



Centre Closure Policy

Who is this policy for?

This policy is for AIM Qualifications and Assessment Group approved centres and learners who are affected by a centre closing. This policy sets out the responsibilities of AIM Qualification and Assessment Group and centres in the event of a centre closure. It also explains how learners will be supported when a centre closes or goes into administration.

Owner	Responsible Officer
Date of next review:	September 2027

Version control

Version number	Date	Description
1	April 2026	■ Document created.

Contents

Section 1 - Scope	5
1.1 Scope	5
1.2 About us	5
Section 2 – Policy Detail	6
2.1 Responsibilities	Error! Bookmark not defined.
2.2 Responsibilities.....	Error! Bookmark not defined.
2.2.1 AIM Qualifications and Assessment Group responsibilities	6
2.2.2 Centre responsibilities.....	7
2.6 Learner complaints.....	Error! Bookmark not defined.
Section 3 – Regulatory References	7
Conditions, Principles and licencing criteria	7
Section 4 - Appendix	8
Appendix 1 – Useful contacts.....	8

Section 1 - Scope

1.1 Scope

This policy outlines the responsibilities of AIM Qualifications and Assessment Group and approved centres in the event of a centre ceasing trading, merges, or goes into administration.

This policy and related procedures are intended for:

- existing AIM Qualifications and Assessment Group recognised centres, either within or outside the UK.
- learners undertaking AIM Qualifications and Assessment Group qualifications or units/components at an AIM Qualifications and Assessment Group recognised centre.

1.2 About us

AIM Qualifications and Assessment Group is a leading **Awarding Organisation** and one of the UK's largest **Access Validating Agencies (AVA)**. We work in partnership with colleges, independent training providers, universities, employers, and voluntary organisations to develop accredited and regulated vocational qualifications. Our qualifications cover a range of academic levels from Entry Level to Level 6 across a wide range of subject areas. As an AVA we are licensed by the Quality Assurance Agency (QAA) to develop and award nationally recognised Access to Higher Education Diplomas. AIM Qualifications and Assessment Group is also an independent, government recognised, **Apprenticeship Assessment Organisation** responsible for an apprentice's assessment to ensure they can do the job for which they have trained.

Section 2 – Responsibilities

2.1 Responsibilities

The following represent the key responsibilities of AIM Qualifications and Assessment Group and centres in the event of a centre closure.

2.2 AIM Qualifications and Assessment Group responsibilities

Overseen by the Responsible Officer, AIM Qualifications and Assessment Group will ensure:

- the **AIM Centre Closure policy** is applied where withdrawal of centre recognition is applied through the event of a closure of an approved centre.
- all reasonable steps are taken to prevent any adverse effects from occurring where centre recognition or qualification approval is withdrawn by AIM Qualifications and Assessment Group.
- in all cases where centre recognition is removed, AIM Qualifications and Assessment Group is committed to ensuring that all reasonable steps are taken to protect the interests of learners registered on an AIM Qualifications and Assessment Group qualification or unit/component delivered either within or outside the UK.
- initiate the centre closure process on receipt of notification of closure from a centre.
- work in collaboration with the centre to ensure external quality assurance activity is completed and learners are certificated.
- provide learners with details of other centres approved to offer the same or equivalent AIM Qualifications and Assessment Group qualification.
- AIM Qualifications and Assessment Group will provide learners with details of any other awarding organisations which offer the same or equivalent qualification.
- if a learner does not wish to carry on with the qualification at another centre, AIM Qualifications and Assessment Group will ensure the learner is certificated for any units they have successfully completed in accordance with the requirements of the associated qualification specification.
- agree with the Centre a process to be followed in any withdrawal of the Centre (whether voluntary or involuntary) from its role in delivering a qualification, or Centre Recognition approval.
- take all reasonable steps to protect the interests of learners in the case of a centre closure.
- where a centre has ceased to operate and there has been no opportunity to provide AIM Qualifications and Assessment Group with the required notice, appropriate action will be determined on a case-by-case basis.
- the relevant regulator is promptly notified where required.

- conduct monitoring checks of closed centres for residual activity, i.e. website checks.

