

LEIA EDUCATIONAL TRUST

DISTANCE LEARNING COURSE APPEALS POLICY¹

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 support the right of Candidates to appeal against the outcome of an assessment in all training opportunities given by the Committee.

It is our policy to support the right of Candidates to enquire about a result where it does not meet reasonable expectations and to appeal against the outcome of an assessment or other matter concerning the Distance Learning Course. This document details the policy to ensure that they are dealt with in a thorough and equitable manner.

Criteria

Enquiry About Result

If a Candidate believes that the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) may be made within one calendar month of the date of the multiple choice assessment. Requests received after the closing date will not be accepted and will be returned. If there are extenuating circumstances for the late submission, the decision to accept the EAR application will be at the discretion of the Education and Training Committee.

Appeal

If a Candidate remains dissatisfied with the EAR outcome, or has other concerns about the operation of the LEIA Distance Learning Course, they may request an Appeal.

An Appeal about a result must be made within three months of the date of the multiple choice assessment. An Appeal about any other subject must be made within three months of the action resulting in the Appeal.

Requests received after the closing date will not be accepted and will be returned. If there are extenuating circumstances for the late submission, the decision to accept the Appeal application will be at the discretion of the Education and Training Committee.

Procedure

For an EAR, the examination website used for the test will automatically produce reports used for notifying Candidates and staff of the results of each test. Following the receipt of an EAR, the LEIA Examinations Officer will obtain a second detailed report from the on-line examination website. The report will consist of an analysis of the questions presented and the individual's answers. A comparison with the overall results will be made to determine whether results for particular questions have been skewed for any reason.

In the normal course of events, it will be expected that an Appeal will be entered via the candidate's company contact and with the support of the employing company.

¹ This Policy document is based upon the exemplar policy in 'Guide to Vocational Centre Qualification Approval Form' published by EdExcel ([EdExcel website](#))

When making an Appeal, the appellant should establish the grounds for the Appeal. These may include:

- a reasonable belief that the case was not dealt with in accordance with the policy or procedures;
- a reasonable belief that the evidence has been misinterpreted;
- further evidence coming to light which changes the basis of the decision;
- a reasonable belief that the outcome is not in line with the guidelines or procedure.

The LEIA Training and Safety Manager will bring the EAR or Appeal to the attention of the LEIA Education and Training Committee, who, in turn and in conjunction with the External Examiner and the Technical Director will sit as a Board of Examiners and determine:

- The validity of the appeal
- If a valid appeal, the mechanism whereby the candidate can be provided with a further opportunity for recovery.

This policy is fully supported by the LEIA Education and Training Committee.