

Private Centre Guide for Remote Online Assessments

Effective 01 June 2020

Private Centre Guide for Remote Online Assessment

LE103OU V04 Updated 05 November 2020 V05

LAMDA

Updates included in this Guide

Guidance on Musical Theatre Solo Examinations.

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
- Exam Specific Requirements
- 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

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

Exam Platform

Under the Extraordinary Regulatory Framework (ERF) our Regulators have temporarily permitted all Awarding Organisations (AOs) to offer two types of assessment methodologies for their portfolio of examinations. This is to ensure that no Learner is disadvantaged by the current COVID-19 situation.

The alternative assessment method must provide the learner(s) with an on-par experience with the face-to-face assessment and must not compromise the accuracy, fairness, and integrity of the qualification. Following rigorous testing, LAMDA is pleased to be able to offer learners the opportunity to take a wide selection of our examinations via Remote Online Assessment (ROA).

By using the online platform Zoom, Learners can take their examinations in the comfort of their own home or at a registered Private Centre (provided all necessary Health and Safety measures and local Government legislation can be adhered to).

We will notify all customers if/ when Remote Online Assessments (ROAs) are no longer available as an option.

LAMDA is committed to the Health and Safety of Learners, Examiners, customers and staff. Face-to-face assessments are currently available for all examinations in the UK only, but may be subject to late notice cancellation following changes to Government legislation. Please check our website for regular update www.lamda.ac.uk

Examinations Available by Remote Online Assessment (ROA)

Below is a list of examinations we are currently able to offer for Remote Online Assessments and the relevant corresponding syllabus.

Beneath this is a list of examinations that we are currently unable to offer remotely. Customers entering Learners for these examinations will need to enter these Learners for face-to-face examinations. As and when these qualifications become available, we will let you know.

Examinations currently available for ROA:

Syllabus	Subject	Stage / Grade / Level
<i>LAMDA Introductory Graded Examinations Syllabus, with effect from 01 August 2019</i>	Solo Introductory	Stages 1, 2, 3
<i>LAMDA Communication Graded Examinations Syllabus, with effect from 1 August 2019</i>	Speaking Verse and Prose*	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Reading for Performance*	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Speaking in Public	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
<i>LAMDA Performance Graded Examinations Syllabus, with effect from 1 August 2019</i>	Acting Solo	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Devising Drama Solo	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
<i>LAMDA Shakespeare Examinations Syllabus, with effect from 1 January 2018</i>	Shakespeare Solo	Levels 1, 2, 3
<i>LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM), with effect from 1 January 2016*</i>	PCertLAM *	Unit 2 (Level 3)

***IMPORTANT:** Learners taking Speaking Verse and Prose – Grades 4 to 8, Reading for Performance – Grades 6 to 8 and LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM): Unit 2 **must** bring in a either an electronic or physical copy of the book from which their prose piece has been selected for the Sight-Reading element of the examination.

If a Learner entered for Reading for Performance – Grades 6 to 8 or LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM): Unit 2 has selected two pieces of prose for their performance, they may bring in either book.

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Examinations available from 01 December 2020 (International only) and 01 January 2021 (UK and International)

Syllabus	Subject	Stage / Grade / Level
<i>LAMDA Musical Theatre (Solo / Duo) Graded Examinations Syllabus, with effect from 1 January 2016</i>	Musical Theatre Solo	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8

Examinations NOT currently available for ROA:

Syllabus	Subject	Stage / Grade / Level
<i>LAMDA Introductory Graded Examinations Syllabus, with effect from 01 August 2019</i>	Group Introductory	Stages 1, 2, 3
<i>LAMDA Performance Graded Examinations Syllabus, with effect from 1 August 2019</i>	Acting Combined	Entry Level, Grades 1, 2, 3, 4, 5
	Acting Duologue	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Devising Drama Duologue	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Miming Solo	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Miming Duologue	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
<i>LAMDA Musical Theatre Solo/ Duo, with effect from 01 January 2016</i>	Musical Theatre Duologue	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
<i>LAMDA Group Graded Examinations Syllabus, with effect from 01 August 2019</i>	Group Acting	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Group Devising Drama	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Group Musical Theatre	Entry Level, Grades 1, 2, 3, 4, 5, 6, 7, 8
	Group Recital	Entry Level, Grades 1, 2, 3
	Group Choral Speaking	Entry Level, Grades 1, 2, 3

Please note, LAMDA's ROA development project is still ongoing. We are still working hard on solutions which will enable Learners to take our full portfolio of examinations via ROA. Please check our website www.lamda.ac.uk regularly for any updates.

