



The Chartered
Institute of Logistics
and Transport

CILT(UK) Awarding Organisation

Learner Enrolment and Registration Policy

CILT(UK) Awarding Organisation Learner Enrolment and Registration

Website Version

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Purpose

The purpose of this document is to explain the procedures by which the CILT(UK) Awarding Organisation (AO) enrolls and registers Learners onto its regulated qualifications.

Learner Enrolment

Enrolment is when a Learner is officially enrolled onto a specific qualification, including all mandatory, optional or elective units required and selected of that qualification based on the specified regulated qualification specification. Learning Partners are only permitted to enrol Learners for qualifications and units within those qualifications, that CILT(UK) AO have already approved Learning Partner to deliver. CILT(UK) AO only accepts enrolments for whole qualifications rather than individual units.

All Learners are provided with an individual Learner Number at the point of their first enrolment with CILT(UK) AO. CILT(UK) AO will also communicate the Enrolment Period and the Qualification onto which the Learner has been enrolled. Please note that CILT(UK) AO does not accept Learner enrolments or payment directly from Learners.

All Learning Partners delivering Institute Assessment Route (IAR) regulated qualifications must enrol their Learners with the CILT(UK) AO within one month of enrolment with the Learning Partner and pay the required and published Learner Enrolment Fee. These fees are non-refundable. For Learners being enrolled on Centre Assessment Route (CAR) regulated Qualifications, Learners must be enrolled with the CILT(UK) Awarding Organisation within 5 working days of the Learning Partners enrolment threshold, in line with the CILT(UK) Centre Assessment Standards Scrutiny (CASS) strategy.

There are three sizes of qualification: Award, Certificate and Diploma, and several levels, each with an individual enrolment fee. The enrolment period in which a Learner should complete the qualification depends on the Total Qualification Time (TQT or total learning time) assigned to the qualification:

- Award (10-129 hours) : 1 Year
- Certificate (130-359 hours): 2 Years
- Diploma (360 hours or more): 3 Years

Learner Identification

In line with the CILT(UK) Learning Partner Agreement, Learning Partners must take appropriate and reliable steps to confirm each Learner's identity prior to enrolment and prior to each assessment taking place.

For examinations, it is the Learners responsibility to bring adequate identification, details are provided in the Assessment Instructions document available on the CILT(UK) website. It is the responsibility of the Invigilator to check all IDs against those sitting a paper-based examination. CILT(UK) AO, in conjunction with its online assessment provider will verify IDs for online assessment.

However, Learning Partners must ensure that all Learners undertaking online examinations are aware of this requirement and have appropriate identification ready for checking through the online proctoring system at the time of assessment. In the event that the identification provided for an online examination requires further clarification, CILT(UK) AO will work with Learning Partners to confirm identities.

Enrolment Expiry

At the end of the qualification enrolment period, all Learners will be withdrawn from the relevant qualification, unless the Learner has contacted their Learning Partner sufficiently in advance of their enrolment expiry date, to apply to CILT(UK) AO for an Enrolment Extension. For further information, see Enrolment Extensions Applications.

Enrolment Extension Applications

This policy takes effect for all learners (new and existing enrolments) for all CILT(UK) AO regulated qualifications from 1 October 2022.

Timescale before current enrolment expires

Applications for an enrolment extension for CILT(UK) AO qualifications must be submitted within the final six months of the of the Learner's qualification enrolment period, but no later than **20 working days before their enrolment expiry date**.

To be eligible to apply for an extension, the Learner must have:

- Already successfully completed a minimum of 50% of the units required to complete the qualification to be eligible to apply for an enrolment extension
- Receive consent from their Learning Partner to support their application
- Provide evidence of extenuating circumstances that meet CILT(UK) AO's criteria (see below)

Note: where a qualification contains one unit, a minimum of 50% of the required number of assessments applicable to the unit must be successfully completed to be eligible to apply for an enrolment extension.

The purpose of an enrolment extension is provide the Learner with sufficient time to prepare for the relevant assessment(s) due to extenuating circumstances.

Support for the application from the Learning Partner

To apply for an extension, Learners must contact their Learning Partner directly to discuss their requirements, including the timing of future relevant assessment opportunities. The current Enrolment Extension application fee can be found in the CILT(UK) AO Fees list available here: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)

If the Learning Partner agrees that the Learner is able to complete their qualification within the extension period, they should contact CILT(UK) AO on the Learner's behalf to request an extension. Requests without consent from the Learner's Learning Partner cannot be accepted.

