

# **Private Centre Guide for Remote Online Assessments**

**Effective 01 June 2020**

## About this Guide

This Guide is for Private Centres and Temporary Remote Online Assessment (ROA) Centres. In this document you will find information about:

- Exams available for ROA
- Booking a ROA Event
- Scheduling the ROA Event
- Submitting payment
- Running a ROA Event
- How to troubleshoot issues on the day

In order to cover a variety of scenarios from different time zones to equipment options, there's a lot of information in this document, but hopefully you'll find it useful to prepare, set up and manage the exams on the day, as well as finding out what to do if something goes wrong.

Please take the time to read over it carefully. If you have any questions, please contact us on [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk)

We look forward to welcoming your Learner on our Remote Online Assessment and hope they enjoy their exam experience.

## Exam Platform

Examinations will be held using the online platform Zoom. LAMDA has chosen this platform following rigorous testing to ensure that there is parity in the assessment of Learners being examined online and face-to-face. To ensure that none of the Assessment Criteria are compromised by this method, LAMDA has approved a selection of our current portfolio of examinations for Remote Online Assessment (ROA). Those not currently available for ROA can still be taken face-to-face.

**Examinations Available by Remote Online Assessment (ROA)**

Remote Online Assessments (ROAs) are available for Learners entering LAMDA’s Solo Introductory, Entry and Level 1 examinations from 1 June 2020. Solo Level 2 examinations will be available from July 2020.

ROAs will be delivered using the online platform Zoom, thereby allowing Learners the chance to take their examinations in the comfort of their own home (or Private Centre if social distancing can be adhered to).

**Examinations available from 01 June 2020**

Syllabus	Subject	Stage / Grade / Level
Introductory <i>with effect from 1 August 2019</i>	Introductory Solo	Stages 1, 2, 3
Communication <i>with effect from 1 August 2019</i>	Speaking Verse and Prose	Grade Entry, 1, 2, 3
	Reading for Performance	Grade Entry, 1, 2, 3
	Speaking in Public	Grade Entry, 1, 2, 3
Performance <i>with effect from 1 August 2019</i>	Acting Solo	Grade Entry, 1, 2, 3
	Devising Drama Solo	Grade Entry, 1, 2, 3
Shakespeare <i>with effect from 1 January 2018</i>	Shakespeare Solo	Level 1

**Examinations available from July 2020 (date to be confirmed)**

Syllabus	Subject	Stage / Grade / Level
Communication <i>with effect from 1 August 2019</i>	Speaking Verse and Prose	Grades 4, 5*
	Reading for Performance	Grade 4, 5
	Speaking in Public	Grade 4, 5
Performance <i>with effect from 1 August 2019</i>	Acting Solo	Grade 4, 5
	Devising Drama Solo	Grade 4, 5
Shakespeare <i>with effect from 1 January 2018</i>	Shakespeare Solo	Level 2
*Speaking Verse and Prose Grades 4 and 5 are available for ROA but only where the exam event is taking place at the Centre (not the Learner’s home). This is because there are confidential exam materials (sight-reading) that needs to be given to the Learner during the assessment		

Please note that our Regulators have temporarily permitted all awarding organisations to offer two types of assessment methodologies for their portfolio of examinations, if appropriate. This is to ensure that no Learner is disadvantaged by the current COVID-19 situation.

LAMDA will notify all customers when or if this option is no longer available for the above-mentioned examinations.

## Who can book a ROA Event

Existing or new Private Centres can automatically book a ROA Event. Public Centre customers with 10 or more Learners can register as a Temporary Remote Online Assessment Centre and book a ROA Event once registered.

For more information on how to become a Temporary ROA Centre, please contact our Customer Services team on [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk)

## How to book a ROA Event

When booking a "New Event" in ExamTrack, Centres should select "ROA Event." In the Notes section, Centres define whether they would prefer a morning (am) or afternoon (pm) slot, if the Event is less than six (6) hours in length. This is so that LAMDA can group together multiple Private Centre bookings on the same day into an Event Tour. This enables us to accept bookings without a minimum fee requirement.