Learner Authentication

LAMDA requires Learners who are registered for LAMDA qualifications to have their identity verified prior to taking each examination (if aged 16 year or over at the time of their exam) and to submit a declaration of authenticity with any written work.

Note: Learners' whose identity is not / cannot be verified before their examination time will not be allowed to take their examination. LAMDA will not reimburse the examination fees for Learners who fail to provide appropriate documentation.

LAMDA will retain a record of the type of identification provided for Learners aged 16 years and over for all ROA exams. Learners who must have their identity verified to ensure Learner authenticity will have a '!' against their name on the Centre's timetable and on the Learner Examination Report will have this statement under their name:

'This Learner is required to present an Acceptable Document for Identification prior to commencement of their examination at this centre'

Acceptable original documents for identification at Centres may be one of the following:

Valid Photographic ID documents (Originals Only)	
Passport (current)	NUS Card
Driving Licence (current)	HM Forces Services ID
Travel Pass (Railcard or Zip Oyster)	School or college identity card
PASS card	Biometric residence card / National Identity Card
IMPORTANT: Learners aged 16 or over who do not present valid ID prior to their exam commencing will not be examined and no refunds / re-sits will be offered.	

Note: Original Acceptable Documents for Identification must be presented. Photocopies, faxes or scanned and emailed documents are not acceptable.

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

What is an ROA Event?

An examination event consists of one or more days / rooms of examinations with no greater gap than seven (7) days between examination dates.

Definitions:

Event – consisting of multiple sessions

Sessions – these are dates and rooms within an Event

Each ROA Session consists of a maximum of six (6) hours of examining time (inclusive of contingency breaks). The Session is divided into 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 the start of each exam to

allow sufficient time for any technical issues between the Learner, Examiner and Steward to be resolved prior to the start of the exam.

All Learners are permitted technical assistance from a chaperone to help them set up for their examination. If a Learner is confident using technology, they may set this up themselves.

IMPORTANT: when booking an Event, Centres will need to calculate their total exam time (including the 5-minute contingencies). Please factor this when booking an event and timetabling your sessions.

LAMDA will allocate one Examiner for every 6 hours of exam time. To calculate the number of sessions you require, you will need to divide the total event exam time by six (6) hours.

How to book an ROA Event

In Exam Track, click on the “Events” option located on the taskbar at the top of the page. From the “Events” drop down list, select “New Event”. This will take you to the “Create a new event” landing page where you will need to select “New ROA Event.”

In the Notes section, Centres must define:

- whether they would prefer a morning (am) or afternoon (pm) slot, if the Event is less than six (6) hours in length
- If they have any Musical Theatre entries
- If they would like the session to be held outside of normal examining hours (UK 09:00-18:00 and International (07:00-19:00 BST)

When booking multiple Sessions, Centres should consider whether it is better to have multiple days of examining or multiple sessions running on the same day. Centre Coordinators should bear in mind that they will need to be readily available throughout the exam day, just in case there are any issues or queries

Note: if an event totals less than 6 hours of exam time, where possible, LAMDA will 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.

Confirming your Booking

LAMDA aims to confirm provisional booking requests in writing within 10 days of receiving a request; these dates are not confirmed until an Examiner has been allocated and may still be rejected. LAMDA will confirm your examination event dates in writing once an Examiner has been confirmed.

Note: Requests made during peak periods may take longer to process and cannot be guaranteed. To secure examination event dates during busy examining periods (November and December, March to May and July), we recommend Centres requests examination event dates with as much advance notice as possible.

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.

Where possible, Centres should schedule Learners entered for the same subject type one after the other, this is particularly important for Musical Theatre (Solo) examinations.

