

# **LAMDA Examinations Guide for Private Centres in the United Kingdom**

**Version 1 2019/2020  
Effective from October 2019**

## Contents

<b>Section</b>	<b>Page</b>
Introduction	3
Becoming a Private Centre	5
Booking Private Centre Examinations	9
The Examination Event	12
LAMDA's Policies and Procedures	15
Frequently Asked Questions	16

## Introduction

### About LAMDA Examinations

LAMDA began offering speech and drama examinations to the public in the 1880s. Since then, these examinations have been refined and developed by experts in education, performance and communication. In addition to being the UK's leading regulated speech and drama awarding body, LAMDA has a reputation for excellence worldwide.

Our mission is to:

- improve standards in communication through the spoken word
- foster an appreciation of literature, poetry and drama
- acknowledge levels of achievement
- support the creative, intellectual and social development of the individual as a whole, with the principal aim being to build self-confidence.

Our challenge is to recognise achievement in communication and performance and to support the development of self-esteem of children, young people and adults across the globe.

### About this Guide

This guide provides essential information for everyone involved with LAMDA Examinations at a LAMDA Private Centre and all are obliged to read, understand and adhere to the contents. This includes:

- Heads of Centres
- Centre Coordinators
- Teachers
- Administrators.

This guide will be updated on a regular basis; please make sure you are always referring to the most current version which is available on our website.

### Publications and Materials

Documents relating to preparation for, and delivery of, examinations and assessments are available from LAMDA. Most can be downloaded from our website at [www.lamda.ac.uk](http://www.lamda.ac.uk) or by contacting LAMDA directly.

LAMDA offers an extensive range of educational support materials for Centres and teachers who work with our examinations and assessments. Please refer to our online store at [www.lamda.ac.uk](http://www.lamda.ac.uk).

LAMDA also runs a variety of workshops and seminars for teachers and Centres on an annual basis. For further information, please contact us.

### How to Contact LAMDA

Please call us on 0208 834 0530, email us at [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk), or write to us at:

LAMDA  
Examinations Department  
155 Talgarth Road  
London  
W14 9DA

Telephone lines are open between 08:30 and 17:00 UK time, Monday to Friday, except on public holidays and during the Christmas period when the LAMDA offices are closed. Exact dates for this period will be posted on our website.

### Syllabus Specifications

LAMDA reserves the right to amend syllabus specifications if an erratum, typographical and/or content error is noted. The changes to the syllabus specifications will be version controlled and any version change will be communicated to all customers with the latest authorised syllabus specification version uploaded on the LAMDA website.

It is the responsibility of the Private Centre to ensure that they are always operating with the latest version of the syllabus specification.

### Position Statement on the Use of Languages

English is used and explicitly expressed in all syllabus specifications and assessment materials. Every assessment is conducted in English. The language used in all syllabus specifications, assessment materials and examinations is explicit, plain, free from bias and appropriate to the assessment.

Whilst LAMDA offers assessments in Wales, it does not offer assessments in the Welsh language (Cymraeg). There is no reasonable adjustment or special consideration that can be applied for Learners for whom English is not their first language. LAMDA's examinations are set in English and it is understood the Learners must have a command of the English language that supports the assessment at the level taken.

## Becoming a Private Centre

### Why become a Private Centre?

Benefits of registering with LAMDA Examinations as a Private Centre include:

- The exam session can be held at an appropriate venue of your choice
- You can choose when the exam session is held
- You can request a session date up to 18 months in advance
- You can register your Learners and manage your timetable online via ExamTrack.

It does not cost anything to become a Private Centre; you just need to meet the minimum amount of examination fees depending on whether the event is in our peak or off-peak period.

Details of all fees for the current academic year can be found in the *LAMDA Exams UK Fees* document on our website.

### Private Centre Requirements

These guidelines explain LAMDA's minimum requirements for Private Centres to enable Learners to perform to the best of their ability in the most appropriate environment.

**Examination Room Size:** The size of the examination room should be appropriate for the examination(s) being undertaken. LAMDA recommends:

- a minimum room size of 25 square metres
- rectangular or square in shape
- no obstructions to the Examiner's sight lines (for example, pillars or furniture)

**Ceiling Height:** The recommended minimum ceiling height is three metres.

**Examination Room Use:** The room must be for the sole use of the examination, be totally soundproof and not a shared room divided by screens or curtains.

