 | B: 78



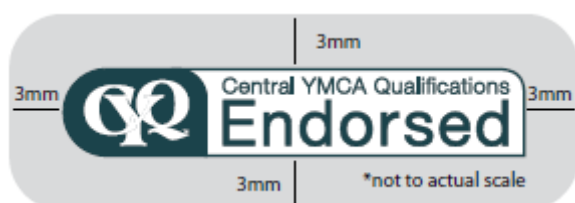
or white (on black or dark coloured backgrounds only)

- C: 0 | M: 0 | Y: 0 | K: 0
- R: 255 | G: 255 | B: 255



2.5 Tinted versions of the CYQ Endorsed logo must not be used under any circumstances.

2.6 A clear zone of 3mm must be left around the CYQ Endorsed logo and may be used to a minimum size of 5mm in height.



2.7 When used in co-branded materials, the CYQ Endorsed logo should appear equally weighted in relation to any other logos being used, adhering to the minimum size guidelines.

2.8 Misrepresentation by a centre in respect of a course and/or unit/qualification may result in a centre sanction or withdrawal of approval. CYQ reserves the right to take further action should a centre be found to be misrepresenting and/or misleading audiences in any of its communications.

2.9 These guidelines form part of CYQ terms and conditions for centres and are equally applicable to all on and offline activities. They are not exhaustive, and CYQ reserves the right to amend them at any time.

2.10 CYQ reserves the right to withdraw approval and permission to use the CYQ Endorsed logo from a centre that consistently breaches these conditions.

2.11 Failure to renew your endorsed programme(s) renders your rights to use the CYQ 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.