IMPORTANT: Requests for a change of registered exam on the day of the exam, will not be permitted as LAMDA cannot guarantee that the new exam selected can be offered via ROA.

Entry Deadlines

Entries must be submitted on ExamTrack by the closing date on the date booking email confirmation (6 weeks prior to the first date of the event).

All entry and registration fees are payable in full at the time of submitting your entry. Examination events will not proceed where the payment of any fee is outstanding in full or in part. LAMDA reserves the right to cancel an event where full fee payment has not been received; any unrecoverable costs incurred by LAMDA will be made payable by the Centre.

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 Events should be held between 09:00 (am) and 18:00 (pm) BST
- International Events should be held between 08.00 (am) - 21.00 (pm) BST and local time to ensure Learners, Examiners and Stewards are participating in the exams process during regular hours
- Learners authorised a Reasonable Adjustment granting extra time for the Sight-Reading element of an examination (Speaking Verse and Prose - Grades 4 to 8, Reading for Performance – Grades 6 to 8 and PCertLAM: Unit 2) will now have this extra time added to the exam time itself and will be overseen by the Examiner
- Learners entered for Solo Musical Theatre examinations must be scheduled one after the other, in grade order.

International Rule: due to time zone differences, International ROA Events may be capped to a half-day session, this is so that exams can be held during normal working hours (08.00 - 21.00). LAMDA will allow sessions to have later finish times if agreed by the Centre, Learner and Examiner.

To avoid any confusion LAMDA will both Examiners and Learners exam 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 (RA)

Customers can apply for Reasonable Adjustments for each Learner entered. Customers must make sure they complete the *Reasonable Adjustment Application Form* and submit all supporting documentation to LAMDA six (6) weeks prior to the first date in the Event. Application forms are available on our website and on ExamTrack.

RAs for Sight-Readings

Please note Learners who have an existing Reasonable Adjustment granting extra time for the Sight-Reading element of an examination, will now have this extra time added to the examination time itself.

The Learner's Sight-Reading preparation will now be overseen by the Examiner in the examination room. The Learner needs to be seated in full view of the Examiner the entire time. The Examiner will give the Learner time checks at an appropriate point.

Learners who have an existing Reasonable Adjustment for Dyslexia or a visual impairment may use any reading materials and settings that they would normally use. Most e-reader apps provide the option to enlarge-font and add a coloured overlay to make text easier to read.

Please note that unauthorised third persons cannot enter the examination room during the learner's Sight-Reading preparation, and they are not permitted to assist the Learner.

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 (credit/ debit card required)
- BACS (reference: Centre Code and Event ID)
- Transfer Credit Voucher (TCV)

IMPORTANT: we are currently unable to accept payment by cash, cheques or credit/debit card (except via the Payment Gateway in ExamTrack).

LAMDA BACs Details

Our bank details	
Bank name	Barclays Bank PLC
Bank address	1 Churchill Place London E14 5HP United Kingdom
Account name	LAMDA Limited
Account number	63900738
Sort code	20-00-00
International IBAN number	GB23BARC20000063900738
International SWIFT/BIC	BARCGB22
Our VAT number	
VAT number	GB 730 884 817
Send your payment advice notes to	
by e-mail	fees@lamda.ac.uk
Reference to quote with your payment	
If paying an invoice	Always quote the LAMDA invoice number
Private Centre payments with no invoice	For UK and Overseas Private Centres <ul style="list-style-type: none"> Your LAMDA 5 or 6 digit alphanumeric Centre Number The event ID (refer to ExamTrack)

If you have any questions, please email us at for advice before making your payment.

Changes to your Original Submission

As Centre Coordinator, you can request in writing, changes to your original submission. LAMDA must receive requests in writing a minimum of 14 days prior to the first date in the examination event. It is at the discretion of LAMDA whether the request is accepted. Please note that LAMDA cannot guarantee that all requests will be accepted. A mandatory administrative charge will be applied for each item authorised. Changes with less than 14 days' notice will not be accepted.

