Customer Support Guide

We understand there have been several changes this year in preparation for Active IQ integrating with NCFE. This support guide has been put together to provide direction on processes and platforms.

Please ensure you familiarise yourself with our dedicated support page, this houses various user videos as well as any useful guides and request forms.

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Key Platforms & Links

NCFE Portal

Parnassus

Webshop

LMS Platform

Dedicated Support Page

Key Contact Information

Hours of operation:
Monday: 8:30-17:00
Tuesday: 8:30-17:00
Wednesday: 8:30-17:00
Thursday: 8:30-17:00
Friday: 8:30-16:30

(Please note we are closed on bank holidays)

Customer Service
Phone +44(0) 1480 467950
Email csteam@activeiq.co.uk

Please note you will be required to provide additional information when contacting the team as part of our security and verification process. Please ensure you have your Centre number to hand.

For all delivery-specific queries and EQA activities, please reach out to your EQA contact.

For industry insight and future business queries, please reach out to your allocated account manager.

Registrations & Certification – Live Qualifications

What do we mean by Live qualifications?
These are the qualifications currently part of the portfolio that remain active for registration. You'll find a full list of these qualifications in Annex A.

From November 2026, these qualifications and all enrolled learners will be housed on the NCFE Portal.

Please conduct all registrations and certification for these qualifications on this platform.

A link to the platform can be found here.

How to register your learners

From November 2026, please register learners onto the NCFE Portal.
You'll find guidance videos as well as a tour, on our dedicated support page.

How to claim certificates for your learners

From November 2026, please complete certificate claims on the NCFE Portal.
You'll find guidance videos as well as a tour, on our dedicated support page.

How to manage your learners

The 'Manage learners' area on the Portal offers more self-serve aspects; you can correct any misspellings or typo's easily, as well as withdraw learners or transfer learners to a different qualification.

Don't forget there's also a comprehensive document available on the platform itself – Portal User Guide – which houses excellent step by step instructions.

Quick Tips

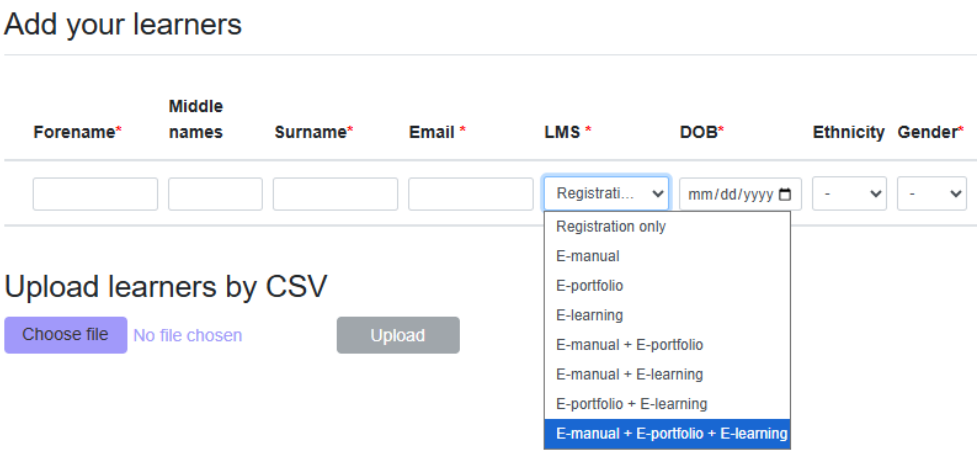
- ✓ Registration key-in method – quick and easy to enter learner information, mandatory fields clearly outlined
- ✓ Registration CSV file – useful for larger cohorts. Also useful for groups of learners that you wish to register onto more than one qualification; simply complete one CSV file and upload for qualification A and process through, then upload the same CSV for qualification B and so on.
- ✓ We highly recommend making a note of the 'batch' number once registration has been processed and adding any additional learners to the same batch number for that qualification. When it comes to claiming certificates, if you're looking to select multiple learners, having them as part of the same batch is beneficial and saves time.