ROA Events consist of a maximum of six (6) hours of examining (inclusive of contingency breaks), comprising three two-hour slots of examining, with two lots of 30-minute breaks in-between each slot. A five-minute contingency time is applied to each exam to allow time for any technical issues to be resolved prior to commencing the exam.

Therefore, there is a cap on the number of Learners that can be registered in each ROA Session. Below is a breakdown of this cap, based on all Learners entering for the same exam length.

**All 10-minute exams** – 24 Learners (8 per slot)

**All 15-minute exams** – 18 Learners (6 per slot)

**All 20-minute exams** – 12 Learners (4 per slot)

**All 25-minute exams** – 12 Learners (4 per slot)

Depending on the mixture of exams registered, the capping will vary between 12 and 24 Learners per ROA Session.

## Entering Learners

Centres will only be able to enter Learners for ROA Approved examinations. Centres cannot enter Learners for non-ROA Events (LAMDA Events) and vice-versa.

Requests for a change of registered examination will not be permitted as LAMDA cannot guarantee that the new exam selected can be offered for remote assessment.

## Timetabling Guidelines

- There will be a 30-minute break for every two hours of examining
- Maximum day will be six (6) hours examining (inclusive of contingency time)
- UK and International Events must be held between 07.00 (am) - 19.00 (pm) BST and local time to ensure Learners, Examiners and Stewards are participating in the exams process during regular hours

**IMPORTANT:** Due to time zone differences, International ROA Events should be held during normal working hours (07.00 - 19.00). Examiners and Learners will be given start times according to their respective time zones. For example, if a Learner is being assessed in China, their exam time will be 16.00 (CST) and the UK-based Examiner will be assessing at 09.00 (BST). Please see Appendix A and B for more details and guidance.

### Example Timetable

09.00 - 09.05	Learner 1 Contingency Time
09.05 - 09.15	Learner 1 Exam
09.15 - 09.20	Learner 2 Contingency Time
09.20 - 09.30	Learner 2 Exam
09.30 - 09.35	Learner 3 Contingency Time
09.35 - 09.45	Learner 3 Exam

**Note:** If Centres do not submit their entries by the deadline of three (3) weeks prior to the first date in the Event, LAMDA will cancel the Event 14 working days prior to the Event.

## Reasonable Adjustments

Customers can apply for Reasonable Adjustments as normal. For ROAs, LAMDA have reduced the normal six (6) week deadline and will accept applications submitted three (3) weeks prior to the first date of the examination Event. Customers must make sure they complete the *Reasonable Adjustment Application Form* and submit all supporting documentation to LAMDA by this deadline.

**Note:** LAMDA cannot guarantee that applications submitted outside of the three (3) week deadline for ROA Events will be processed.

## Examination Fees

There is no minimum fee requirement for ROA Events. However, we ask that Centres with less than six (6) hours of total exam time specify if they would like a morning or afternoon slot, so that we can make Events as cost-efficient as possible.

Customers can pay for Events by the following methods:

- Payment Gateway in ExamTrack
- BACS (reference: Centre Code and Event ID)
- Transfer Credit Voucher (TCV)

**Important:** We are not able to accept payment by credit card, debit card or cheque for these Events.

## Remote Online Assessment (ROA) Examination Paperwork

For ROAs, LAMDA requires the following documents prior to the examination Event:

1. **LAMDA Examinations Online Safety Agreement** – this should be read in conjunction with LAMDA's *Online Safety Policy*, signed by the Learner's parent/guardian (if aged under 16 or considered a vulnerable adult) and returned to LAMDA prior to the Learner's examination. Learner's aged 16 or over are permitted to sign the agreement and do not require a parent / guardian to countersign it.
2. **Learner's pieces** – the Centre Coordinator will be asked to complete a spreadsheet, listing each Learner's set piece (as published in the current Anthologies) and own choice piece. Own choice pieces should be sent to LAMDA Exams with the Learner's name in the top right corner and saved as [Title] [Author] [character name] e.g. Waiting for Anya by Michael Morpurgo ANYA

Two weeks prior to the exam Event, LAMDA Exams will send a provisional timetable to the Centre Coordinator, alongside a link to a SharePoint folder that can only be accessed by the Centre Coordinator and LAMDA. The Centre Coordinator will need to complete and upload the following documents at least one (1) week prior to the examination Event:

- Online Safety Agreement (one for each Learner)
- Completed spreadsheet with the Learners' pieces – both own and set choices
- Each own-choice piece uploaded as either a JPEG or PDF (NB: set choices do not need to be sent as Examiners have a copy in their Anthologies)

One week prior to the first date in the examination Event, LAMDA will send a link to the final examination paperwork. This link will include the following:

- Zoom Meeting details (one per session within the Event) – the Centre Coordinator should forward the link to the Learners' parents/guardians
- Event Timetable
- Learner Examination Reports (LERs)
- Event Summary spreadsheet with pieces listed
- Own Choice pieces
- Learner Authenticity Report
- Online Safety Policy
- Signed Online Safety Agreements
- Zoom Guidance document

**IMPORTANT:** The Online Safety Agreement (one for each Learner) must be signed and completed by each Learner's parent/guardian prior to commencement of each assessment. The Centre Coordinator will need to save and upload these agreements onto SharePoint at least one (1) week prior to the exam Event. Without this, LAMDA will not assess the Learner.

When emailing the Zoom link to the Learner's parent/guardian, we recommend that the Centre Coordinator either sends it as a separate email per Learner or as a mail merge. If the latter, please ensure to blind copy (BCC) all parents/guardians to avoid any GDPR issues. Parents/guardians should be advised to relabel their Zoom participant name as the Learner's name before the exam day.

## Examination Event

On the day, apart from the Learner, there are four key roles undertaken by LAMDA and the Centre:

1. **Examiner** – to assess the Learners

**Note:** All LAMDA Examiners are Enhanced DBS checked and will wear their LAMDA lanyard throughout the examination day.

2. **LAMDA Steward** - to help facilitate the exam day and help resolve any technical issues as and when needed

**Note:** The LAMDA Steward is there to facilitate the examinations day. As they will not be actively involved in the assessment of Learners, they will not provide feedback on Learners' examinations.

3. **Centre Coordinators** – to liaise with the Chaperone and LAMDA Steward

**Important:** With the exception of recording the type of ID presented by the Learner to verify their ID (if aged 16 or over at the time of their exam), LAMDA will not collect any additional personal data relating to the Learner. Therefore, Centre Coordinators (or pre-nominated coordinator) must be available throughout the exam day to liaise with the Chaperone and LAMDA Steward to ensure each Learner is ready and available to take their exam at the time listed on their Learner Examination Report, as they would in a face-to-face assessment. LAMDA staff and stewards will not contact the Chaperone directly.

4. **Chaperone** – parent/guardian helping the Learner

- Ensure the device and exam space is set up correctly for the Learner
- Reply to the Steward's and Teacher's messages on the day of the exam
- Sign into the meeting 10 minutes prior to the exam time. The Steward will invite the Learner into the meeting five (5) minutes prior to the exam
- Help ensure the Learner and Examiner can see and hear one another clearly
- Make sure the Learner has all the exam equipment needed for the exam
- Introduce the Learner to the Examiner and confirm the exam they will be doing
- Leave the exam room during the Learner's exam
- Be available to provide any technical help to the Learner

To act as a Steward if there is more than one member of the household taking a LAMDA exam e.g. siblings scheduled back-to-back



**Exam Equipment**

Equipment	Learner	Examiner	Steward
Electronic device with internet browser (e.g. Google Chrome/Safari) or Zoom app enabled	One of the following: <ul style="list-style-type: none"> <li>• iPad</li> <li>• Tablet</li> <li>• Laptop</li> <li>• MacBook</li> <li>• iPhone</li> <li>• Android phone</li> </ul>	One of the following: <ul style="list-style-type: none"> <li>• iPad</li> <li>• Tablet</li> <li>• Laptop</li> <li>• MacBook</li> </ul>	One of the following: <ul style="list-style-type: none"> <li>• iPad</li> <li>• Tablet</li> <li>• Laptop</li> <li>• MacBook</li> </ul>
Wi-Fi Connection (10mb minimum or plug-in ethernet connection) and internet access	Required	Required (recommend that plug-in ethernet is used to stabilise connection)	Required (recommend that plug-in ethernet is used to stabilise connection)
Device to hold equipment steady (tripod, stand, table)	Recommended	Recommended	N/A
Earphones (headphones acceptable as a last resort)	Only for Knowledge section of exam	Yes, if needed	Yes, if needed
Learner's own choice pieces – to be emailed to LAMDA prior to the exam Event	Required	Required	Required
All other examination materials	As relevant	As relevant	As relevant
Online Safety Agreement	Completed by the Learner's parent/guardian prior to the exam and sent to LAMDA	N/A (checked by LAMDA prior to exam Event)	N/A (checked by LAMDA prior to exam Event)