Changes include:

- Withdrawals – full exam fee still applies. A full or partial refund may be accepted under our TCV Policy.
- A Late Learner Fee will be applied per Learner added after the entry submission closing date.
- Change of registered Subject, Grade or Format - the higher of the two published exam fees will be applied
- Changing a Learner's examination date or time or room – a Timetable Change Fee will be applied per change requested

Remote Online Assessment (ROA) Examination Paperwork

We will send you three SharePoint folder links for this Event:

- Online Safety Agreement – sent when we confirm your booking
- Own Choice Pieces – sent 2 weeks before the Event
- Customer Examination Paperwork – sent 1 week before the Event

When you click on the SharePoint link to access these folders, a new web page will open where you will be prompted for an authentication code. You will receive a separate email in your inbox with this code, if the code is not in your inbox, please check your junk mail. Please be sure to only click on the link once, as each time you click on it, a new authentication code will be sent to your inbox and only the latest code will be accepted.

Please copy and paste in into the code field. We recommend you check the box "Keep me signed in" / "Keep me logged in" when logging in with the authentication code. Please note that only yourself and LAMDA Examinations administrators have access to these folders, and they cannot be shared with parents.

Online Safety Agreements

This folder contains:

- Online Safety Policy
- Online Safety Agreement for Remote Online Assessments (blank)

You will need to ensure that:

- Learners and their parents/ guardians have read the Online Safety Policy and Agreement
- All parties are aware of the exam process for ROAs

Important: Please note that Learners' exams may be invalidated if they fail to meet the exam regulations and requirements set out for the exam registered.

Own Choice Pieces

In this folder you will need to:

1. Complete the spreadsheet enclosed with details of each Learners' Set Choices and Own Choice Piece(s) character name, title and author (see last 3 columns of spreadsheet).
For Speaking in Public, please provide details of the Learner's Prepared Speech titles and where applicable, Topic Choices, Visual Aid(s) and Imagined Audience(s).
2. Upload copies of the own choice pieces and label them as Title, Author and Learner name(s) e.g. *Waiting for Anya* by Michael Morpurgo - Jane Doe

Acting Solo

Grade	Details required in advance of the session	Copies required in advance of the session
Entry Level	1 x Own Choice Scene	1 x Own Choice Scene
(Level 1) Grade 1, Grade 2, Grade 3	1 x Set Scene, 1 x Own Choice Scene	1 x Own Choice Scene
(Level 2) Grade 4, Grade 5	1 x Set Scene, 1 x Own Choice Scene	1 x Own Choice Scene
(Level 3) Grade 6	2 x Own Choice Scenes	2 x Own Choice Scenes
(Level 3) Grade 7, Grade 8	3 x Own Choice Scenes	3 x Own Choice Scenes

Devising Drama Solo

Grade	Details required in advance of the session	Copies required in advance of the session
Entry Level	1 x Devised Scene Title	N/A
(Level 1) Grade 1, Grade 2, Grade 3	2 x Devised Scene Titles	N/A
(Level 2) Grade 4, Grade 5	2 x Devised Scene Titles	N/A
(Level 3) Grade 6, Grade 7, Grade 8	2 x Devised Scene Titles	N/A

Speaking Verse and Prose

Grade	Details required in advance of the session	Copies required in advance of the session
Entry Level	1 x Set Piece, 1 x Own Choice Piece	1 x Own Choice Piece
(Level 1) Grade 1, Grade 2, Grade 3	1 x Set Piece, 1 x Own Choice Piece	1 x Own Choice Piece
(Level 2) Grade 4, Grade 5	1 x Set Piece, 1 x Own Choice Piece	1 x Own Choice Piece
(Level 3) Grade 6	1 x Set Piece, 1 x Own Choice Piece	1x Own Choice Piece
(Level 3) Grade 7	1 x Set Piece, 1 x Own Choice Piece,	1 x Own Choice Piece 1 x Own Choice Sonnet (not by William Shakespeare)

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	1 x Own Choice Sonnet (not by William Shakespeare)	
(Level 3) Grade 8	1 x Set Piece, 1 x Own Choice Piece 1 x Own Choice Sonnet by William Shakespeare	1 x Own Choice Piece 1 x Own Choice Sonnet by William Shakespeare

Reading for Performance

Grade	Details required in advance of the session	Copies required in advance of the session
Entry Level	2 x Own Choice Pieces	2 x Own Choice Pieces
(Level 1) Grade 1, Grade 2, Grade 3	2 x Own Choice Pieces	2 x Own Choice Pieces
(Level 2) Grade 4, Grade 5	3 x Own Choice Pieces	3 x Own Choice Pieces
(Level 3) Grade 6, Grade 7, Grade 8	3 x Own Choice Pieces	3 x Own Choice Pieces

Please note that we do not require a copy of the Learner's introduction, linking statement(s) and conclusion ahead of the session.