NEW DEVELOPMENTS – LMS RESOURCES

We have made some developments on the NCFE Portal for Live qualifications that we are excited to introduce to you.

Previous process: ePackages were submitted to the Active IQ Customer Service team via a request form on email.

New process: where qualifications have LMS products available (one or more of the following: eLearning / eManual / ePortfolio for example), these will now be available for you to select at the point of registration on the Portal.



Once the registration has been completed, the Active IQ Customer Service team will be notified and any LMS resources you have requested will be actioned by the team. You will receive a separate confirmation email once the resources have been set up for your learner/s.

Please note, for qualifications that have an ‘ePackage’ available (registration/certification + elearning), the applicable pricing will be applied.

How to make changes to the LMS resources after registration has been completed

If you wish to make changes to the resources that were originally requested at registration stage, please contact the team on elearning@activeiq.co.uk for support or contact us during our hours of operation on (0) 1480 467950
If you wish to simply add further resources, complete the e-resources request form and send this to elearning@activeiq.co.uk for processing. This form is available to download from our dedicated support page.

Registrations & Certification – Technical Qualifications

The qualifications listed below are technical qualifications:

Qualification number	Qualification name
610/4554/8	Active IQ Level 2 Technical Specialist in Instructing Water-based Exercise (Award) *Parnassus code Q2TSWBE*
610/4553/6	Active IQ Level 2 Technical Specialist in Physical Activity and Exercise for Adolescents (Award) *Parnassus code Q2TSAEA*
610/4552/4	Active IQ Level 2 Technical Specialist in Instructing Studio Cycling (Award) *Parnassus code Q2TSISC*
610/4551/2	Active IQ Level 2 Technical Specialist in Instructing Physical Activity for Children (Award) *Parnassus code Q2TSPAC*
610/4550/0	Active IQ Level 2 Technical Specialist in Instructing Kettlebell Training (Award) *Parnassus code Q2TSIKB*
610/4549/4	Active IQ Level 2 Technical Specialist in Instructing Circuit Training (Award) *Parnassus code Q2TSICT*
610/4546/9	Active IQ Level 2 Technical Occupational Entry in Fitness Coaching (Certificate) *Parnassus code Q2TSEFC*
610/3925/1	Active IQ Level 3 Technical Specialist in Sports Massage Therapy (Diploma) *Parnassus code Q3TSSMT*
610/3924/X	Active IQ Level 3 Technical Specialist in Optimising Training for the Ageing Client (Award) *Parnassus code Q3TSTAC*
610/3923/8	Active IQ Level 3 Technical Specialist in Adapting Physical Activity for Antenatal and Postnatal Clients (Award) *Parnassus code Q3TSAPC*
610/3922/6	Active IQ Level 3 Technical Occupational Entry in Personal Training (Diploma) *Parnassus code Q3TSOPT*

These qualifications and all enrolled learners will remain housed on the Parnassus platform.

Link to the platform here: https://parnassus.activeiq.co.uk/

Technical qualifications continued…

How to register your learners

This process remains the same. Please download the registration form from our support page, it can also be found on Active Intel in the documents section of each technical qualification.

Complete this form in full, please ensure you include a Purchase Order number if your organisation operates using these for invoice purposes.

Please send the completed request form to registrations@activeiq.co.uk for processing.

The team will process the registration as well as provide access to the LMS resources that are automatically included with the registration.
You will receive a confirmation email from the team once all parts have been actioned.

How to claim certificates for your learners

Please claim your learner certificates on the Parnassus platform.
Please make use of the step-by-step guide available to download from our dedicated support page.

You will need the Parnassus qualification code (outlined on the table provided on page 5)

How to manage your learners and where to direct queries relating to learner resources and course access

Please reach out to registrations@activeiq.co.uk if you have access queries or need to make any alterations to the original request.
Alternatively, please call the team during our hours of operation on (0) 1480 467950

Registrations & Certification – Legacy Qualifications

What do we mean by Legacy qualifications?
These are qualifications that are closed, or will be closed for registration by the end of 2026, and have in-flight learners. You'll find a full list of these qualifications in Annex B.

