

# FREQUENTLY ASKED QUESTIONS (FAQ)

July 2026



As the Publishing Training Centre (PTC) undergoes a number of exciting developments this year, and becomes the Institute of Publishing (IoP), we understand that you may have questions about the changes ahead. We are committed to being as transparent as possible throughout this process and have compiled a list of Frequently Asked Questions (FAQs) to help address any queries you may have and explain how these changes may affect you.

If you cannot find the information you are looking for, please do not hesitate to contact us at [info@publishingtrainingcentre.co.uk](mailto:info@publishingtrainingcentre.co.uk) and we will respond as soon as possible.

## **About the Institute of Publishing**

### Why are you changing your name to Institute of Publishing (IoP)?

Our goal in becoming the IoP is to ensure our new charity is able to meet the demands of an ever-changing publishing landscape, widening access to learning, strengthening professional practice, and ensuring the craft of publishing continues to thrive in a changing world. It will enable us to offer services outside training, such as events and coaching. We are also using this change as an opportunity to invest in better systems, including a new learning-management system, website, and customer-relationship management system.

### When will the new name come into effect?

On 15 September 2026 the PTC will transition its training activities to the IoP. The IoP is a newly established charity that will build on PTC's long-standing reputation for high-quality training and professional development in publishing.

### Will your courses change when you become the IoP?

No, all of the courses that are currently available from the PTC will continue to be available through the IoP, with the same tutors and content. However we do have some exciting plans for the IoP, so do keep an eye out for new courses launching over the next year.

### Will your website and contact details change?

Yes, we will have a brand new website that will go live on 15 September 2026 and our contact email addresses will be updated. However, don't worry, all of our current PTC email addresses will forward on to our new IoP email addresses so you shouldn't have any problem getting in touch with us or your tutor.

### Will my tutor change?

No, your tutor will remain the same for any course you're currently undertaking.

## **About the platform change**

### When will the new platform launch?

The new learning platform and website will launch on 15 September 2026.

### Do I need to do anything right now?

Yes, please review which of your courses will transfer your progress and which would be best completed before the transition to avoid any duplication of work or progress. More specific course information can be found below.

### Will I need to create a new account and reset my password?

Your account and any courses still within your course duration period will automatically transfer over to the new learning platform. However you will need to reset your password using the email address on your account. Instructions on how to do this will be provided on 15 September 2026.

#### How do I access the new platform?

We will send you all the details you need to access the platform on launch on 15 September 2026.

#### Will my current courses transfer automatically?

Any course that you have yet to complete will be transferred to the new platform. This will include any courses still within your course duration period. Any outside of your course duration period will not be transferred. Please be aware that not all progress will be transferred – make sure you read the details below to find out how you will be affected.

#### Will my learning progress be saved and transferred?

This is dependent on the course you are currently undertaking – please see below for details.

##### Distance-Learning Courses:

###### *Essential Proofreading*

Your course progress will be transferred to the new learning platform up to the last completed and submitted module assessment. If you are part-way through a unit or have yet to submit the assignment, then this will not be transferred to the new platform.

If you want to conclude a module and start the next one in the new platform, and have them transferred to the new platform, then you need to do submit the assignment by **midnight BST on 8 September 2026**. If you do not submit an assignment, you will need to do so from that point on the new learning platform.

###### *Essential Copy-Editing*

Your course progress will be transferred to the new learning platform up to the last completed and submitted module assessment. If you are part-way through a unit or have yet to submit the assignment, then this will not be transferred to the new platform.

If you want to conclude a module and start the next one in the new platform, and have them transferred to the new platform, then you need to do submit the assignment by **midnight BST on 8 September 2026**. If you do not submit an assignment, you will need to do so from that point on the new learning platform.

###### *Essential Grammar*

Your course progress will NOT be transferred to the new learning platform. You will need to **complete the course by midnight BST on 8 September 2026**, or restart the course on the new learning platform. Progress through the quizzes will not be recorded or transferred.

##### E-learning Modules:

If you are currently undertaking any of our 15 e-learning modules, your progress will NOT be transferred to the new learning platform. You will need to complete any course you are currently part-way through **by midnight 8 September 2026**, or restart the course on the new learning platform. Progress through the quizzes will not be recorded or transferred.

#### Will there be any disruption to my learning during the transition?

Yes, you will be unable to access your course between 9 September 2026 and 14 September 2026. We ask that you complete any course or module of a course by midnight on 8 September 2026. The new platform and your courses will be accessible again from 15 September.

#### Will my course history still be available?

No, you won't have access to every course you have purchased in the past. You will only have access to courses that are still within your current course duration period – this will include completed, incomplete or unstarted courses. Unfortunately, with the exception of *Essential Proofreading* and *Essential Copy-Editing*, no progress on any other course will be transferred over. As such, you will not be able to download any certificates associated with courses you have already completed within the new platform, so please download your certificates for any completed course before 8 September 2026.

Will my certificates for completed qualifications still be accessible?

No, please ensure you download any certificate for any completed course before 8 September 2026. These certificates will not be available to download in the new platform and you will need to complete the course again to download your certificate.

Will course content change on the new platform?

No, course content will remain the same on the new platform.

Who will my certificates be from if I am part-way through a course?

If you finish an e-learning module or modules, and want to download your certificate, you can do that before 8 September 2026. This will be issued in the name of the PTC.

Once the new learning platform launches on 15 September, all new certificates will be issued from the IoP. You cannot have both names on the certificate.

How long will I have access to my course on the new platform?

We understand that it might be concerning to have to access your course on a new platform. We are extending your course duration so that you have more time to complete your course and familiarise yourself with it.

- *Essential Proofreading*: students will have 12 months' access from September 2026 (i.e. to 15 September 2027) to access their course(s)
- *Essential Copy-Editing*: students will have 18 months' access from September 2026 (i.e. to 15 March 2028) to access their course(s)
- *Essential Grammar*: students will have 12 months' access from September 2026 (i.e. to 15 September 2027) to access their course(s)
- E-learning modules: students will have 8 months' access from September 2026 (i.e. to 15 May 2027) to access their course(s)
- E-15 e-learning package: students will have 24 months' access from September 2026 (i.e. to 15 September 2028) to access their course(s)
- Publishing Starter Kit: students will have 8 months' access from September 2026 (i.e. to 15 May 2027) to access their course(s)

Is there any difference between the current and new learning platforms?

Yes. The new learning platform is much newer and contains more features. It is easier to use and superior from a customer-experience perspective. We will be rolling out new features and introducing a better learning experience for you over the coming weeks and months.

What happens if I have paid in installments for my course?

If you are currently studying *Essential Copy-Editing* or *Essential Proofreading* and paying by installments, your existing payment plan will continue unchanged. Remaining installment payments will continue to be collected automatically from the payment card provided at enrollment on the agreed dates and will appear under 'The Publishing Training Centre' on your card statement.

Will I still be able to purchase a new course?

Yes, you will be able to continue to learn and purchase new courses up to 31 August 2026. After this date there will be a short two-week period when you will be unable to purchase a new course. Courses will then become available for purchase again on 15 September 2026. You can still contact us in the meantime and we will reserve your course for you, to be accessed after 15 September.

What if I have a question that isn't answered above?

Please email us at [info@publishingtrainingcentre.co.uk](mailto:info@publishingtrainingcentre.co.uk) and we will respond as soon as possible.