



LEIA EDUCATIONAL TRUST

DISTANCE LEARNING COURSE MITIGATING CIRCUMSTANCES POLICY

The aim of this policy is to communicate the commitment of the LEIA Educational Trust through the Education and Training Committee of the Lift and Escalator Industry Association (LEIA) and staff members to the assessment of learning in all training opportunities given by the Committee.

It is our policy to promote effective management of all LEIA Educational Trust training opportunities and actively encourage and promote good practice across all training opportunities in order to support Candidates and employers in the lift and escalator industry in obtaining appropriate qualifications for their needs. This document details the policy to ensure that Candidates are not disadvantaged by circumstances beyond their control or ability to foresee.

Criteria

To ensure that Candidates with valid mitigating circumstances will be treated fairly and consistently.

To protect the standard of awards by deterring frivolous or fraudulent claims.

To ensure that there is accurate and detailed recording of decisions.

Mitigating circumstances are defined as a serious or acute problem or event beyond a Candidate's control or ability to foresee which has prevented them from completing an assignment or attending at an End Test.

Mitigating circumstances will only be considered as grounds for a maximum two-week extension to CMA deadlines or deferral of an End Test until the next semester.

The application for an extension of a CMA deadline, or to defer an End Test, on the grounds of mitigating circumstances should normally be made a minimum of 14 days in advance of the deadline or test date. In exceptional circumstances only, the application may be submitted after this time.

Candidates are allowed two attempts at an End Test. Only one deferral of the End Test per attempt will be considered. This may be done at First or Second opportunity.

Applications for mitigating circumstances should include any independent supporting evidence. Documents will not be returned and Candidates are advised to keep copies. Any false or forged evidence will be rejected and the application dismissed. Candidates are recommended to include their Company Contact or Mentor in the application process.

Applications for mitigating circumstances must be made on the proforma included in the associated Procedures document.

All applications must include all relevant facts or it may be rejected or returned, or a request for further details may be made. It is the responsibility of the student to establish and supply the facts.

Candidates who submit CMA or attend for an End Test are considered to have declared themselves as fit to undertake the work, and may not later claim that any failure is due to mitigating circumstances. This does not apply if a Candidate is taken ill during an End Test. The Invigilator's report may be used to support a mitigating circumstances claim.

Claims for mitigating circumstances will initially be triaged by LEIA staff. Where claims can self-evidently be allowed they will be accepted. Where doubt exists or the circumstances are unusual, the claim will be referred to a minimum of two and a maximum of four members of the LEIA Education and Training Committee for consideration and decision, based upon the submitted material.

If the claim is not upheld for reasons other than lack of evidence then the Candidate may appeal against this decision following the LEIA Appeals Policy. The appeal will be heard by the full Committee. An extraordinary meeting may be called.

The decision of the full Committee is final.