These qualifications and all enrolled learners will remain housed on the Parnassus platform.

A link the platform can be found here: https://parnassus.activeiq.co.uk/

Registrations

Q3PIL – Level 3 Diploma in instructing Pilates Matwork remains open for registration until 31st December 2026. Please conduct all registrations for this qualification on Parnassus in the usual manner.

Please make use of the step-by-step guide available to download from our dedicated support page.

How to claim certificates for your learners

Please claim your learner certificates on the Parnassus platform in the usual manner.
Please make use of the step-by-step guide available to download from our dedicated support page.

How to manage your learners

For any of the following queries please reach out to csteam@activeiq.co.uk who will support and action your request.

- If you notice any misspellings or typo's within learner names
- If you wish to withdraw or transfer learner/s

Registrations & Certification – International Programmes of Study

The international programmes of study are listed here:

Active IQ Fitness Assistant (*Parnassus code INTFA*)
Active IQ Fitness Instructor (*Parnassus code INTFI*)
Active IQ Personal Trainer (*Parnassus code INTPT*)
Active IQ Principles of Nutrition for Exercise and Health (*Parnassus code INTNEH*)

How to register your learners

The registration process remains the same please.
Please complete the registration request form, provided at the point of approval but also available to download from our dedicated support page.
Please send the completed form to elearning@activeiq.co.uk for processing.

The team will action the registration as well as provide access to the LMS resources that are automatically included with the registration.
You will receive a confirmation email from the team once all parts have been actioned.

How to claim certificates for your learners

Once learners have completed the course and are ready for certification, please complete the certificate claim form and submit this to elearning@activeiq.co.uk for processing.

The team will submit the certificate claim on Parnassus on your behalf. Once this has been approved by your EQA, the certificate/s will be generated and emailed across to you.

Where to direct queries relating to learner resources and course access

Please reach out to elearning@activeiq.co.uk if you have access queries or need to make any alterations to the original request.
Alternatively, please call the team during our hours of operation on (0) 1480 467950

How to manage your learners

For any of the following queries please reach out to csteam@activeiq.co.uk who will support and action your request.

- If you notice any misspellings or typo's within learner names
- If you wish to withdraw or transfer learner/s

Registrations & Certification – Unit Only – "The Bridge"

What is 'The Bridge'?
The Bridge is an initiative that provides essential additional learning and certification to non-qualified learners. This includes anatomy and physiology, and generic exercise and fitness knowledge. It also enables individuals to gain professional recognition in a scope of practice.

This is a unit only certification, not a full qualification.

Title: *Unit Only – Principles of anatomy, physiology and fitness*
Code: *A/616/7499/UNITAIQ*

Registrations prior to November 2026

Any registered learners prior to November will remain on **Parnassus**

Please claim certificates for these learners in the usual way on **Parnassus**
You'll find the step-by-step guide on how to claim certificates available to download on our dedicated support page.

Registrations from November 2026

All future learners will need to be registered and certificated on the **NCFE Portal**

Please see page 2 for useful platform links.
You'll find support guides for Parnassus and a range of user videos for the NCFE Portal on the dedicated support page.

Quick Tips

- ✓ Registration key-in method – quick and easy to enter learner information, mandatory fields clearly outlined
- ✓ Registration CSV file – useful for larger cohorts. Also useful for groups of learners that you wish to register onto more than one qualification; simply complete one CSV file and upload for qualification A and process through, then upload the same CSV for qualification B and so on.
- ✓ We highly recommend making a note of the 'batch' once registration has been processed. When it comes to claiming certificates, if you're looking to select multiple learners then having them as part of the same batch is beneficial and saves time.
- ✓ The 'Manage learners' area offers more self-serve aspects; you can correct any misspellings or typo's easily, as well as withdraw learners or transfer learners to a different qualification.

Hard Copy Manuals

All hard copy resources (manuals/textbooks) can be ordered via our Webshop in the usual way.

