

Requirements for Centre Retention of Learner Information Guidance

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V1.3	07/07/26	Document reviewed and retained as an interim control pending harmonisation following the planned merger (November 2026).

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1. Introduction

This document outlines Active IQ's requirements for centre retention of learner information and data.

2. Record keeping guidance

The centre must keep comprehensive records of their learners' work (formative and summative assessment evidence), assessment decisions and paperwork associated with every learner, including internal verification reports and evidence.

This evidence should be stored by the centre (either in a hard archive, or electronically scanned and saved in a suitably secure environment) within the following timeframes:

- completed learner portfolios of evidence (e.g. LAPs, case studies, video evidence etc.) until the Active IQ external verifier agrees certification of the qualification or appropriate units, or, for those centres holding direct claims status, until successful certification claims have been confirmed and received. *Thereafter, original portfolios of evidence should be returned to the learner*
- internal verification reports, sampling evidence, detailed learner tracking records and copies of learner assessment plans and records of achievement *should be kept for three years** (either in a hard archive or electronically scanned and saved in a suitably secure environment) **. This is to ensure straightforward access should an appeal, investigation or retrospective audit be carried out, and sight of this evidence be required
- digitally recorded practical assessments (where relevant) should be stored appropriately until successful certification is confirmed, or within the timeframe stated within the appeals policy, should an appeal be lodged regarding an unsuccessful claim, and thereafter destroyed, in line with Active IQ's digital recording requirements policy and guidance

*For two years following withdrawal of centre approval, as per clause 20 of the centre agreement

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****This does NOT include learners' original portfolios (LAPs)**

3. References to associated documents

- Active IQ's internal verification requirements for centres
- Active IQ's recognition of prior learning policy
- Active IQ's validity policy
- Active IQ's centre partnership policy

Please also refer to Active IQ's lost portfolio policy where necessary.

4. Review arrangements

This guidance will be reviewed within six months to ensure the document is aligned, fit for purpose, and continues to meet operational, regulatory, and organisational needs following full integration.

5. Contact us

If you have any queries about the contents of this document, please contact our external verifier team on:

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