



Resits and Deferral Policy

Timescales for completion

For the STEP Diploma, students must complete the course within five years.

Membership with STEP will be suspended until the Diploma has been completed within the designated time scale.

Any student who has not completed their Diploma within the period set out above, must re-register for that course and pay the full enrolment fee. Upon re-registration the student 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 student has had one attempt at an examination, the student will be entitled to their two resit attempts (a maximum of three 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 student must complete all necessary Advanced Certificates within a total of five years. To complete the STEP Diploma, students must obtain 30 credits from Set 1, 30 credits from Set 2, and the remaining 60 credits from any of the three Sets. The five-year period commences at the date of registration on to the first Advanced Certificate (the date on which the enrolment is processed) and will end on the 31st December of the fifth year. **If the five-year period is exceeded**, the student 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**.

For students that have previously enrolled on their first STEP Advanced Certificate and/or Diploma paper on or after 1st January 2015 and have not yet completed the Diploma or achieved TEP status, STEP will be providing an extension to the existing five-year completion rule allowing students an extension to seven years or until the end of 2023 (whichever is longer) to complete the programme. Anyone enrolling for the first time on or after the 6th of July 2022, will be provided with the standard five years to complete the Diploma pathway.

Upon re-registration a student 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 student 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 student had enrolled for a Certificate/Advanced Certificate and **successfully passed**, the maximum number of three attempts at the assessment will refresh upon re-registration as any previous attempts will be **disregarded**.

**Consideration may be given if a student 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 student can demonstrate that their knowledge has remained up to date. Each scenario will be considered on a case-by-case basis by the student referral panel. Only one re-registration per Certificate/Advanced Certificate is permitted. Membership of STEP will continue during this period provided that a student pays for their subscriptions and complies with STEP's CPD requirements.*

Deferring Assignments and Examinations

Students 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 student'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 student 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 student 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** by the student referral panel. 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 student has booked through CLT International and/or assessments which a student 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 student will be required to re-register for the Certificate/Advanced Certificate at the full enrolment fee (the student will be entitled to receive any updated materials and attend any tuition included in the enrolment fee). In instances where a student has exceeded their number of deferrals of a **resit** examination, the **original** attempt will stand; the student will be required to re-register at the full enrolment fee to **resit** the examination. If a student 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 student 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 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; students 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 student to specify the sitting to which they wish to defer, and ordinarily this will be the subsequent sitting. If a student fails to specify a sitting on their application to defer, unless otherwise discussed with CLT International, the student will automatically be deferred to the next available date. If a student 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 student 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 student has received confirmation of their deferral, it is essential 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. Students 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

Students may re-attempt an assignment (answering a fresh question) or resit an examination where the previous attempt has not been successful. Students are only permitted to resit examinations and re-attempt assignments that they have failed. Students 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 student 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 student 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 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; students 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 student has received confirmation of their resit booking, it is essential 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. Students should contact cltinternational@centlaw.com if they require any guidance on how to access the material or require confirmation of their login credentials.

Version control	
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