

Centre closure policy

Document summary

This policy is for all centres delivering qualifications that may go into administration or close to learners for other reasons.

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Pearson Education Ltd – our mission and values

Our purpose is simple: to help people realize the life they imagine through learning. We believe that every learning opportunity is a chance for a personal breakthrough. That's why our c. 18,000 Pearson employees are committed to creating vibrant and enriching learning experiences designed for real-life impact. We are the world's lifelong learning company, serving customers in nearly 200 countries with digital content, assessments, qualifications, and data. For us, learning isn't just what we do. It's who we are. Visit us at pearsonplc.com.

We are regulated by the UK qualifications regulators Ofqual (England), CCEA Regulation (Northern Ireland) and Qualifications Wales (Wales). Our regulatory policies are integral to our approach and articulate how we meet regulatory requirements. These policies are designed to support centres and students and set out clearly our approach to the design, delivery, and award of Pearson qualifications and services.

1. Policy scope

1.1 This policy sets out actions to be taken by centres and by Pearson in the event of the closure of a centre, for example due to administration or liquidation. It applies to all UK and International centres offering our qualifications.

1.2 Our [terms and conditions](#) have the following clauses regarding the closure of a centre:

I confirm my centre will:

- (3.10) notify Pearson immediately if my centre intends to withdraw from qualification delivery or is at risk of insolvency.
- (3.11) take all reasonable steps to protect the interests of learners in the event that my organisation withdraws from qualification delivery for any reason.

2. Policy statement

When your centre is about to close

2.1 Notify us immediately if your centre is about to close by using the [Contact Us form](#) with the heading 'Centre Closure: Important'.

2.2 Secure learner records, including assessment records, and learner work on appropriate systems so they can be provided to Pearson by you or your administrator/liquidator if requested.

2.3 Regularly update learner records on Edexcel Online (EOL) by claiming units as completed by learners and after any standards verification activity.

2.4 Collate learner contact information which may be needed by Pearson to enable the issuing of results or certificates and to provide support for displaced learners.

2.5 Arrange for any certificates that are due to be issued to be safely sent to learners or returned to Pearson.

2.6 Contact your funding agency providing details of learners and where learner work is stored, for example in a cloud-based eportfolio solution such as OneFile.

2.7 Add a message on your website and out-of-office email messages confirming that after your centre ceases to operate any students with queries about BTEC and other Pearson qualifications should contact Pearson's Customer Support team.

If your centre permanently closes, we will take all reasonable steps to support affected learners. This may include:

- 2.8 Certification (free of charge) for learners for whom certification was released by Pearson but not distributed to learners.
- 2.9 Arranging the external verification of learners who have completed but certificates had not been released by Pearson to identify where certification can be released.
- 2.10 Supporting learners who have not yet completed the programme to transfer to another Pearson centre or awarding organisation to complete the programme (this will involve transferring credit).
- 2.11 Supporting learners who need to achieve further components of an apprenticeship to transfer to another Pearson centre or another awarding organisation.
- 2.12 Certification (free of charge) for learners who need evidence of completed components of an apprenticeship to claim funding.
- 2.13 Replacement certificates (free of charge) for learners who had not received a certificate while the centre was still open and had made reasonable attempts to obtain a certificate before the centre closed. We may ask to see evidence that attempts were made to obtain a certificate.
- 2.14 We will contact the liquidator or administrator where applicable to work with them to support these cases.

3. Policy review date

- 3.1 This policy will be reviewed in September 2026.

4. Regulatory references

- 4.1 UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies and guides that relate to Pearson's status as an awarding organisation will reference any conditions and criteria that they address.

4.2 This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Regulatory rule or guidance document	Regulatory condition or criteria
Ofqual	General Conditions of Recognition	C2.3
Qualifications Wales	Standard Conditions of Recognition	C2.3
CCEA Regulation	General Conditions of Recognition	C2.3

5. Version control

Version	Changes	Date
0.3	Dates and footer updated	28 th November 2025