**Note:** We recommend that all users try to login and use Zoom prior to the meeting and ensure all device updates are done before the exam day.

## Exam Recommendations

- **WiFi**
  - Ensure good WiFi connection (recommended 10mb or plug-in ethernet) and internet access
  - Ensure no other household members are using the WiFi during the exam
  
- **Devices**
  - Ensure the device level to the user and on a stable platform
  - Microphone is enabled and can pick up the user's voice when speaking
  - Camera is enabled
  - Fully charged or plugged in to a mains supply
  - No other applications or windows open on the device other than Zoom
  - Turn off all Notifications on the device
  
- **Performance Space**
  - Suggested minimum 1.83 metres x 1.83 metres (6ft x 6ft) - please check these dimensions
  - Before taking the exam, ensure the Learner understands the parameters of the shot and working space
  - Ensure that the exam is conducted in a suitable environment such as a communal living space (ideally not a bedroom)
  - No window behind the user (this can cause glare and/or shadowing)
  - Clear of any items of furniture
  - Chaperone to provide equipment for the exam (table, chairs, unannotated copy of pieces, visual aids)
  - Chaperone to make sure there is a chair for the Learner to use for the Knowledge section of their exam
  
- **Conduct**
  - Do not disclose personal information online (intentionally or unintentionally), such as name, phone number, address or passwords. LAMDA will not collect any additional personal information during the assessments (except for verifying the Learner's name at the start of the exam and recording the ID type shown to verify the Learner's ID if aged 16 or over on the day of the assessment)
  - Please ensure that no personal information is in sight when on screen e.g. photos or school uniform
  - Ensure all attendees (Examiners, Stewards and Learners) and members of the household, including the Learner, are aware that the exam is taking place and must use appropriate language and behaviour when nearby or in the background
  - All attendees (Examiners, Stewards and Learners) will be appropriately dressed (fully dressed in clothing that covers the top and bottom half of the body)
  - Users must not use these online tools outside of the pre-arranged meeting to contact one another
  - Examinations will not be recorded

## Joining the Exam

LAMDA will organise an Event specific to the Centre and send a link to the Centre Coordinator at least one (1) week prior to the examinations. It is the responsibility of the Centre Coordinator to then disseminate this information and the Learner's examination time to the Learner's parent/guardian.

Each email will contain the following information:

1. **Website link** (URL) – copy and paste this into your browser, or right-click on the link and select 'open hyperlink.' You will be brought to the Zoom meeting page and will be prompted for two pieces of information
  - a. **Meeting ID** – copy and paste the Meeting ID from the email sent
  - b. **Meeting Password** – copy and paste the Meeting Password from the email sent

Please note, as part of our security measures, each Meeting ID and Password is personalised for each exam session being held. This means that no one can accidentally join the meeting unless they have been given the specific meeting details.

In addition to this, the Steward and Examiner act as co-hosts in the meeting. The Steward will monitor the virtual waiting room and will not permit anyone into the meeting whose identity cannot be verified.

