LIFT AND ESCALATOR INDUSTRY ASSOCIATION

LEARNER REGISTRATION AND CERTIFICATION POLICY[1] AND PROCEDURE

The aim of this policy is to communicate the commitment of the Lift and Escalator Industry Association (LEIA) to the proper registration and certification of Learners in all vocational training opportunities given by us.

It is our policy to promote effective management of all LEIA vocational training opportunities and actively encourage and promote good practice across all training opportunities in order to support Learners and employers in the lift and escalator industry in obtaining appropriate qualifications for their needs. This document details the policy to ensure that registration and certification criteria are maintained.

Criteria

To ensure that individual learners are registered to the correct programme within agreed timescales

To ensure that valid learner certificates are claimed within agreed timescales

To ensure that there is a secure, accurate and accessible audit trail, which allows individual learner registration and certification claims to be tracked to the certificate issued for the candidate

Procedure

LEIA does not undertake assessment or internal quality assurance directly, but operates a system of Satellite Centres. The registration and certification process is as follows:

1 – Learners (or their Employers) contact the satellite centre which will undertake the assessment and internal quality assurance. The satellite centre will take the Learner's details and forward them to LEIA with a request to register on the qualification.

2 – LEIA will send out an invoice to the nominated company or individual for the registration fee, and will notify the satellite centre.

3 - Once the registration fee is paid, LEIA will send the Certificate Application Form (CAF) to the satellite centre, to start the assessment.

4 – The satellite centre Internal Quality Assessor (IQA) signs the CAF to declare the candidate as competent and returns the forms to LEIA. LEIA centre coordinator will sign the CAF and apply to EAL for the certificate.

5 – The certificates will be received at LEIA and posted to the satellite centre for forwarding to the learner.

---

[1] This Policy document is based upon 'User guide for online and paper based Learner Registration (CRF1) and Certification Application Form (CAF1A)' ref CSD1 published by EAL (EAL website)

Registration

To register Learners, satellite centres must obtain a Candidate Registration Form (CRF) and return it to the LEIA centre coordinator at:

Rotherwick House, 3 Thomas More Street,
London E1W 1YZ

Tel: 020 7935 3013
Fax: 020 7935 3321
e-mail: enquiries@leia.co.uk

Forms are issued to all satellite centres

Alternatives to the CRF are acceptable, provided the same information is contained within the alternative.

Invoices will be submitted to the nominated company or individual. If invoices are to be submitted to another office, please include this information in the CRF.

See Appendix A for Disability, Learning Difficulty and Ethnic Origin codes.

Registration will not be completed until payment in full is received.

Registration will be made by the LEIA centre coordinator through the EAL SAP online system.

Once the registration has been completed, the LEIA centre coordinator will complete the CAF and send to the satellite centre.

Assessment

All assessment is undertaken by the satellite centre. Recording of the assessment process shall be made on EAL QX200 or equivalent.

Internal Quality Assurance

All internal quality assurance is undertaken by the satellite centre. QA documentation as required by EAL shall be submitted at least quarterly to LEIA for retaining at the LEIA centre as required by EAL.

For EAL requirements see 'EAL Guidance Being a Quality Assurer' downloadable from EAL Smarter Touch Documents.

The QA documentation comprises:
- IQM-PS Portfolio Sampling
- IQM-AO Assessor Observation
- IQM-AD Assessor Discussion
- IQM-CI Candidate/ Learner Interview

Certification

Completed CAF and QX200 shall be returned to LEIA centre coordinator who will make the certification claim through the EAL SAP online system.

Certificates will be returned to LEIA by EAL. The LEIA centre coordinator will then forward the certificates to the satellite centre for forwarding to the Learner.

Amendments to a registration

Amendments to a registration may be made in accordance with the EAL policies.

Learner Name Change De-

registration of Learners

Re-registration following de-registration

Amendments to a Certification

Amendments to a Certificate may be made in accordance with EAL policies.

Note that claims for learner certifications must be accurately processed, as incorrect claims are considered as maladministration by the Awarding Organisation. Any requests for certificate amendments must be made in accordance with EAL processes and the Maladministration and Malpractice Policy and may incur a fee.

Names on Certificates

Re-issue Certificates

Re-issue certificates may be made in accordance with EAL policies either to EAL direct or to the LEIA centre. Requests to the LEIA centre coordinator must be made in writing. These requests must be identifiable as being from the Learner and must include the following information:

- • Reason for request
- • Learner name, date of birth, Learner number
- • Unit
- • Certificate number (if known)
- • Appropriate evidence (if required).

Certificate reissue will not be completed until payment in full is received.

See Appendix B for EAL Policies and other important documents.

Appendix A

Disability, Learning Difficulty and Ethnic Origin Codes

Disability Codes			Learning Difficulty Codes	
01	Visual impairment		01	Moderate difficulties
02	Hearing impairment		02	Severe difficulties
03	Disability affecting mobility		10	Dyslexia
04	Other physical disability		11	Dyscalculia
05	Medical condition (eg epilepsy)		19	Other specific difficulty
06	Emotional/ behavioural difficulties		20	Autism spectrum disorder
07	Mental health difficulty		90	Multiple difficulties
08	Temporary disability		97	Other
09	Profound/ complex disabilities			
10	Asberger's Syndrome			
90	Multiple disabilities			
97	Other			

Ethnic Origin Codes[3]

31	English/ Welsh/ Scottish/ Northern Irish/ British
32	Irish
33	Gypsy or Irish Traveller
34	Any other white background
35	White & Black Caribbean
36	White & Black African
37	White & Asian
38	Any other mixed/ multiple ethnic background
39	Indian
40	Pakistani
41	Bangladeshi
42	Chinese
43	Any other Asian background
44	African
45	Caribbean
46	Any other Black/ African/ Caribbean background
47	Arab
98	Any other ethnic group
99	Prefer not to say

---

[3] based on ONS Measuring Equality: A guide for the collection and classification of ethnic group, national identity and religion data in the UK Autumn 2011 [link]

Appendix B

EAL Policies

EAL Policies and other important documents can be downloaded from the EAL website:

http://eal.org.uk/centre-support/centre-support/policies-and-important-documents