

CLT International/STEP Policy on study timeframes, deferrals and resit applications

Timescales for completion

For all STEP Certificates and Advanced Certificates, delegates must complete the course within one of the following timescales, whichever is the longest:

- i) Two years of initial enrolment. This commences from the date of registration (the date on which a delegate receives their formal booking confirmation email).
- OR
- ii) Three sittings of the course. This commences from the date of registration (the date on which a delegate receives their formal booking confirmation email).

Membership of STEP will be suspended until the Certificate/Advanced Certificate has been completed within the designated time scale.

Any delegate who has not completed their Certificate/Advanced Certificate within the period set out above, must re-register for that course and pay the full enrolment fee. Where there is a conflict between the period in clauses i) and ii) above and the permitted number of deferrals and resits outlined in the relevant sections below, the clauses i) and ii) above will take precedence. Upon re-registration the delegate will be entitled to the following:

- i) Receive any updated materials and attend any tuition included in the enrolment fee.
- ii) Be permitted to attempt the assessment however many times were remaining at the time of the re-registration:
 - i. For example, if a delegate has had 1 attempt at an examination and a period of 2 years or more, or 3 sittings of the course has lapsed, the delegate will be entitled to their 2 resit attempts (a maximum of 3 attempts is permitted per course and further information on resits can be found below).

Only one re-registration per Certificate/Advanced Certificate is permitted.

All Diploma programmes comprise four Advanced Certificates, and a delegate must complete all necessary Advanced Certificates within a total of five years. The five-year period commences at the date of registration on to the first Advanced Certificate (the date on which a delegate receives their formal booking confirmation email) and will end on the 31st December of the fifth year. **If the five-year period is exceeded**, the delegate will be required to re-register for any Advanced Certificate(s) taken outside of the five-year period, irrespective of whether that paper was **successfully passed**. The **pass** result for the original attempt will be **disregarded**. Upon re-registration a delegate will be entitled to the following:

- i) Receive any updated materials and attend any tuition included in the enrolment fee.
- ii) In instances where a delegate had enrolled for a Certificate/Advanced Certificate and had **not** passed the assessment, they will be permitted to attempt the assessment however many times were remaining at the time of the re-registration (see example above).
- iii) In instances where a delegate had enrolled for a Certificate/Advanced Certificate and **successfully passed**, the maximum number of 3 attempts at the assessment will *refresh* upon re-registration as any previous attempts will be **disregarded***.

**Consideration may be given if a delegate has continued to maintain their CPD in a relevant field. CLT International may use its discretion and allow a pass result to stand provided that a delegate can demonstrate that their knowledge has remained up to date. Each scenario will be considered on a case-by-case basis. Only one re-registration per Certificate/Advanced Certificate is permitted. Membership of STEP will continue during this period provided that a delegate pays for their subscriptions and complies with STEP's CPD requirements.*

Deferring Assignments and Examinations

Delegates are expected to submit assignments and sit examinations (and other forms of assessment) on the date for which they originally registered. However, CLT International recognises that from time to time unforeseen circumstances may impact on a delegate's ability to do so and a deferral may be sought. A deferral is defined as the postponement of the assignment submission deadline or the sitting of an examination to a subsequent available date. In the case of an assignment this involves answering a fresh assignment question.

If a delegate is considering deferring an assignment or examination we would urge them to seek advice from CLT International to discuss what options are open to them. CLT International should be contacted in writing to cltinternational@centlaw.com.

Number of deferrals for assignments and examinations

A delegate will be permitted to defer an assignment or examination on a maximum of **two** occasions. Applications to defer for a third time will only be considered in **exceptional circumstances**. Examples of circumstances that are likely to be considered exceptional include:

- i) The suffering of a serious illness or injury in *close proximity* to the examination date or date of assignment submission.
- ii) The death or critical illness of a close family member at the time of the examination or date of assignment submission.
- iii) A significant family crisis leading to acute stress at the time of the examination or date of assignment submission.

Examples of circumstances that are **not** likely to be considered as exceptional include but are not limited to:

- i) Holidays or other events that were planned or could reasonably have been expected.
- ii) Misreading the timetable or otherwise misunderstanding the requirements for assessment.