Here is a link to the platform: https://www.activeiqshop.com/

If you have forgotten your password/login details please reach out to orders@activeiq.co.uk and one of the team will be happy to support.

Please make use of the step-by-step guide on how to place an order on the webshop, which is available to download from our dedicated support page.

E-Resources (E-Learning, E-Manuals, E-Portfolio)

On page 4 we outlined the revised and more streamlined process for how to request an E-Package (registration + LMS resource/s).
If you wish to request an e-resource on it's own, we have a dedicated request form. This request form is available to download from our dedicated support page.

Once completed please send this request to elearning@activeiq.co.uk for processing.
You will receive a confirmation email from the team once the request has been completed.

Applying for Additional Approval

The process for additional approval has changed. Please head to the NCFE website and browse the qualifications tab (you'll find this along the top of the main page)

All live qualifications are listed along with comprehensive support information.

When you're ready to apply for additional approval, simply add the qualification to your basket on the website. You are able to add more than one qualification to the basket before proceeding with the application form.
Please note, it will ask you to login as an existing centre. The login credentials match your Portal login details, so you must be a recognised contact in order to request additional approval.

This form will be handled and reviewed by the Approvals team.

Annex A – Live Qualifications

Qualification number	Qualification name
603/6347/2	Active IQ Level 1 Award in Assisting Sport and Physical Activity Sessions
601/4120/7	Active IQ Level 1 Award In Fitness and Physical Activity
500/7855/0	Active IQ Level 1 Award in Active, Healthy Living
603/4977/3	Active IQ Level 2 Award in Pool Operations
603/3794/1	Active IQ Level 2 Award in Mental Health Awareness
601/3891/9	Active IQ Level 2 Certificate In Leading Health-Related Activity Sessions
601/2039/3	Active IQ Level 2 Award In Understanding Nutrition, Performance and Healthy Eating
603/3363/7	Active IQ Level 2 Certificate in Group Training
610/5184/6	Active IQ Level 2 Award in Instructing Water-based Exercise
610/5183/4	Active IQ Level 2 Award in Instructing Studio Cycling
610/5182/2	Active IQ Level 2 Award in Instructing Kettlebell Training
610/5181/0	Active IQ Level 2 Certificate in Fitness Coaching
610/5180/9	Active IQ Level 2 Award in Instructing Circuit Training
C00/5502/2	NCFE Active IQ Level 3 Certificate in Leisure Management (Wales only)
610/8000/7	Active IQ Level 3 Certificate in Physical Activity, Exercise and Referral for People with Long-Term Conditions
610/7753/7	Active IQ Level 3 Diploma in Instructing Pilates Matwork
610/7750/1	Active IQ Level 3 Certificate in Instructing Pilates Studio Reformer Sessions

610/5190/1	Active IQ Level 3 Diploma in Sports Massage Therapy
610/5189/5	Active IQ Level 3 Diploma in Personal Training
610/5187/1	Active IQ Level 3 Award in Adapting Physical Activity for Antenatal and Postnatal Clients
610/5027/1	Active IQ Level 3 Certificate in Leisure Management
610/4267/5	Active IQ Level 3 Diploma in Principles of Management and Business
610/3651/1	Active IQ Level 3 Certificate in the Principles of Management and Business
610/3325/X	Active IQ Level 3 Award in the Principles of Management
603/5836/1	Active IQ Level 3 Diploma in Supporting Clients with Long-term Conditions
603/4975/X	Active IQ Level 3 Award in Managing Pool Operations
603/4113/0	Active IQ Level 3 Extended Diploma in Personal Training
603/2693/1	Active IQ Level 3 Diploma in Gym Instructing and Personal Training
603/2388/7	Active IQ Level 3 Award in Emergency First Aid at Work
603/2387/5	Active IQ Level 3 Award in First Aid at Work
603/1161/7	Active IQ Level 4 Certificate in Strength and Conditioning
601/4929/2	Active IQ Level 4 Certificate in Sports Massage Therapy

