

DISTANCE LEARNING FAQS: IMPORTANT INFORMATION FOR LEARNERS



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LOG IN/ ACCESS ISSUES AND GENERAL ENQUIRIES

Q: What is s my cohort?

A cohort is a group of learners. Each cohort is given a cohort code which is the date of the semester, e.g., 2405 for May 2024, or 2409 for September 2024, followed by the unit code, e.g., 2405GT1F3 for those studying Introduction to Lift Technology starting in May 2024.

Q: When logging in a message appears stating 'Could not find the provided email and password'. What do I do?

Have a look at your timetable. If it is more than two weeks before the first Computer Marked Assignment date, then your login won't be operational. Learners will not be able to complete the CMA until it has been made accessible.

Q: How do I open the links in the Learning Packages, Course Reference Book and Computer Marked Assignments?

Some learners using Microsoft operating systems cannot open LEIA PDF files. To overcome this, hover over the file and right-click 'Open With' and then select 'Acrobat Reader'.

Q: In the Advanced Unit, do I need to study the mathematics LP1 - LP8 for the whole course or just for the End Test?

The Maths modules are explained in the Study Guide;

'There is also a short set of Learning Packages which will give you a foundation in the maths you may need for the unit.'

The significant word is 'may'. You may not need this for the Advanced Unit, but if it is a long time since school study you may need a refresher. There is no test against the mathematics LP1 – LP8 modules.

COMPUTER MARKED ASSIGNMENTS (CMA)

Q: What is the deadline for completing each CMA?

The study timetable provides you with the submission deadline for each CMA. Each CMA is due to be completed by midnight on the date shown in the timetable. The date will always be a Friday.

The grace period indicates the times during which learners can still submit their CMA, but their score will be reduced in line with LEIA-DL-Assessment-Regulations-DL-AssReg-v2.pdf policy because of failing to complete the CMA within the given deadline. Learners will receive a maximum score of 50% if they submit a CMA up to one week late, and a maximum score of 40% if they submit a CMA up to two weeks late. Learners will not receive any marks if they complete a CMA after 'Feedback and Solutions have been issued.

Q: The LEIA package states an assignment is due to be completed when I am on leave. Is there anything I can do to alter a CMA completion date?

On request, LEIA will grant learners access to CMA earlier to allow for annual leave and/or to accelerate their learning. Please contact us via email on enquiries@leia.co.uk to request early assignment allocation to the ExamBuilder profile.

Should learners be unable/ not ready to complete a CMA in advance, they should complete a Mitigating Circumstances proforma and return it to LEIA. The LEIA Mitigating Circumstances Policy allows an extension of up to two weeks in appropriate circumstances.

The proforma is in the LEIA Mitigating Circumstances Procedure, along with all the other LEIA Policies, are on the LEIA website:

<https://www.leia.co.uk/education-and-training/leia-distance-learning-course/distance-learning-2/>

Q: Can I retake a CMA if I get a low score?

If you apply to LEIA (enquiries@leia.co.uk) before the Solutions and Feedback is issued (two weeks after the CMA deadline), we should be able to reset your assignment. Two things to consider:

1. You will only be scored on your latest attempt; your first score will no longer be applicable.
2. If you submit late, e.g., after the deadline date in your timetable, your score will still be reduced in line with the LEIA rules.

You will not be able to retake the CMA after Solutions and Feedback has been issued and you will not receive a score if you defer completing a retake until after Solutions and Feedback has been issued.

Q: I missed the deadline for completing a CMA. Why do I still have to complete it knowing I will receive a lower score?

As part of our assessment regulations and quality submissions, LEIA must demonstrate the testing covers all the learning outcomes, hence CMAs covering all six of the Learning Packages. If a learner were to miss all the CMA, then LEIA would have no indication whether that learner was ready to take the End Test.

Once the Solutions and Feedback has been issued, LEIA cannot score a learner's results because they are already in possession of the answers.

Q: I haven't received the e-mail reminder for the CMA, so I haven't been able to access the website to complete the assignment. What do I do?

You don't need the reminder to access the ExamBuilder website. Your login ID and password are all you need to access the assignments. Once you are logged in, you'll find the CMA in your list of tests to be taken. You can log in at <https://testing.exambuilder.com>

Several learners have reported that the reminder e-mails are going to their spam folder, so it may be worth checking that. Folder and making communications from LEIA as 'safe' to your email provider.

END TEST

Q: Will I receive sample or mock questions in advance of my End Test?

There are sample questions on ExamBuilder and these will be made available in the final semester; approximately 15 weeks before the End Test date so you can gauge the format of the questions.

Q: Can I sit the End Test at home?

Learners must undertake the End Test within the two-week timeframe outlined in the course timetable from a location of their choice that has suitable internet connection. The test remains time bound and must be completed within two hours for neurotypical learners and three hours for learners who declared themselves as neurodivergent on the course enrolment papers.

Q: What is the format of the End Test?

The End Test is compiled of 30 multiple-choice, multiple-select, and true or false questions. It is like the CMA; however no reference materials are allowed at the End Test; it must be completed as a 'closed book' test.

Q: Will we receive a formula sheet or are we required to remember formulas covered in the unit?

Formulae will be given in the End Test. The only exceptions are for those which are fundamental to the technology and as such, you would be expected to know them and recall them without reference materials, e.g. the traction equation.

Q: Can you share the questions I got wrong in the End Test so I can revise those topics for my resit?

Unfortunately, LEIA, like other academic institutions, is unable to provide feedback on the End Test. The End Test assesses the depth and breadth of knowledge learners have gained across the duration of the course. As such, we advise you to revisit the learning packages, course reference books and CMAs to revise.

SCORING

Q: How does the weighted scoring work?

As an example, in a full unit the six CMA are worth a maximum of 20% of the aggregated score and the End Test is worth 80%. In the case of a full unit, a pass is an aggregated score of 70%.

Consider a learner achieving a total of 38 questions correct from 60 from all the CMA and 25 questions correct from 30 in the End Test.

The learner has scored 38/60 or 63% across the CMA

The CMA is worth 20% of the Final Score = $63\% \times 0.2 = 12.67\%$

The learner has scored 25/30 or 83% in the End Test.

The End Test is worth 80% of the Final Score = $83\% \times 0.8 = 66.67\%$

The Final Score is $12.67 + 66.67 = 79.34\%$ which is a pass

From the above, you will see each CMA in a full unit is worth a maximum score of 3.33 ($20\% \div 6$ units).

A learner scoring 70% in the CMA1 will have achieved 70% of 3.33 = 2.33% of the final score.

RESULTS AND CERTIFICATES

Q: When can I expect my results and certificate?

Under the LEIA Registration and Certification policy, LEIA are committed to issuing provisional results within 20 working days following the close of the End Test window. This ensures LEIA can score End Tests and they are reviewed by the Moderation Board to verify learner results. Final results and certificates will be issued after ratification by the trustees of the LEIA Educational Trust at their next meeting which is usually five weeks after the End Test.

DEFERRING LEARNING

Q: Is it possible to defer my learning to a later date?

Under the LEIA Registration and Certification Policy you are permitted to defer a unit for up to two semesters, provided you make the request before the first CMA submission date, and you have not completed the first CMA online. You should notify LEIA of the semester you wish to defer to and return the learning materials as urgently as possible.

If you have enrolled via your employer, you should also notify them of your intent to defer and your new semester date.

The other option you may wish to consider is deregistration and registering another colleague in your place. You must make this request to LEIA before the first CMA deadline.