



## LEIA EDUCATIONAL TRUST

### DISTANCE LEARNING COURSE REGISTRATION AND CERTIFICATION POLICY<sup>1</sup>

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 proper registration and certification of Candidates 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 registration and certification criteria are maintained.

#### **Criteria**

*To ensure that individual candidates 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 candidate registration and certification claims to be tracked to the certificate issued for the candidate*

#### **Registration**

To register Candidates you must obtain a Candidate Registration Form (CRF) and return it to LEIA at:

33-34 Devonshire Street, London W1G 6PY

Tel: 020 7935 3013

Fax: 020 7935 3321

e-mail: [enquiries@leia.co.uk](mailto:enquiries@leia.co.uk)

Forms are available from the same address or from the LEIA website:

<http://www.leia.co.uk/index.php?cid=33>

Invoices will be submitted to the Company Contact<sup>2</sup> within 15 working days of receipt of the CRF. 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.

See Appendix B for Timeline for Registrations and Certification

<sup>1</sup> 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](#))

<sup>2</sup> Self-funded Learners will take on the role of Company Contact

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

LEIA undertakes to process the registration within 15 working days of receipt of the payment in full, providing the form is accurately completed. Incomplete or incorrect forms will delay registration.

Once the registration has been completed, the unit materials will be sent to the Candidate and confirmation of registration and postage of materials will be sent to the Company Contact.

**Note:** The registration must be checked upon receipt by the Company Contact to ensure that the details are correct and any errors notified to LEIA immediately. The name used on the CRF will be used for certification so it is the responsibility of Candidates and Company Contacts to ensure the name is stated clearly, accurately and in the correct order on the registration form.

Registrations will be accepted late, up to the Friday before the completion date for the first Computer Marked Assignment. Candidates and Company Contacts must be aware that late registrations may affect the candidate’s ability to complete the unit.

***Enrolment***

The period of enrolment on an individual unit shall be three semesters for half Units and four semesters for full Units. Candidates must satisfactorily complete an individual Unit including retaking End Tests within this time.

Example:

	First Semester January 2014	Second Semester May 2014	Third Semester September 2014	Fourth Semester January 2015
half Unit	Study	End Test (1 <sup>st</sup> opportunity)	End Test (last opportunity)	
full Unit	Study	Study	End Test (1 <sup>st</sup> opportunity)	End Test (last opportunity)

For candidates who have not achieved a pass grade, the Education and Training Committee will determine the opportunity for recovery, as determined by the assessment regulations and in the light of any recommendations by the External Moderator.

***Unit Results***

Unit results will be sent out within 20 working days of the date of the End Test.

Unit results require ratification by the Management Board of LEIA before the issue of Unit certificates. The Board meet four-monthly throughout the year. No Unit certificates will be issued before ratification.

The name used on the Unit result notification will be used for certification so it is the responsibility of Company Contacts and Candidates to ensure the name is stated clearly, accurately and in the correct order on the notification. If LEIA receives an error correction request within 10 working days after the issue date of the Unit result notification, the name amendment will be made free of charge. Supporting identification evidence may be required.

***Certification***

Unit certificates will be issued three times per year after ratification at the meeting of the Management Board of LEIA, based upon the recommendation of the Education and Training Committee. Company Contacts will be advised of the dates of the Management Board meeting.

### ***Timescale for Delivery***

LEIA undertakes to dispatch Unit certificates to the Company Contact within 20 working days of ratification. Company Contacts and Candidates should wait until this time has elapsed before contacting the LEIA office.

If Candidates or their Company Contact fail to inform LEIA of non-receipt within 60 working days of the Management Board meeting date they will be charged at the current rate for replacing a certificate claimed not to have been received. No charge will be made for re-issue of Unit certificates not received, if notification to LEIA occurs within this timescale.

### ***Amendments to a registration***

In most cases a Candidate registration can be amended to reflect changes in their qualification or situation. Please contact LEIA for advice.