## Exam Regulations and Guidelines

1. The Steward and Examiner must sign into the meeting fifteen (15) minutes prior to the Session start time. Both must be set as co-hosts.
2. Centre Coordinator to liaise with Learners' parents/guardians and ensure that they are ready for their exam. Centre Coordinator to liaise with Steward throughout the Session to ensure the smooth running of the day.
3. Steward to monitor the Zoom 'waiting room' and liaise with the Centre Coordinator if the next Learner in the timetable has not logged in yet.
4. Steward to invite the Learner into the meeting when indicated by the Examiner.
5. Learner to sign into the meeting a minimum of five (5) minutes prior to their exam start time.
6. The Chaperone will:
  - i) Assist the Learner with signing into the meeting
  - ii) Introduce the Learner to the Examiner
  - iii) Ensure the exam equipment is set up for the Learner
  - iv) Leave the exam room prior to the start of the exam
7. The Examiner will:
  - i) Confirm the Learner's name and exam entered for
  - ii) Ask the Learner to confirm that no one else is in the room and that there are no notes or copies of the pieces in front of the Learner
  - iii) Ask the Learner to confirm and demonstrate that the camera and microphone work and enable the Examiner to assess the Learner
8. The Learner will:
  - i) Answer the Examiner's pre-check questions truthfully and adhere to LAMDA's exam regulations and Online Safety Policy
  - ii) If entered for Speaking In Public Grade 4 or 5, the Learner will have a pen and paper to hand, for the Conversation Topic element of the exam.
9. **Recording** – this is not permitted under any circumstances. There is a ribbon at the top of the page that will notify all users if the meeting is being recorded. It is the responsibility of the Steward to ensure this is not activated.
10. **Learners Aged 16 or Over** – Steward to verify the Learner's identity prior to their exam and to note the type of photographic evidence presented by the Learner on the *Learners Aged 16 or Over Verification Report*. If a Learner does not have ID, Steward to explain that the Learner cannot be examined and update the Centre Coordinator.

**Important:** If LAMDA has reason to suspect that a Learner has not met the examination regulations set out in this document and in the Syllabi, LAMDA may revoke the Learner's result.

## Changes on the Day

- **Timetable changes** – permitted by the Examiner where there are siblings scheduled back-to-back or due to technical difficulties. These should be noted on the *Feedback Form* by both the Examiner and Steward
- **Change of Examinations** – are not permitted. This is because not all exams are offered for remote online assessment and changes in exam lengths may impact other Learners
- **Unregistered Learners** – Learners not on the Examiner's timetable will not be permitted. The Steward will explain this to the Learner (and their parent/guardian) and the Centre Coordinator
- **Late Entries** – Learners must be signed into the meeting at least five (5) minutes prior to their exam time. If they are not there by their exam time, they will not be examined
- **Earphone use** – permitted for the Knowledge section of the exam only. Learners should be reminded to disconnect their earphones prior to performing any pieces
- **Special Considerations** – if an exam is interrupted due to technical issues, LAMDA will apply a Special Consideration for the event and will either permit the Learner to restart their piece or reschedule their exam free of charge for a different date and time

## Technical Issues

Below is a breakdown of what will happen if there are any technical issues either before or during the exam. For a more general overview of troubleshooting technical issues, please see Appendix C.

### Before the Exam

#### If the Learner's video and/or microphone is not connecting:

- Wait a few seconds to allow any issue to resolve itself
- If the Learner can be seen but not heard, the Steward will ask the Learner (or Chaperone) to give a thumbs up if they can hear the Steward. If the Chaperone is not in the room, the Steward will ask the Learner to bring the Chaperone back in to assist. The Learner or Chaperone will then need to check the connection or turn microphone on. If this does not resolve the issue, the Steward will ask the Learner (or Chaperone) to leave the meeting and re-join
- If the Learner's sound works but the video does not, the Learner or Chaperone will need to check that the video is on. The Steward (as co-host) will try to activate the Learner's video on their behalf. The Learner or Chaperone will need to 'approve' this request in order for the video to activate. If this does not resolve the issue, the Steward will ask the Learner (or Chaperone) to leave the meeting and re-join
- If both the sound and video do not connect, the Steward and Chaperone should contact the Centre Coordinator. The Steward will provide technical support where possible
- If connection is causing significant delay that will impact the rest of the timetable the Learner may need to be rescheduled or seen later in the day at the discretion of the Examiner

### During the Exam

#### If the Examiner loses connection with the Learner:

- Wait for a few seconds – it may be that there is a temporary lag in the connection. Please wait for the audio and video to synchronise
- The Examiner may ask the Steward to switch on their video and microphone to help resolve these technical issues. While this is happening, the Examiner will temporarily turn off their video and microphone so that there is one clear point of contact for resolving this issue
- The Steward may ask the Learner or Chaperone to:
  - check the WiFi connection in the property
  - ensure no one else in the household is unnecessarily using the internet
  - leave the meeting and re-join
- If the issue persists, the Steward will contact the Centre Coordinator to arrange for the examination to be rescheduled for a later time or date

