

Learner Guidance if your Centre Closes or Ceases to Train

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V1.2	07/07/26	Document reviewed and retained as an interim control pending harmonisation following the planned merger (November 2026).

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As an approved Awarding Organisation Active IQ does not offer our qualifications directly to learners. We work with centres who provide education (schools, colleges, universities, training providers, HMPs and employers) across the country, and who deliver teaching, resources and assessments required to help you to achieve our qualifications.

In many cases your centre will be best placed to help you and your individual needs and circumstances.

If your centre ceases to provide training because they close or go into administration, you should first try and make contact with them. You might find that searching their website or social media accounts will provide you with the guidance you need.

If your attempts to seek guidance from your centre prove unsuccessful, and they are a recognised Active IQ Centre and you are a learner currently completing an Active IQ qualification, or recently completed but have not yet received certification, please call our Customer Experience Team on 44 (0) 1480 467950, or email csteam@activeiq.co.uk, providing as much information on your course of study, so that we can support you with your next steps.