### ***Candidate Name Change***

If a Candidate's name has been changed through marriage or by deed poll, copies of the relevant documentation will be required from the Company Contact. Please send to LEIA. Changes to reflect a misspelling will be accommodated. Changes to a name to reflect a preferred name (eg Jim to James or vice versa) will be accommodated, provided the name change is not significant (eg last name or complete change of first name). LEIA reserve the right to refuse name changes if the change is significant and no supporting identification evidence is provided. No charge will be made for name changes provided they are notified to LEIA within 10 working days after the date of issue of the Unit result notification. Names cannot be changed after Certification, except in the circumstances detailed below.

### ***De-registration of Candidates***

De-registration allows you to replace a Candidate (who has withdrawn from their registration) with another Candidate on the same unit

#### **De-registration process:**

- The Company Contact must apply in writing giving details of the Candidate that has withdrawn from the Unit.
- Complete a Candidate Registration Form (CRF) for the new Candidate ensuring the details of the Unit remains the same as the previously registered Candidate.
- Send the de-registration application and new CRF to LEIA.
- Once processed a new Confirmation of Registration will be issued in the name of the new Candidate.

#### **De-registration rules:**

- The period within which a Candidate can be de-registered from a Unit is from the start of the semester to the day before the date of the first CMA completion. Completed documentation must be received by LEIA within this time.
- De-registration is only applicable where no CMA completion date has passed.
- Once processed it is not possible to reinstate de-registered Candidates. A new application must be made.
- De-registration and re-registration is only permitted between Candidates from the same funder.
- Unit materials will not be provided for the replacement Candidate. Any additional materials will be charged at the current rate. Requests for additional materials should be made to LEIA.

## ***Unit Transfer***

Unit Transfer allows a Candidate to transfer between units.

### **Unit Transfer process:**

- The Company Contact must apply in writing giving details of the Candidate that wishes to transfer and the Units registered and required.
- Send the transfer application to LEIA

### **Unit Transfer rules:**

- The period within which a Candidate can transfer from one Unit to another is from the start of the semester to the day before the date of the first CMA completion. Completed documentation and materials must be received by LEIA within this time.
- Unit transfer is only applicable where no CMA completion date has passed.
- Registered Unit materials must be returned before new materials are issued. Company Contacts must take this into account when applying. Materials must be returned in the same condition as issued.

**An administration charge will be made for this service.**

## ***Deferment***

Deferment allows a Candidate to defer a Unit until a later semester.

### **Deferment process:**

- The Company Contact must apply in writing giving details of the Candidate that wishes to defer, the Unit/s on which deferment is required and the deferment period.
- Send the deferment application to LEIA.

### **Deferment rules:**

- The period within which a Candidate can defer from a Unit is from the start of the semester to the day before the date of the first CMA completion. Completed documentation must be received by LEIA within this time.
- Unit transfer is only applicable where no CMA completion date has passed.
- Deferment is for a maximum of two semesters. Fees will be forfeited after this time.
- Registered Unit materials must be returned and will be replaced by LEIA at the start of the later semester. Materials must be returned in the same condition as issued.

**An administration charge may be made for this service.**

## ***Amendments to a Certification***

### ***Names on Certificates***

Certificates achieved under a previous name that later require replacement must be reissued in the name registered with LEIA at the time that the qualification was awarded, and not in the Candidate's current name. The achievement was not made under the Candidate's new name.

With regard to name changes and corrections, LEIA makes every effort to accommodate requests for amended or replacement certificates but please note that due to the requirements of the regulatory authorities it may not always be possible.

### ***Re-issue Certificates***

Re-issue certificates must be requested in writing to LEIA. These requests must be identifiable as being from the Company Contact or the Candidate and must include the following information:

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

Dependent upon the type of re-issue, an administration charge may be made for this service.

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

### **Types of re-issue certificate requests**

a) Certificates stolen, lost, destroyed or not received by the Company Contact (where no original certificate is available to return)

The regulatory authorities require that where the original certificate has been lost, stolen or not received (and notification is outside the timescale) the replacement is marked 'reissue' and printed with the reissue date. However, the certificate reference number will remain the same as the original.