### **Examination Room Doors:**

- All entrances and exits must have doors with glass panels in them; curtains are not acceptable
- All doors must be able to be closed shut
- All entrance doors must be marked with signs clearly indicating no entry due to examinations in progress

**Reflective Surfaces:** Mirrors must be covered so that Learners and Examiners are not distracted.

**Ventilation and Temperature:** As the Examiner will be seated in the room for extended periods of time. It should:

- be at a comfortable working temperature
- be well ventilated
- be heated in cold weather and cooled in hot weather; the opening of windows is to be avoided if external noise will be distracting.

**Lighting:** The room should be well lit either by natural or artificial light. Where direct light is likely to obstruct either the Learner's or Examiner's focus, there should be blinds, curtains or shutters. Examiners should not be seated in front of a window to enable Learners to clearly see the Examiner.

**Distracting Items:** The walls of the exam room should be as plain as possible and any unnecessary items such as furniture, pictures or equipment should either be removed from the room or moved to the outskirts.

**Music Accompanist or Equipment Operator:** For Musical Theatre examinations, musical instruments and/or music playback devices should be situated so that the accompanist or equipment operator can see both the Examiner and the Learner. They should not obscure the sight line of the Examiner or distract the Learner.

**Note: LAMDA does not provide musical instruments, musical equipment, electrical devices, an accompanist or page turner.**

**Power points:** Working power points must be present in the room for music playback devices.

**Examination Room Furniture:** For the Learner, the room must contain one small table and two chairs for use during the performance if required. For the Examiner, a writing table and a comfortable chair (preferably height adjustable) suitable for an adult must be provided.

When selecting a chair for the Examiner, LAMDA recommends that:

- the seat height should be adjustable
- the seat width should cope with the largest user's hip width
- adjustable backrests should be provided to support the lower back
- the lower part of the back rest must be given a convex shape to preserve the curve of the lower back
- all adjustments should be quick and easy to make
- seats should swivel and be easy to move
- armrests on the chair will not hinder work tasks
- ideally, the chair should have five (5) legs for stability.

When selecting and placing a table for the Examiner:

- the table should be placed in the room to avoid extreme glare, sunlight, drafts, heat and must give a clear view of the entire performing space
- the Examiner should be able to maintain a correct and comfortable body posture
- the Examiner should be able to reach the entire work area without stretching or twisting unnecessarily
- there should be adequate leg-room and knee clearance beneath the table.

**Disabled Access:** There must be disabled access to the premises, facilities and examining room.

**Health and Safety:** The examination room, centre environment and all facilities must meet health and safety requirements. If at any point the Examiner feels unsafe, they can refuse to work and the event will be cancelled.

If you have any queries about Private Centre room requirements, please contact us at [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk).

### Private Centre Application Process

To become a Private Centre you must read, complete, sign and return a *Centre Registration Form*. This is available by emailing [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk).

Centre registration signifies the commitment to LAMDA's administrative, regulatory and policy requirements and to delivering quality assurance for all. For all relevant registered Centre policies, please refer to our website [www.lamda.ac.uk](http://www.lamda.ac.uk)

Once registered and approved, the Private Centre will be allocated a six-figure centre code. This code must be quoted on all correspondence with LAMDA, including letters, forms, emails and payments. The Centre Coordinator will also be sent a Data Protection Contract to sign and return.

LAMDA may visit a Private Centre or examination event at short notice to check that procedures outlined in the registration form, LAMDA's policies and procedures and this guide are being followed and may ask to see evidence of relevant documentation. We reserve the right to withdraw the registration of any Centre found not to be following stated procedures.

### Private Centre Responsibilities

All Private Centres must have a Head of Centre and a Centre Coordinator. The Head of Centre has ultimate accountability for the Centre in all its interactions with LAMDA Examinations. The Head of Centre must nominate a Centre Coordinator who is the person with primary accountability for quality assurance, management and dissemination of information relating to LAMDA examinations.