#### If the Examiner loses connection with the session:

- The Examiner will inform the Steward by email that they are experiencing connection issues that Zoom is not allowing them access to the session
- The Examiner will need to:
  - WiFi connection in the property
  - ensure no one else in the household is unnecessarily using the internet
  - leave the meeting and re-join
- The Steward will inform the Learner (and Chaperone) that the Examiner is having connectivity issues and the exam will resume once the issue has been resolved. If this poses any delay to the rest of the session the Steward will message all Learners present in the Zoom waiting room that the exams are currently being delayed and the reason. If the delay is more than 5-10 minutes, the Steward will also inform the Centre Coordinator by email so that they can update other Learners in the session.

## If the Examiner loses connection part way through an exam:

- If connection is lost during the exam, the Examiner will ask the Learner to restart from where they were cut off:
  - Performing a piece – the Learner will restart the piece
  - Knowledge section – the Examiner will confirm which questions were asked and continue from there (unless if it felt by the Examiner it is appropriate to restart the whole Knowledge component)
- If a Learner has trouble with their sound or camera upon returning, the Steward will liaise with the Learner or Chaperone to resolve the issue before recommencing the exam
- If connection is lost and upon return the sound works but the camera does not, and only the Knowledge component of the exam is left, the exam can continue. The Learner will be given the option to be assessed for their Knowledge section with only the audio working or to have this component of the exam rescheduled for a later time or date

**Note:** In order to assess Learners accurately, the Conversation component of specific exams can only occur if the camera is in working order. It cannot be assessed by audio only.

## If a connection is constantly disrupted:

- If the connection is so disruptive that it is impossible to assess the Learner, the Examiner will call on the Steward to discuss options. The Learner will be temporarily placed back in the waiting room while this is discussed.
- The Steward will ask the Chaperone back into the meeting and will either:
  1. find a solution to the technical issue, or
  2. suggest rescheduling the exam for another day, or if possible, for later on the same day
  3. If the examination is rescheduled, the Steward will update the Centre Coordinator by email

**Appendix A – Exam Time Zone Conversion**

The table below shows the time zone difference between a Centre’s local time\* and the assessing Examiner (who will be based in the United Kingdom). Centre Coordinators should consider this when booking an exam Event, so that they are aware of the number of sessions they will need to book and when Learners will likely be assessed.

**\*Note:** This provides time zone conversions - it does not take into account Daylight Savings and local time zones.

Country	Time Difference between local time and UK (BST)	Suggested start time in Country according to local time	When Examiner will be assessing in the UK (BST)	Maximum exam time per Session
Australia	+9 hrs	16.00	07.00	3.5 hrs
Bahrain	+2 hrs	10.00	08.00	6.0 hrs
Belgium	+1 hr	09.00	08.00	6.0 hrs
China	+7 hrs	16.00	09.00	3.5 hrs
Cyprus	+2 hrs	10.00	08.00	6.0 hrs
France	+1 hr	09.00	08.00	6.0 hrs
Greece	+2 hrs	10.00	08.00	6.0 hrs
Hong Kong	+7 hrs	15.00	08.00	3.5 hrs
India	+4 hrs 30 mins	12.30	08.00	5 hrs
Ireland	N/A	09.00	09.00	6.0 hrs
Italy	+1 hr	09.00	08.00	6.0 hrs
Japan	+8 hrs	16.00	08.00	3.5 hrs
Kenya	+2 hrs	10.00	08.00	6.0 hrs
Kuwait	+2 hrs	10.00	08.00	6.0 hrs
Luxembourg	+1 hr	09.00	08.00	6.0 hrs
Malaysia	+7 hrs	15.00	08.00	3.5 hrs
Malta	+1 hr	09.00	08.00	6.0 hrs
Monaco	+1 hr	09.00	08.00	6.0 hrs
<b>New Zealand</b>	<b>+11 hrs</b>	<b>08.00</b>	<b>21.00</b>	<b>3.5 hrs</b>
Nigeria	N/A	09.00	09.00	6.0 hrs
North Korea	+8 hrs	16.00	08.00	3.5 hrs
Poland	+1 hr	09.00	08.00	6.0 hrs
Qatar	+2 hrs	10.00	08.00	6.0 hrs
Russia	varies	09.00	TBC	varies
Singapore	+7 hrs	15.00	08.00	3.5 hrs
South Africa	+1 hr	09.00	08.00	6.0 hrs
South Korea	+8 hrs	16.00	08.00	3.5 hrs
Spain	+1 hr	09.00	08.00	6.0 hrs
Switzerland	+1 hr	09.00	08.00	6.0 hrs
Tanzania	+2 hrs	10.00	08.00	6.0 hrs
Thailand	+6 hrs	14.00	08.00	3.5 hrs
UAE	+3 hrs	12.00	09.00	5 hrs
Uganda	+2 hrs	10.00	08.00	6 hrs
USA	varies	09.00	TBC	varies
Vietnam	+6 hrs	14.00	08.00	3.5 hrs