Annex B – Legacy Qualifications

Qualification number	Qualification name
603/6346/0	Active IQ Entry Level 3 Award in the Principles of Leading an Active, Healthy Life
603/7230/8	Active IQ Level 1 Award in Influencing Health and Wellbeing
603/2783/2	Active IQ Level 1 Certificate in Sport and Physical Activity
601/4121/9	Active IQ Level 1 Award In Lifestyle Management
603/6348/4	Active IQ Level 2 Diploma in Health and Fitness
601/6041/X	Active IQ Level 2 Diploma In Physical Activity, Fitness and Exercise Science
610/5179/2	Active IQ Level 2 Award in Instructing Physical Activity for Children
610/5178/0	Active IQ Level 2 Award in Physical Activity and Exercise for Adolescents
603/7231/X	Active IQ Level 2 Award in Health and Community Activation
603/6755/6	Active IQ Level 2 Award in Instructing Physical Activity for Children
603/6754/4	Active IQ Level 2 Award in Instructing Water-based Exercise
603/6736/2	Active IQ Level 2 Award in Instructing Studio Cycling
603/6735/0	Active IQ Level 2 Award in Instructing Kettlebells
603/6734/9	Active IQ Level 2 Award in Instructing Circuit Sessions
603/4219/5	Active IQ Level 2 Award in Max Whitlock Gymnastics
603/4112/9	Active IQ Level 2 Award in Leading Physical Activity for Adolescents

603/2800/9	Active IQ Level 2 Certificate in Customer Service
603/2785/6	Active IQ Level 2 Award in Safeguarding and Protecting Children and Vulnerable Adults
603/2692/X	Active IQ Level 2 Certificate in Gym Instructing
601/3757/5	Active IQ Level 2 Certificate In Customer Service and Professional Development
601/3548/7	Active IQ Level 2 Diploma in Team Leading
601/3546/3	Active IQ Level 2 Diploma In Business Administration
601/3544/X	Active IQ Level 2 Diploma in Customer Service
601/2340/0	Active IQ Level 2 Certificate In Introductory Work in the Outdoors
601/2034/4	Active IQ Level 2 Award In Alcohol Awareness
601/2024/1	Active IQ Level 2 Award In Smoking Awareness and Cessation
601/1634/1	Active IQ Level 2 Award In Instructing Suspended Movement Training
601/1009/0	Active IQ Level 2 Award In Working with Communities to Promote and Support Active Healthy Lifestyles
601/0298/6	Active IQ Level 2 Certificate In Fitness Instruction and Self-Development in Active Leisure
600/8246/X	Active IQ Level 2 Certificate In Leisure Operations
501/0174/2	Active IQ Level 2 NVQ Certificate in Active Leisure, Learning and Well-being Operational Services
500/9806/8	Active IQ Level 2 NVQ Certificate in Activity Leadership
500/9640/0	Active IQ Level 2 NVQ Diploma in Instructing Exercise and Fitness

500/8756/3	Active IQ Level 2 Certificate in Fitness Instructing
500/7367/9	Active IQ Level 2 Award in Employment Awareness in Active Leisure and Learning
601/4930/9	Active IQ Level 3 Diploma In Sports Massage Therapy
601/6042/1	Active IQ Level 3 Diploma In Physical Activity, Fitness and Exercise Science
603/5991/2	Active IQ Level 3 Online Diploma in Supporting Clients with Long-term Conditions
603/6354/X	Active IQ Level 3 Diploma in Health and Fitness
603/6845/7	Active IQ Level 3 Award in Understanding the Development and Delivery of End-point Assessment
610/5185/8	Active IQ Level 3 Award in Principles of Nutrition for Exercise and Health
603/4976/1	Active IQ Level 3 Award in Operating Small Pools
603/3592/0	Active IQ Level 3 Award in Supporting Pre and Postnatal Clients with Exercise and Nutrition
603/2784/4	Active IQ Level 3 Award in Nutrition for Exercise and Health
603/1541/6	Active IQ Level 3 Diploma in Coaching Sports and Fitness
603/1540/4	Active IQ Level 3 Diploma in Coaching Sports
603/1162/9	Active IQ Level 3 Diploma in Fitness Instructing and Physical Activity
603/1067/4	Active IQ Level 3 Award in Designing Exercise Programmes for Disabled Clients
603/0895/3	Active IQ Level 3 Diploma in Personal Training
601/9003/6	Active IQ Level 3 Diploma in Personal Training for Health, Fitness and Performance

