



Learner Identity Verification Policy

Introduction

As a UK Regulated Awarding Organisation (Ofqual, Qualifications Wales and CCEA Regulation), LAMDA are required to ensure that all learners identity is verified prior to taking their exam.

This document sets out LAMDA's Policy with respect to the verification of Learner Identity prior to exams and explains what types of Identity Documentation (ID) will be accepted.

Identity Verification

All Learners over 16 years old should be entered for exams under a name that can be verified against an acceptable form of identification. This ID must be presented when checking in for the exam at either a Public or Private Centre.

If a Learner is under 16, verification of their identity is the responsibility of the adult entering the Learner for exam and the person accompanying the Learner on exam day (e.g. their parent or teacher).

Acceptable forms of ID

LAMDA will only accept originals of current, recognised photographic ID from the table below to verify a Learner's Identity. The following **will NOT** be accepted:

- Photocopies, photographs or scans of documents.
- Expired documents.
- Alternative ID Documents presented without an email from LAMDA authorising the Special Condition and detailing the exact ID being presented.

On Exam Day, the Learner must present **one** of the following at Exam Check In:

Valid Photographic ID Documents	
Passport	NUS Card
Driving license	HM Forces Services ID
Travel Pass (Railcard or Zip Oyster)	School or College ID Card
PASS Card	Biometric Residence Card
National Identity Card	Authorised Alternative ID with the email of Authorisation from LAMDA (Email can be in electronic format) – See Annex 1 for further details

What happens if the original ID cannot be provided on Exam Day?

If the ID is not available to be presented on exam day, for example, when a document has been forgotten, then the exam can go ahead, however verification of the Learner's identity must be completed via alternative means. These may include:

- A live video call on exam day with a person who has the original copy of the ID document.
- A live video call with the Learner after the exam.



Live video call protocol: The person holding the ID document must hold the document up to the camera so it can be clearly viewed for at least 5 seconds. The Learner must be present during the video call (either on the call, or in person). The person checking ID must be able to confidently verify that the document appears legitimate and person in the document and the Learner are the same person.

Where the above methods cannot confidently verify a Learner's identity, LAMDA will work with the person who entered the Learner to identify other potential alternatives that could suitably verify identity.

Should Identity Verification not be possible, LAMDA will not release results or certificates.

Should there be any concerns of impersonation (e.g. if a person is attempting to take an exam on a Learner's behalf), this will be referred to LAMDA's Quality and Compliance Team who will investigate in line with LAMDA's Malpractice and Maladministration Policy.

Recording Learner Names

Learners should be entered for their examination using their legal name which is verifiable using an acceptable form of ID (for Learners over 16 years old), or that can be verified by a responsible adult (for Learners under 16 years old).

If a Learner is entered under a name other than their legal name (e.g. a preferred name for a Learner who is undergoing gender reassignment), the person entering the Learner must make the Learner aware that:

- It may be difficult to prove that the certificate legitimately belongs to that Learner.
- Not using the name on the official identification may present issues when trying to validate identity and a Special Condition Application must be made and authorised prior to any examination.
- Inconsistent information across Certifications may cause issues when wishing to use Recognition of Prior Learning, or when using Certificates as evidence of Achievement (e.g. when making UCAS applications).

Special Condition Applications

Where a Learner does not have any form of ID that meets the LAMDA requirements, a communication must be sent via the Customer Portal, at least 4 weeks prior to the examination, to apply for a special condition. The application email must include:

- Select 'ID Special Condition Application' as the type of enquiry.
- Exam Date, Time and Name of Exam.
- Learner's Full Name and LAMDA Pin (if known).
- A full explanation of why the valid forms of ID are not available.
- An overview of what forms of ID/ evidence is available and how this allows Identity Verification.

LAMDA will review the application and send an email response to authorise or decline the application. Should the alternative be accepted, LAMDA will ensure the Exam Day team are aware of the adjustment.



Special Condition Applications **CANNOT** be accepted on the Exam Day. Any alternative ID that is not authorised in a recent LAMDA email will **NOT** be accepted.

Name Changes After Certification

If a Name change is required due to an Exam Registration Error, changes can be arranged by contacting LAMDA through the Customer Portal and selecting 'Replacement/Duplicate Certificate' as the type of enquiry. Fees may apply to this process and more details about this can be found on the relevant, current Fees List.

If a Learner changes their name following gender reassignment and a new Certificate needs to be issued. This can be requested and will be provided free of charge. To enable release of the new Certificate, a new ID verification will be required and the original certificate must be returned to us. To initiate this process, contact LAMDA via the Customer Portal selecting 'Replacement/Duplicate Certificate' as the type of enquiry.

Version control

Version number	Date	Initial	Comments
V1	23/1/2023	KR	New Document – Learner Authenticity Policy
V2	01/08/2025	KR	Fully reviewed, renamed and updated – Learner Identity Verification Policy