

Membership Assessment: frequently asked questions

Everything you need to know about the LEEA Membership Assessment. Can't find your answer? Your named assessor is always happy to help.

Contents

1 About the assessment

2 When it happens

3 Time and preparation

4 How the assessment works

5 Businesses with more than one branch

6 Support and help

1 About the assessment

What is the Membership Assessment?

The Membership Assessment is an annual review of how your business works, measured against the LEEA Gold Standard. It replaces the previous LEEA Audit with a single assessment each year, tied to your renewal date.

Why is LEEA introducing it?

Lifting equipment is only as safe as the businesses that make, supply, inspect and maintain it. The assessment gives every LEEA member a consistent, rigorous way to show they work to a high standard, and gives the people who rely on LEEA members good reason to trust them.

What is the LEEA Gold Standard?

The LEEA Gold Standard is the minimum standard for LEEA membership. One part applies to every member, and the rest is set out by scope of work, so you only evidence what is relevant to the work you do.

How is it different from the LEEA Audit?

It is a single assessment each year, tied to your renewal date. Most of it is completed online, at your own pace within set dates, and a follow-up only happens where it is needed. The questions are specific to your scopes of work and the products you handle.

Does the assessment certify my products?

No. It assesses your systems and processes for the work you do: your procedures, records, competence and evidence. It is an assessment of how you work, not a certification of individual products.

Who has to take part?

Every LEEA Full and Associate member takes part each year. For new members, the assessment is the next step on your membership journey after your application.

Is the information I submit kept confidential?

Yes. Everything you submit is treated in the strictest confidence.

2 When it happens

When does my assessment start?

Your assessment window opens 90 days before your renewal date. If that falls on a weekend, it opens on the Friday before. UK members renewing in February 2027 are the first to take part, from 2 November 2026. Members outside the UK start with May 2027 renewals.

How will I know it has started?

Your named LEEA assessor will email you a personal link when your window opens. You don't need to do anything before then, other than make sure you know where your evidence is.

How long do I have for each step?

Every date is set when your window opens, so you know from day one what is due and when. Your assessment, including any development actions, is completed within your 90-day window. Training actions can run for up to 12 months.

Step	Time allowed
Part 1: online desktop review	5 working days
Part 2: online assessment	7 working days from release
Follow-up (only if needed)	Held within 15 working days
Development action plan (only if actions are raised)	5 working days
Development actions (only if actions are raised)	10 working days after your plan
Training actions (only if actions are raised)	Up to 12 months

3 Time and preparation

How long will it take?

For most members, a few hours. The time depends on how many scopes of work you cover, and having your evidence ready makes it quicker.

What should I prepare?

The biggest time saver is knowing where to find these before your window opens:



certificates for any accreditations you hold



your procedures for the work you carry out



recent records, such as test, inspection and calibration records



competence and training records for your team

Can colleagues help me complete it?

Yes. You'll be asked to nominate a main assessment contact, who can give colleagues access in the assessment portal to help gather information and answer questions.

How the assessment works

What happens in Part 1 and Part 2?

Part 1 is an online desktop review: a short form about your business, scopes and accreditations. Part 2 is completed in LEEA's assessment portal, where you answer the questions for your scopes of work and upload evidence as you go.

Will someone visit my site?

Only if it is needed. If your answers leave areas to explore, your assessor arranges a virtual or on-site follow-up, covering only those areas.

What are development actions, training actions and opportunities for improvement?

- **Development actions** are things that need addressing. You agree a short plan, then show the changes in the portal.
- **Training actions** are raised where a competence gap is identified, and you have up to 12 months to close them.
- **Opportunities for improvement** are yours to act on, and you have until your next assessment to address them.

When do I receive my membership certificate?

Your membership certificate is issued once your assessment is complete and your renewal payment is made.

How does this show to my customers?

Your membership certificate, and your listing on LEEA's Find a Member directory, show customers that your business has been assessed against LEEA's standard.

Businesses with more than one branch

We have more than one branch. Is every branch assessed?

No. Where a membership covers several branches in the same country, a sample of branches is assessed each year. The sample is the square root of the total number of branches, rounded up. For example, 9 branches means 3 are assessed, and 81 branches means 9.

What does each sampled branch need to do?

Each sampled branch starts with the desktop review and only receives a follow-up where its answers call for one. Sampling keeps the assessment proportionate, so a larger business is not asked to repeat the same work for every branch.

6 Support and help

What if I need more time?

Ask your assessor before the date passes. Asking early keeps your options open. If a date is missed, your assessor will get in touch to understand why and agree a new date.

What if something serious affects my business during the assessment?

Tell your assessor. If your business is hit by something out of the ordinary, such as a key person's sudden absence or a major incident, we'll pause the clock and agree a new timetable with you.

What if there is a delay on LEEA's side?

Your dates move back to match. You will never lose out because of time we have taken.

What happens if the assessment isn't completed?

The assessment is how every member shows they meet the LEEA Gold Standard. Support is offered at every stage, and completing what is asked puts you straight back on track. Where a member does not complete it despite this support, their membership does not continue.

Can I see the assessment before my window opens?

Yes. Join us at LiftEx 2026, Exhibition Centre Liverpool, for a 20-minute showcase on Tuesday 24 November at 2pm or Wednesday 25 November at 11:30am. Our team is also holding a drop-in session on Tuesday 24 November, 2:30pm to 3:30pm, with no appointment needed.

Still have a question?

Your named assessor is your first point of contact throughout.
For anything else, email
membership.assessments@leeaint.com