601/9002/4	Active IQ Level 3 Extended Diploma in Personal Training for Health, Fitness and Performance
601/8835/2	Active IQ Level 3 Award in Conditioning for Exercise and Sports Performance
601/8834/0	Active IQ Level 3 Award in Nutrition for Sport and Exercise Performance
601/8833/9	Active IQ Level 3 Award in Instructing Outdoor Fitness
601/3701/0	Active IQ Level 3 Diploma in Management
601/3547/5	Active IQ Level 3 Diploma in Business Administration
601/3545/1	Active IQ Level 3 Diploma in Customer Service
601/1248/7	Active IQ Level 3 Certificate In Supporting the Delivery of Physical Education and School Sport
601/1247/5	Active IQ Level 3 Diploma In Supporting the Delivery of Physical Education and School Sport
601/1152/5	Active IQ Level 3 NVQ Diploma in Sports Development
601/1148/3	Active IQ Level 3 Award In Designing Exercise Programmes for Older Adults
601/0143/X	Active IQ Level 3 Award In Education and Training
600/9744/9	Active IQ Level 3 Diploma In Personal Training and Business Skills for Fitness Professionals
600/5105/X	Active IQ Level 3 Diploma In Exercise Referral
600/4941/8	Active IQ Level 3 Diploma In Fitness Instructing and Personal Training
600/2090/8	Active IQ Level 3 Diploma In Teaching Yoga
600/1446/5	Active IQ Level 3 NVQ Diploma in Leisure Management

600/1266/3	Active IQ Level 3 Certificate in Leisure Management
501/1778/6	Active IQ Level 3 Diploma in Instructing Pilates Matwork
501/0168/7	Active IQ Level 3 Award in Assessing Competence in the Work Environment
501/0167/5	Active IQ Level 3 Award in Understanding the Principles and Practices of Assessment
501/0163/8	Active IQ Level 3 Certificate in Assessing Vocational Achievement
501/0162/6	Active IQ Level 3 Award in Assessing Vocationally Related Achievement
500/9305/8	Active IQ Level 3 NVQ Diploma in Personal Training
500/8820/8	Active IQ Level 3 Certificate in Personal Training
500/7410/6	Active IQ Level 3 Award in Employment Awareness in Active Leisure and Learning
610/5186/X	Active IQ Level 3 Award in Optimising Training for the Ageing Client
601/4931/0	Active IQ Level 4 Certificate In Physical Activity and Lifestyle Strategies for Managing Low Back Pain
601/3549/9	Active IQ Level 4 NVQ Diploma in Management
601/7964/8	Active IQ Level 4 Certificate in Education and Training
601/4932/2	Active IQ Level 4 Certificate In Physical Activity and Weight Management for Obese and Diabetic Clients
600/6982/X	Active IQ Level 4 Certificate in Instructing Pilates Matwork
603/4330/8	Active IQ Level 4 Certificate in Nutrition Coaching
603/3599/3	Active IQ Level 4 Certificate in Postural Assessment and Corrective Exercise

603/2799/6	Active IQ Level 4 Diploma in Primary Physical Education Practice
603/1539/8	Active IQ Level 4 Certificate in Advanced Personal Training
501/0826/8	Active IQ Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice
501/0179/1	Active IQ Level 4 Award in the External Quality Assurance of Assessment Processes and Practice
501/0169/9	Active IQ Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice
501/0165/1	Active IQ Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice
501/0052/X	Active IQ Level 4 Award in Understanding the External Quality Assurance of Assessment Processes and Practice
601/3550/5	Active IQ Level 5 NVQ Diploma in Management and Leadership