Extenuating circumstances accepted by CILT(UK) AO for enrolment extensions

Only Learners who can provide evidence of extenuating circumstances will be permitted to extend their enrolment. The Learner must provide current evidence which supports the reason for the application as set out below:

Reason for extension request	Evidence required
Jury service	Letter from the relevant Court
Military deployment / posting overseas	Letter from employer
Personal health issues including mental health	Letter from GP or hospital
Pregnancy / Maternity / Paternity Leave	Statutory notification form AND Letter from employer
Sole carer for close relative due to illness	Letter from Learner confirming the details AND Confirmation from the Learning Partner
Spouse/partner or other immediate family members: Illness, injury or bereavement	Letter from Learner confirming the details AND Confirmation from the Learning Partner
Other similar reason (e.g. those issues covered by the Equality Act 2010)	Letter from Learner, confirmation from the relevant authority, and/or confirmation from the Learning Partner

Work commitments will generally not be accepted as an extenuating circumstance. The Learner must provide current evidence which supports the reason for the application.

Enrolment extension application submission

The Learning Partner must submit a completed Enrolment Extension Request application form to: ao@ciltuk.org.uk.

Application processing timescale

The outcome will usually be sent to the Learner within **15 working days** of receipt of the completed application with supporting evidence. Applications which are submitted without supporting evidence WILL NOT be processed.

Application outcomes

Where approved, CILT(UK) AO will decide the extension period permitted on a case-by-case basis, using the form and supporting evidence submitted. Extension periods will be between 1-12 months and only **one extension period** will be permitted per qualification enrolment.

Enrolment extensions for withdrawn qualifications

Note: Where a CILT(UK) AO regulated qualification is in the process of being withdrawn, to meet regulatory requirements, Enrolment Extensions cannot extend beyond the qualification Certification End Date. No further assessment or certification is possible after this date. Details of CILT(UK) AO Qualification Withdrawals are available on the CILT(UK) AO website: [Qualification Withdrawal \(ciltuk.org.uk\)](https://ciltuk.org.uk/Qualification-Withdrawal)

Once an extension request has been processed, no subsequent requests will be accepted under any circumstances. If the Learner does not complete the qualification after the extension, they will need to re-enrol and take all relevant unit assessments (except where a unit exemption has been accepted by CILT(UK) AO) in order to achieve the qualification.

Re-enrolment following expiry

Following the expiry of a qualification enrolment or extension period, if the Learner wishes re-enrol on the *same* CILT(UK) AO qualification, CILT(UK) AO units already achieved will be valid for an exemption application for 3 years after the date that the unit was achieved (as stated on the relevant unit result notification).

Following expiry of a qualification enrolment or extension period, if a Learner enrolls on another CILT(UK) AO qualification that contains one or more of the same CILT(UK) AO units achieved by the Learner, units already achieved will be valid for an exemption application for 3 years after the date that the unit was achieved (as stated on the relevant unit result notification).

For further information regarding CILT(UK) AO unit exemption applications, CILT(UK) AO's "*Recognition of Prior Learning*" policy is available on the CILT(UK) AO website (see 'Policies and Procedures'): [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)

Ending enrolment before the expiry date

Learners that wish to end their enrolment before their qualification enrolment expiry date, should contact their Learning Partner in writing so that the Learning Partner can inform CILT(UK) AO.

If a withdrawn Learner later considers re-enrolment onto the same CILT(UK) AO qualification or enrolment onto a different CILT(UK) AO qualification, the same unit exemption rules for re-enrolment following expiry will apply (See [Re-enrolment following expiry](#)).

Learner Registration

Learners must be enrolled onto a CILT(UK) AO qualification, before they can be registered for an assessment. The Learning Partner must register the Learner for each assessment specified in the relevant qualification specification (including where assessment re-sits or re-submissions are required). Successful completion of each assessment is required to achieve the relevant unit(s) and the overall qualification.

Registrations for re-sits or resubmissions will not be accepted by CILT(UK) Awarding Organisation if the result for the previous attempt is still pending. The result must be released before the Learning Partner is able to register the Learner for a re-sit/re-submission.

Learning Partners are only permitted to register Learners for unit assessments for those units that CILT(UK) AO have already approved the Learning Partner to deliver.

Assessments may not be undertaken or submitted by a Learner or Learning Partner after the relevant Learner's enrolment expiry date has passed.

Registrations will be processed in line with published CILT(UK) AO assessment timetables, available on the CILT(UK) AO website: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)

CILT(UK) AO Assessment Timetables

CILT(UK) AO publish examination and assignment submission dates, registration windows, result dates and certification dates on the CILT(UK) AO website, for all regulated qualifications: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)