



LAMDA Examinations Code of Conduct

Introduction

This policy is directed at everyone involved in LAMDA exams anywhere in the process. Whether a person is taking an exam, accompanying or representing a person taking an exam, working in a LAMDA office or at a LAMDA venue, all are entitled to expect a positive environment.

LAMDA therefore requires all possible stakeholders to comply with this policy (including but not exclusively customers, Learners, parents, Centre Coordinators, Representatives, LAMDA Employees and LAMDA Examiners).

Expected Conduct

It is the expectation that all people involved in LAMDA exams:

- Be polite and courteous at all times.
- Be sensitive to the feelings and needs of others.
- Be cooperative with others, conforming to reasonable requests and instructions.
- Show respect for other people in the environment.
- Show respect for all premises and property and all property belonging to others.
- Adhere to any rules, regulations, policies relevant to the specific environment. For example:
 - If in an exam waiting area, please comply with signs that may request quiet, restrict access.
 - If in an exam room, please comply with the rules and regulations set out by the Examiner.
 - If in an exam venue, please comply with any rules and regulations set out by the venue.

It is fully understood that an exam can be a stressful event and frustrations may build before, during or after an exam, however the following will not be tolerated at any time:

- Swearing, disrespectful, rude or offensive language.
- Physically or verbally aggressive behaviour, including raising the voice, shouting, derogatory or disrespectful comments, intimidating or aggressive actions or violence.



What to do if you feel you are a recipient of behaviour that breaches this policy in a LAMDA setting

Whether you are a member of LAMDA staff, Examiner, Representative, Centre Coordinator, Teacher, Learner, Parent or Guardian, you are entitled to respectful and polite treatment at all times.

In the first instance, the best course of action is always to try and find common ground to try and de-escalate the situation. We therefore request that when faced with this type of inappropriate behaviour, any response is calm, measured and aims to de-escalate the situation. Should the situation escalate and both parties breach this policy, proportionate action may be taken against both parties, irrespective of the initial cause.

The next step is to report the breach using one of the pathways detailed below (please use whichever pathway/pathways you feel most suitable in the situation):

- Speak to the relevant Manager/Supervisor in person.
- Go to the LAMDA Oracle, our Customer Portal, create a 'New Support Ticket' and select the Complaints Form option.

What will happen next

If the situation is occurring in an exam venue and there is any potential for impact on Learners, the staff/managers on site, whether LAMDA staff or Private Centre staff, may ask to move the discussion to a private environment. If a private environment is not available, or the situation cannot be suitably contained, they may request that any complaint be addressed via email or telephone at a later date. Details will be provided at this time.

If there is a risk to safety, or there is a fear that safety may be at imminent risk, the police will be called.

Should the person in breach of this policy be a Private Centre employee, e.g. a Centre Coordinator or Teacher, LAMDA requires complainants to exhaust the recognised Private Centre's Complaints policy/procedure first.

Should the person in breach of this policy be a LAMDA employee, Examiner or Representative, a Complaint can be made by following the steps laid out in the LAMDA Complaints Policy.

Should a member of the LAMDA team feel they are in receipt of behaviour that breaches this policy, they will take the following action:

- Attempt to de-escalate the situation by listening and attempting to resolve any issues.
- Give a verbal warning that the behaviour is inappropriate and should it continue, they will have no option but to end the communication.
- If the behaviour continues, they will end the communication by either terminating the call or asking the person to leave the venue.
- They will then report the breach to the LAMDA Quality and Compliance Team, or to Human Resources for investigation.



Consequences of breaching this policy

All reports of Code of Conduct Breaches will be taken seriously and will be investigated using the relevant policy or procedure. This may include, but is not restricted to the:

- Complaints Policy
- Malpractice or Maladministration Policy
- Child and Adult Safeguarding Policy

Should there be suitable evidence that a breach has occurred, proportionate action will be taken.

For Centres, Teachers or Learners, this may include the application of sanctions as per the Sanctions Policy.

For members of the LAMDA team, the breach will be reported to the HR department for further investigation and action under the relevant internal policy.

Version control

Version number	Date	Initial	Comments
V1	12/03/2025	KR	New Document