The Centre Coordinator is also responsible for all aspects of examination administration including:

- booking examination dates
- submitting entries and fees accurately and in a timely manner
- providing stewards
- timetabling examination events
- receiving timetables and Learner Examination Reports
- answering any queries relating to Learners
- communicating relevant information relating to the event to the Learners
- liaising with the Examiner as required
- distributing results and certificates

LAMDA can only accept instructions from the nominated Centre Coordinator or Head of Centre. All examination administration including registering Learners and distributing Learner Examination Reports (LERs), results and certificates will be directed to the Centre Coordinator only.

Should any circumstances change from those detailed in the original *Centre Registration Form*, the Centre Coordinator must immediately notify LAMDA in writing. This includes changes in contact details, venue, centre type and any areas where compliance with LAMDA's Centre requirements has changed.

If the Centre Coordinator changes, the Head of Centre must contact LAMDA and nominate a new Centre Coordinator, providing in writing their name, correspondence address, email address and contact numbers.

If a Centre's Head of Centre changes, the Centre will need to re-register and submit a completed and signed *Centre Registration Form*.

If a Centre closes down, does not wish to enter further Learners for LAMDA examinations or does not anticipate holding LAMDA examinations at their venue during the forthcoming twenty-four months, the Head of Centre must inform LAMDA Examinations in writing.



## Booking Private Centre Examinations

### Booking an Examination Event

All examination events are booked via LAMDA's online examination system ExamTrack. Full instructions on how to use ExamTrack will be emailed to the Centre Coordinator. In addition, instructional videos and FAQs are available on our website. All registered Private Centre Coordinators and Heads of Centres will be automatically set up on ExamTrack and provided with a log-in as part of our Centre registration process.

Examination events must be booked with at least ten (10) weeks' notice. To avoid disappointment, LAMDA recommends that events should be booked as early as possible.

### Once Event Dates have been Submitted

LAMDA aims to confirm provisional event dates requested within the same academic year in writing within ten days of receiving the request. However, these dates are not confirmed until an Examiner has been allocated.

### Submission of Learner Examination Entries

Learner entries must be submitted, confirmed and paid for on ExamTrack six (6) weeks prior to the first date of the examination event **at the latest**. Up until that time Centres can make unlimited changes to the timetable and Learner entries with no charge.

Reasonable adjustment applications and supporting documentation must also be submitted within six (6) weeks of the first date of the event. For further information please refer to the *Reasonable Adjustments for LAMDA Examinations Policy* which can be found on our website.

Learner entry submission is accepted as evidence that the Centre agrees to the regulations documented in the syllabus specifications, this guide and any other LAMDA publications.

All examination fees are payable in full at the time of submitting entries and information on payment methods can be found in ExamTrack. Examination events will not proceed where the payment of any fee is outstanding either in full or in part. LAMDA reserves the right to cancel an event where full fee payment has not been received, and any unrecoverable costs incurred by LAMDA will be made payable by the Centre.

**Please note that future bookings and Learner entries will not be accepted from Centres with outstanding fee payments.**

If at any time between booking event dates and submitting Learner entries it becomes apparent that the total exam time indicates more or less days or Examiners than have been allocated and confirmed, it is the Centre Coordinator's responsibility to contact LAMDA immediately.

Equally, if LAMDA establishes that the total exam entry times for the event does not match the total number of Examiners or days booked, LAMDA reserves the right to cancel the unrequired Examiners or booked days.

If a Centre cancels dates or Examiners less than six weeks before the scheduled event, LAMDA reserves the right to impose a cancellation fee to cover irretrievable costs. This fee can be found in the current *LAMDA Exams UK Fees* document on our website.

