

Withdrawal of Qualifications

Frequently Asked Questions

Question	Answer
<p>How long do learners have to complete their course if they've already registered?</p>	<p>Learners can continue their course and complete their certification until the published end certification date. You can find this date in Walled Garden.</p> <p>Please note, we will close courses before the end certification date if all learners have been certificated or withdrawn.</p>
<p>What support will be available for learners and centres after the qualifications close?</p>	<p>Our Customer Service team will continue to support you with any queries, concerns, or complaints. They will work with internal teams to provide answers and resolutions as needed.</p>
<p>Where can I find the assessment and resit dates for these qualifications?</p>	<p>Assessment schedules and any remaining resit opportunities are available in Walled Garden.</p>
<p>Will centres still receive EQA visits and support after the qualifications are closed?</p>	<p>Yes. EQA activities will continue until all registered learners have either completed and received certification or been officially withdrawn by the centre.</p>
<p>When will the last assessments take place? Will resits be allowed?</p>	<p>All assessments must be completed and claimed before the end certification date.</p> <ul style="list-style-type: none"> • The final opportunity to take a timetabled assessment will be published in Walled Garden. • Resits will not be available after the final published dates. For timetabled, dated-entry assessments, we'll ensure there is enough time to issue results ahead of the certification deadline.
<p>Can we request late registrations or certifications if learners face exceptional circumstances?</p>	<p>Please contact our Customer Service team as early as possible if you anticipate needing late registration or certification due to extenuating circumstances.</p>
<p>When is the last date we can receive centre approval for a qualification?</p>	<p>Centre approvals must be completed before the end registration date.</p>