2.2.2 Centre responsibilities

In the event of a centre closer, centres are responsible for the following:

- contact AIM immediately in the event of a centre closure or if the centre is going into liquidation or administration. Centres should put this in writing to quality@aimgroup.org.uk.
- when a centre is aware of their closure, they must provide AIM Qualifications and Assessment Group with a minimum of 60 working days' notice by contacting quality@aimgroup.org.uk identifying a rationale for the closure, details of any learners that may be affected and steps taken to mitigate any adverse effect on these learners.
- have a contingency plan in place which details how the centre will respond and protect the interest of their learners, including, but not limited to, assisting with, or securing a transfer to an alternative Recognised Centre.
- carry out an impact assessment to identify affected learners, qualifications and assessments. Enabling a centre to assess risks and plan mitigation.
- support learners to complete assessments prior to closure and ensure support is provided when completion of assessments is not possible.
- work in collaboration with AIM Qualifications and Assessment Group to complete external quality assurance activity to enable learner certification.
- ensure learner records, assessment records and learner work are retained for a minimum of 3 years and will be available upon request from AIM Qualification and Assessment Group.
- if required, complete and return the active learner report (provided by AIM) by the specified deadline.
- ensure reasonable steps are taken to prevent learners being adversely affected by the removal of centre recognition or qualification approval, regardless of whether this is from a centre request, or a sanction applied by AIM Qualifications and Assessment Group.
- all learners undertaking an AIM Qualifications and Assessment Group qualification are made aware of this policy.
- all learners are made aware of the process with timeframes and are provided with regular updates throughout the process.
- provide clear and transparent communication to all stakeholders, for example, written communication and a notice on the website.
- once centre recognition has been removed, the organisation will not be permitted to advertise, deliver, or assess AIM Qualifications and Assessment Group qualification or units/components. Centres must immediately remove all references to AIM, including its logo, from their website, training, and promotional materials.

Section 3 – Regulatory References

Conditions, Principles and Licencing criteria

This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Conditions/Licensing criteria
Management of incidents	Condition A7
Arrangements with centres	Condition C2
Responding to Complaints Procedures	Condition D4
Management of the Withdrawal of Qualifications	Condition D6
Appeals process	Condition I1
Compliance with regulator's appeals and complaints process.	Condition I2
An awarding organisation must act with honesty and integrity.	Principle 1
An awarding organisation must treat Learners fairly by acting and taking decisions with due impartiality and based on appropriate evidence.	Principle 2
An awarding organisation must ensure that each qualification that it makes available, or proposes to make available is, and continues to be, fit for the purposes for which it is intended.	Principle 3
An awarding organisation must act in a way that maintains and, where possible, promotes public confidence in qualifications.	Principle 4
An awarding organisation must act in an open, transparent and co-operative manner with Ofqual and, as appropriate, with Users of qualifications.	Principle 5
An awarding organisation must conduct its activities with a proactive approach to compliance with its Conditions of Recognition.	Principle 6

Withdrawal of Approval of Access to HE Providers, Diplomas and Courses.	Licensing Criteria 8c
Procedures and Practice of Validation, Approval and Withdrawal of Access to HE Diploma Providers and Courses.	Access to HE Condition D2 Access to HE Condition D3
Withdrawal of Provider or Course Approval.	Access to HE Condition D3
Documented accessible procedures to enable complaints and appeals to be received, considered, and resolved fairly.	Access to HE Condition A5
Procedures for complaints and appeals.	Access to HE Condition A5
Procedure for Withdrawal of Provider Approval.	Access to HE Condition C.2 Access to HE Condition D3.2
Action to Withdraw Provider Approval.	Access to HE Condition C.2 Access to HE Condition D3.2

Section 4 - Appendix

Appendix 1 – Useful contacts

The following provides contact details for AIM Qualifications and Assessment Group and its regulators.

AIM Qualifications and Assessment Group Contact details

If you have any queries about the contents of the policy, please contact us.

Telephone: 0844 2253377

Email: enquiries@aimgroup.org.uk

The Quality Assurance Agency for Higher Education (QAA)

Telephone: 01452 557 000

Email: enquiries@qaa.ac.uk

CCEA

Telephone: 02890 261 200

Email: info@ccea.org.uk

Ofqual

Telephone: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk

Qualifications Wales

Telephone: 0333 077 2701

Email: enquiries@qualificationswales.org

SQA Accreditation

Telephone: 0345 279 1000

Email: accreditation@sqa.org.uk

Disclaimer: Please note that any downloaded version of our policies may not be the most current iteration. For the latest updates and accurate information, kindly refer to the version available on our official website.