## Timetabling Rules and Guidelines

Full details on how to timetable an event can be found in the ExamTrack guide and on our website. When timetabling an event, the following guidance should be adhered to:

- All Learners must be entered in the order the Centre would like them to be examined.
- Learners who have received an authorised reasonable adjustment giving additional sight-reading time or other preparation time should not be placed as the first Learner of the day.
- Learners entered for more than one examination should not be timetabled consecutively and must have an adequate gap between examinations.
- Learners may not enter for more than one Solo, Duologue or Combined examination of the same subject and grade at the same examination event. Learners may not enter for more than one group examination of the same subject and grade at one examination event.
- Examiners are allowed to examine for a maximum of 6 hours and 30 minutes a day, excluding breaks. Centres will require an additional Examiner if the session length is more than 6 hours and 30 minutes.
- There must be no gaps in the timetable other than for scheduled Examiner breaks. An Examiner cannot examine for more than 120 minutes (two hours) without a break. Depending on the number of examining hours submitted, an afternoon break is not always required. A typical examining day must include Examiner breaks which are:
  - two 15-minute breaks (one in the morning and one in the afternoon)
  - a 60-minute break for lunch (minimum).
- An example of a timetable for a full day of examining is as follows:

09:00 to 11:00: Examinations  
11:00 to 11:15: Morning coffee break  
11:15 to 13:00: Examinations  
13:00 to 14:00: Lunch break  
14:00 to 16:00: Examinations  
16:00 to 16:15: Afternoon tea break  
16:15 to 17:00: Examinations
- If you wish to hold examinations outside of standard examination times of 9am to 5.30pm, prior authorisation must be sought from LAMDA at the point of submitting entries.
- If your centre is a school, please consider the school's lunch and break times and timetable the event accordingly to avoid examinations occurring when external noise levels are at their highest.
- We are aware that a typical school day finishes before 5.30pm. LAMDA does not allocate additional Examiners to an event so that the examination day can finish at the same time as the official school day. You may need to advise parents/guardians and relevant school personnel that exams may run beyond the normal day's finish time and make arrangements accordingly.

Once Learner Entries have been Submitted and Confirmed

The latest that changes can be made to the timetable or Learner entries free of charge is six (6) weeks before the start date of the event.

Between six (6) weeks and two (2) weeks before the event start date it is still possible to request changes by contacting LAMDA in writing; however:

- it is at LAMDA's discretion whether the changes are accepted
- each change is likely to incur either a Late Learner Submission Fee or Timetable Change fee, details of which are in the *Exam Fees* document

Changes requested with less than two weeks' notice cannot be accepted.

If a Learner cannot attend their examination due to illness, injury or recent bereavement, LAMDA will consider refunding half the entry fee in the form of a Transfer Credit Voucher (TCV). In these circumstances please contact us.

LAMDA will email a provisional copy of the event timetable to the Centre Coordinator between three (3) and two (2) weeks before the event start date. This timetable must be checked by the Centre Coordinator immediately upon receipt against Learner details and entries submitted to ensure that the following are correct:

- The venue for each date and examination room
- Learners' names (as they are to appear on the certificate)
- The examination each Learner is registered for, including:
  - subject
  - grade
  - format (e.g solo, duologue. combined)
- examination date/s
- scheduled examination times for each Learner

If any errors are found LAMDA must be notified within two days of receiving the provisional timetable so that these can be corrected.

Two weeks before event start date, LAMDA will post hard copies of the event timetable and all Learner Examination Reports (LERs) to the Centre Coordinator. These are the final versions and again must be checked for any discrepancies.

## The Examination Event

### Additional Personnel

For training or quality assurance purposes LAMDA may occasionally require an additional Examiner to sit in the examination room. We may also record some examinations for monitoring or standardisation purposes. We will always provide prior notice of this to allow the Centre Coordinator to inform Learners or other parties as appropriate.

### Before the Event

Around five (5) days before the examination event, the Examiner will contact the Centre Coordinator to confirm attendance and to discuss logistics such as car parking and dietary requirements. If you have not heard anything from your Examiner 48 hours before the event is due to start, please contact us.

LAMDA is grateful if the Centre can organise morning and afternoon refreshments such as tea, coffee and biscuits for the Examiner. If a lunchtime meal is provided, the Examiner will offer up to £10 towards payment for which a receipt will be requested. If lunch is unable to be provided, please inform the Examiner in advance of the event so they can make their own arrangements.

It should be arranged that Examiners take their breaks and lunch separately from Centre staff.