**Important:** Please note that Centres may need to factor in additional sessions to accommodate for time zone differences. For example, if the maximum hours of examining per session is 3.5 hours but the Centre has a total of six (6) hours of examining, they will need to book two sessions. These can either be held on the same day or across multiple days.



Appendix B – Exam Start Time Restrictions

Earliest Start Time (in local country)	Countries		
08.00	New Zealand*^		
09.00	Belgium France Italy Luxembourg	Malta Monaco Poland South Africa	Spain Switzerland Ireland Nigeria
10.00	Bahrain Cyprus Greece	Kenya Kuwait Qatar	Tanzania Uganda
12.00	UAE**		
12.30	India**		
14.00	Thailand*	Vietnam*	
15.00	Hong Kong*	Malaysia*	Singapore*
16.00	Australia* Japan*	North Korea* South Korea*	China*
Varies	Russia	USA	
<p><b>KEY</b>                      ^ indicates countries where the Examiner will need to assess in the evening                      * indicates countries where the exam day needs to be less than 3.5 hours                      ** indicates countries where the exam day needs to be less than 5 hours.</p>			
<p><b>Notes</b></p> <p>By restricting the length of the day, we ensure that Learners are not assessed in the evening, which may have the potential of compromising the quality of their delivery.</p> <p>For countries marked * or ** LAMDA has the alternative option of asking Examiners to assess in the evening so that Learners can start their examination days from 09.00 (local time).</p>			

**Appendix C – Troubleshooting Technical Issues**

Issue	Solution
Cannot connect to Zoom	<ol style="list-style-type: none"> <li>1. Check your network connection</li> <li>2. Launch Zoom meeting in a desktop connection instead of through the app</li> </ol>
Camera not working	<ol style="list-style-type: none"> <li>1. Ensure all other apps or windows that use a camera are closed</li> <li>2. Leave meeting and restart</li> <li>3. Remove Zoom app and re-install latest version</li> </ol>
Audio is not working	<ol style="list-style-type: none"> <li>1. Ensure speaker is turned on for device</li> <li>2. Check the volume level on the device</li> <li>3. Ask the host to check you are not muted</li> <li>4. Check settings of device and enable app permission to use microphone</li> <li>5. Try using earphones</li> <li>6. Restart device</li> <li>7. Remove Zoom app and re-install latest version</li> </ol>
Audio echo or feedback	<ol style="list-style-type: none"> <li>1. Computer audio and mobile audio may be both active. Either hang up the audio call or leave audio by clicking on the arrow next to the microphone icon and select “Leave Computer Audio”</li> <li>2. Make sure telephone and computer devices are separated</li> <li>3. Leave meeting and re-join</li> </ol>
Video keeps freezing	<ol style="list-style-type: none"> <li>1. Click on “stop video” and then “start video”</li> </ol>
<p><b>Important:</b> If the exam is compromised due to technical issues, a Special Consideration must be applied. There are two options:</p> <ol style="list-style-type: none"> <li>1. Learner restarts their exam or piece</li> <li>2. Exam is rescheduled free of charge by LAMDA for a later date (or time)</li> </ol> <p>The Examiner and Steward must note this on their <i>Feedback Forms</i></p>	