**An administration charge will be made for this service**

b) Certificates damaged by Company Contact or Candidate and returned to LEIA

The original certificate(s) must be returned to LEIA. If the damaged certificate is disposed of before it can be returned to LEIA it will be considered destroyed and treated as in a). The replacement will be marked 'reissue' and printed with the original issue date. The certificate reference number will remain the same as the original. No charge will be made if the request is received within 60 days of the Management Board meeting date, otherwise

**an administration charge will be made for this service**

c) Certificates requiring reissue to correct or change the Candidate name

Under the Data Protection Act 1998, LEIA is obliged to be able to identify a Candidate, including their correct name. In line with the regulations governing issuing of certificates, LEIA policy is to certificate Candidates using the name as stated on the Candidate Registration Form. It is the responsibility of Candidates and Company Contacts to ensure the name is stated clearly, accurately and in the correct order on the registration form.

If a Candidate identifies an error in the spelling or order of their names they should inform their Company Contact immediately. The Company Contact is responsible for passing this information on to LEIA. Evidence of the correct name will be required if changes are to be made.

i) Certificates with naming errors (misspelling, etc)

Replacements for certificates containing misspellings will not be marked 'reissue'. Requests must be accompanied by supporting identification evidence to confirm the accurate name. If LEIA receives the error correction request more than 10 working days after the issue date of the Unit result notification the name amendment will incur a charge.

**An administration charge will be made for this service**

ii) Changing name as registered to preferred name (eg, Jim to James or vice versa)

If a Candidate's name as registered is correct, but they wish to change the form their name appears on their certificate eg from formal or legal name to their preferred or 'known as' name or vice versa, but LEIA is not informed until more than 10 working days after the issue date of the Unit result notification, the certificate name cannot be changed retrospectively.

This is to meet the requirements of the regulatory authorities. NB: Ofqual has advised that the only exception to this rule is in the case of gender re-assignment.

**An administration charge will be made for this service**

- iii) Changing order of names (eg, reversing last name and first name for certification purposes)

LEIA certificates are generated using the Candidate's electronic record including Given (or First) name(s) and Family Name (or Last name or Surname). LEIA certificates display family name after given name(s) on all printed certificates. Current LEIA policy is not to allow Candidates to change the order of their names so that they appear in the preferred order on their certificate (eg have family name appear first and given name second). This would change the order of names in the electronic record, creating the clear risk of not being able to identify the Candidate by their family name, particularly in the event of the same Candidate registering with LEIA at a later date where their actual family name could not be matched. This is to ensure that certificates are only issued to the correct and identifiable Candidate.

- iv) Name change for legal purposes (eg, due to marriage or by deed poll)

These requests must be accompanied by supporting identification evidence to confirm the accurate name. If LEIA receives the request more than 10 working days after the issue date of the Unit result notification the name change will incur a charge. Certificate name changes for these reasons cannot be done retrospectively, ie if the name change took place after the issue date of the Unit result notification. NB: Ofqual has advised that the only exception to this rule is in the case of a gender re-assignment. Ofqual has also advised that in the case of divorce, a Decree Absolute does not in itself constitute a legal name change. In these cases, additional evidence of a legal name change would be required.

**An administration charge will be made for this service**

**Examples of supporting identification evidence:**

- Copy of Passport page with name
- Copy of Birth certificate
- Copy of Marriage certificate
- Copy of Government identification paper (not UK)
- Other evidence may be acceptable, please contact LEIA.

This policy will be reviewed every twelve months by the LEIA Education and Training Committee.

This policy is fully supported by the LEIA Education and Training Committee and was adopted on the date given below.

Signed

Date

Chair of the LEIA Education and Training Committee

Review Date

## 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<sup>3</sup>**

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

<sup>3</sup> 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

### Timeline for Registration and Certification