The Centre Coordinator must be on-site at **all** times during the examination event. If this is not possible, LAMDA must be informed and the name and contact details of the replacement must be given. LAMDA reserves the right to cancel an event should the Centre Coordinator not be in attendance and no satisfactory replacement is provided.

Each examination room must have a room steward allocated for the whole duration of the event. Stewards must ensure that Learners are ready to enter the examination room at the appropriate time and usher them into the room when the Examiner indicates. The room steward should also keep the Examiner informed of any absentees.

Anyone with a contagious illness such as chicken pox must not attend the examination event without notifying and receiving prior authorisation from LAMDA. This includes Centre staff and Learners. LAMDA reserves the right not to examine a Learner on the day if there is any possibility that they have a contagious illness.

### Changes to the Scheduled Timetable on the Day

If a Centre Coordinator becomes aware that a Learner's name is spelt incorrectly on their LER, the Examiner should be informed. However, this will not be a confirmed amendment until reported in writing to LAMDA by the Centre Coordinator.

On the rare occasion that the Centre Coordinator realises a Learner is registered for the wrong examination prior to the examination starting, they should notify the Examiner immediately. It is at the Examiner's discretion as to whether a change to the registered examination will be accepted, particularly where the new examination time length differs from the original's.

Should the change be accepted, the Examiner will provide a *Change of Registered Examination Form* to be completed prior to the examination starting.

The higher of the two fees will be applicable where a Learner changes their registered examination after the entries have been submitted,

**Once the Learner has entered the examination room, changes of examination cannot be retrospectively applied and the Examiner will assess the Learner according to the assessment criteria for the examination the Learner was originally registered for.**

With the exception of the change of registered examination situation stated above, no other changes to the scheduled timetable will be accepted on the day. Please do not ask the Examiner to make changes as they are not authorised to do so. Any other changes made on the day are likely to be revoked by LAMDA.

If a Learner is registered for a Duologue, Combined or Group examination but now cannot attend, a 'reader' can take their place so the examination can proceed and the other Learner/s are not disadvantaged. This 'reader' will not be assessed and will not receive a result or certificate. The reader must not be the Learner's LAMDA teacher or parent / guardian; it can be another Learner, but if they are taking an examination of their own that day we recommend that this occurs first before they read in.

### Learners on Arrival

Learners must arrive and register for their examination at least 20 minutes prior to their allotted slot. Those with a reasonable adjustment requiring extra time must arrive 30 minutes prior to their examination start time. For further information on reasonable adjustments, please see our *Reasonable Adjustments for LAMDA Examinations Policy* which can be found on our website.

If a Learner does not attend their allocated examination slot they will be marked as absent and no refund will be offered. If a Learner is absent, another Learner cannot take their time slot.

LAMDA reserves the right not to examine Learners who arrive late to their exam and the Examiner is under no obligation to do so. Fees will not be returned for Learners who arrive late.

Private Centres must be able to verify the age and identity of all Learners registered for a LAMDA examination prior to the assessment taking place.

If a Learner undertakes their examination but is perceived to be at a disadvantage on the day due to a temporary illness, injury or other adverse personal circumstances, they may be eligible for a Transfer Credit Voucher (TCV). Full information is detailed in the *Special Considerations for LAMDA Examinations Policy* which can be found on our website. This policy is also relevant to any Learners whose examination is disrupted by an external incident during the assessment such as a fire alarm.

### During the Examination

Learners must take their Learner Examination Report (LER) with them into the examination room and hand it to the Examiner.

The chosen pieces should be written on the LER in the order in which they are to be performed, as appropriate:

- Title/s
- Author/s
- Character name/s.

Learners must confirm their full name and registered examination to the Examiner prior to the examination commencing.

Learners are required, where applicable, to bring in legible copies of all piece selections for the Examiner **to keep**. They must also bring in with them any items or equipment needed to fulfil the syllabus requirements of their examination.

No third party may observe the examination audibly or visually as it takes place between the Learner and the Examiner, and no unauthorised person is allowed to be in the examination room on the day unless prior authorisation has been granted by LAMDA for reasons such as for medical assistance. Please contact LAMDA if clarification is required.

### After the Examination

LAMDA aim to dispatch Learner Examination Reports (LERs), certificates and medals (if relevant) within thirty working days of the last examination date for each event at the latest, provided there are no outstanding queries.