- iii) Inadequate planning or time management.
- iv) Failure, loss or theft of a computer or other equipment.
- v) Consequences of paid employment.
- vi) Assessments that are scheduled close together or on the same day. This includes but is not limited to multiple assessments which a delegate has booked through CLT International and/or assessments which a delegate may be undertaking through a different awarding body at the same time as undertaking an assessment with CLT International.

Under **no** circumstances will more than three deferrals be considered. In such instances the delegate will be required to re-register for the Certificate/Advanced Certificate at the full enrolment fee (the delegate will be entitled to receive any updated materials and attend any tuition included in the enrolment fee). In instances where a delegate has exceeded their number of deferrals of a **resit** examination, the **original** attempt will stand; the delegate will be required to re-register at the full enrolment fee to **resit** the examination. If a delegate is unsuccessful for a second time, they will be eligible for **one final** resit attempt as a maximum of three attempts are permitted on all courses (see Resit section below for further information).

Only one re-registration per Certificate/Advanced Certificate is permitted.

Applying for a deferral of an assignment or examination

A delegate wishing to apply to defer their assignment submission deadline or examination date must complete the *Course Administration Form* which is available to download from the main website www.cltint.com (and the relevant course page) or from the online learning platform under the Course Administration section. The *Course Administration Form* should be returned to cltinternational@centlaw.com. Administration fees may be payable to defer an assignment submission deadline or examination/resit; delegates should ensure that they have consulted the terms and conditions for the Certificate/Advanced Certificate on which they are enrolled.

It is **compulsory** for a delegate to specify the sitting to which they wish to defer, and ordinarily this will be the subsequent sitting. If a delegate fails to specify a sitting on their application to defer, unless otherwise discussed with CLT International, the delegate will *automatically* be deferred to the next available date. If a delegate requests to change the date of the assignment submission deadline or examination/resit date after that point (because they did not specify a date), it will be considered their **second** and final deferral.

If any delegate feels that they cannot specify a sitting to which they can defer, they should contact cltinternational@centlaw.com for advice on how to proceed.

As the course material for all Certificates/Advanced Certificates can be updated from time-to-time, after a delegate has received confirmation of their deferral, it is strongly recommended that they log in to the online learning platform in order to ensure that they have the most up-to-date material for the Certificate/Advanced Certificate on which they are enrolled. Delegates should contact cltinternational@centlaw.com if they require any guidance on how to access the material or require confirmation of their login credentials.



Resitting an assignment or examination

Delegates may re-attempt an assignment (answering a fresh question) or resit an examination where the previous attempt has not been successful. Delegates are only permitted to resit examinations and re-attempt assignments that they have failed. Delegates are not permitted to re-take in order to gain a higher mark. If in doubt about whether or when to re-take an examination or assignment, you should contact the CLT International team at cltinternational@centlaw.com for guidance.

Number of attempts at an assignment or examination

A delegate will be permitted a **maximum of three attempts** at all Certificates/Advanced Certificates. The three attempts comprise the original (first) assignment/examination and *two* resits. A *third resit* will **only** be permitted where a successful application for mitigating circumstances has been made and the Examination/Assessment Board has confirmed that the candidate may have a further attempt.

Applying to re-take an assignment or examination

A delegate wishing to apply for a resit of an assignment or examination must complete the *Course Administration Form* which is available to download from the main website www.cltint.com (and the relevant course page) or from the online learning platform under the Course Administration section. The *Course Administration Form* should be returned to cltinternational@centlaw.com. Administration fees may be payable to resit an assignment or examination; delegates should ensure that they have consulted the terms and conditions for the Certificate/Advanced Certificate on which they are enrolled. All applications to resit an *examination* must be submitted *no less than six weeks prior* to the examination date. Applications to resit an examination received *less than six weeks* prior to the examination date will **not** be accepted.

As the course material for all Certificates/Advanced Certificates can be updated from time-to-time, after a delegate has received confirmation of their resit booking, it is strongly recommended that they log in to the online learning platform in order to ensure that they have the most up-to-date material for the Certificate/Advanced Certificate on which they are enrolled. Delegates should contact cltinternational@centlaw.com if they require any guidance on how to access the material or require confirmation of their login credentials.