On receipt of the results, it is the responsibility of the Centre Coordinator to ensure that all LERs, certificates and medals awarded by LAMDA are accurate **before** disseminating the results to their Learners. The Centre Coordinator must contact LAMDA immediately if any there are any discrepancies.

LAMDA issues medals in materials other than precious metal; the words 'Bronze', 'Silver' and 'Gold' are used by LAMDA purely as an academic standard for the medal examinations. We reserve the right to change the style and presentation of all awards.

Notifications of name spelling corrections once certificates have been dispatched by LAMDA will incur a replacement certificate charge. It is therefore essential that all Learner details are correct upon submission.

If there is a query about the result itself or marks awarded, please follow the guidance in *Enquiries About Results Policy and Procedure for LAMDA Examinations*, which can be found on our website. Please note that any non-result related issues such as Examiner conduct on the day must be reported to us within fifteen working days of the incident. For further information on this, please see the *Complaints Policy and Procedure for LAMDA Examinations*.

### Replacement Certificates

LAMDA can only issue one original certificate. In all cases where the original certificate has been lost and a replacement is required, a certificate with the word 'duplicate' written on it will be issued and will incur a fee.

Replacement certificates can only be issued for current syllabus examinations. For other examinations, a Letter of Attestation will be issued. Please contact LAMDA for further information.

## LAMDA Policies and Procedures

### Relevant LAMDA Policies and Procedures

Below is a list of LAMDA Examinations' Policies and Procedures. These are reviewed annually and can be found on our website [www.lamda.ac.uk](http://www.lamda.ac.uk). All registered Private Centres must adhere to these policies. For any related queries, please contact LAMDA's Quality, Standards and Compliance Senior Officer at [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk)

- *Complaints Policy and Procedure*
- *Enquiries About Results (EARs) Policy*
- *Appeals Policy and Procedure*
- *Reasonable Adjustments for LAMDA Examinations*
- *Special Considerations for LAMDA Examinations*
- *Malpractice and Maladministration Policy*
- *Equality and Diversity Policy*
- *LAMDA Child and Adult Safeguarding Policy*
- *Sanctions Policy*
- *Invoicing Policy*
- *Conflicts of Interest for LAMDA Examinations Policy*
- *Whistleblowing Policy*
- *Privacy Notice*
- *Data Retention Policy*



## Frequently Asked Questions

**Q: Can we set up as a Private Centre and still send our Learners to a Public Centre when needed?**

*A: Yes, they are not mutually exclusive. Many of our Private Centres will hold events at their venue when they have enough Learners to cover the minimum entry fee, but will occasionally send their Learners to be examined at the nearest Public Centre when they don't.*

**Q: What if we don't have enough Learners to meet the minimum Learner entry fee requirement but still want to have an event at our venue?**

*A: This year LAMDA have lowered the minimum entry fee requirement to £600 for examinations held in August, September, October, January and February. If these months are not appropriate, it is possible to top up the fees to meet the minimum requirement.*

**Q: Can the Head of Centre and Centre Coordinator be the same person?**

*A: Yes. In cases where the Centre is a school, often the Head of Centre is the Principal and the Centre Coordinator is the school's LAMDA teacher, but this is not always appropriate to every Centre.*

**Q: Can I hold exams in different venues?**

*A: Yes, but this should be for logistical purposes only e.g. in situations where the original venue is not available but the Learners are still from the same Centre. If the Learners are from a different Centre then a new Private Centre should be set up.*

**Q: My school has strict safeguarding guidelines. What ID will Examiners bring with them on the day?**

*A: Examiners are instructed to wear their official LAMDA lanyard which has their name and photo. They will also carry with them a copy of their DBS certificate. If your Centre requires any other form of identification or documentation, you must let LAMDA know as soon as possible beforehand so that this can be arranged.*

**Q: A Learner's performance requires a backing track in line with syllabus requirements. Who can be in the examination room to operate the sound equipment?**

*A: The person operating the sound equipment must not be the Learner's LAMDA teacher or parent/guardian, but can be anybody else. Once sound is no longer required the person must leave the room.*