Speaking in Public

Grade	Details required in advance of the session	Copies required in advance of the session
Entry Level	1 x Prepared Speech Title 2 x Conversation Topics	N/A
(Level 1) Grade 1	1 x Prepared Speech Title 2 x Conversation Topics	N/A
(Level 1) Grade 2, Grade 3	1 x Prepared Speech Title 2 x Conversation Topics 1 x Visual Aid(s)	N/A
(Level 2) Grade 4, Grade 5	2 x Prepared Speech Title and Imagined Audience 1 x Visual Aid(s)	N/A
(Level 3) Grade 6, Grade 7, Grade 8	2 x Prepared Speech Title and Imagined Audience 1 x Visual Aid(s)	N/A

PCertLAM (Unit 2)

Unit	Details required in advance of the session	Learner copies required in advance of the session
Unit 2	4 x Own Choice Pieces	4 x Own Choice Pieces

Please note that we do not require a copy of the Learner's introduction, linking statement(s) and conclusion ahead of the session.

Shakespeare Solo

Level	Details required in advance of the session	Copies required in advance of the session
Level 1	1 x Set Speech	N/A
Level 2	1 x LIST A Own Choice Scene 1 x LIST B Own Choice Scene	1 x LIST A Own Choice Scene 1 x LIST B Own Choice Scene
Level 3	1 x LIST A or B Own Choice Scene 1 x LIST C Own Choice Scene 1 x Own Choice Sonnet by William Shakespeare	1 x LIST A or B Own Choice Scene 1 x LIST C Own Choice Scene 1 x Own Choice Sonnet by William Shakespeare

Musical Theatre Solo

Grade	Details required in advance of the session	Copies required in advance of the session
Entry Level	1 x Own Choice Song	1 x Own Choice Song
(Level 1) Grade 1, Grade 2, Grade 3	2 x Own Choice Songs	2 x Own Choice Songs
(Level 2) Grade 4, Grade 5	2 x Own Choice Songs 1 x Own Choice Spoken Monologue	2 x Own Choice Songs 1 x Own Choice Spoken Monologue
(Level 3) Grade 6, Grade 7, Grade 8	3 x Own Choice Songs	3 x Own Choice Songs

Pre-Checks

Before we send the finalised examination paperwork we will need you to check and confirm the following:

- The exam venue per session- is it the Learners' homes, an external registered venue(e.g. a school) or a combination of both?(Note: it will say ROA on the provisional timetable if the Learners are taking their exams at their homes).
- Confirm you will be available throughout each exam sessions to liaise with the LAMDA ROA Steward(s) - if not, please specify which date and provide contact details for your proxy
- The Learner names and exams are correct on the provisional timetable.

If we are still missing copies of Own Choice Pieces, we will prompt you for these documents again. If we do not hear from you 7 days before your Event and we have received all the necessary paperwork/ information from you, we will send you the final examination event paperwork, including the Zoom meeting details.

Important: If we are still missing paperwork from you 7 days before your session, we may need to postpone your session. This is so the relevant checks can be made before your session.

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Customer Examination Paperwork

Within the Customer Examination Paperwork folder you will find a copy of the:

- Private Centre Guide for Remote Online Assessment
- Event Timetable
- Candidate List
- Invoice
- Learner Report Sheets - to review
- Zoom Link(s) - containing URL and Meeting ID and Password (Learners can join the meeting by either clicking on the link or entering the meeting details on the Zoom app)

Important: you will need to send the relevant Zoom link and exam time details to each Learner's parent/guardian (we recommend you send this per parent/ guardian or by blind copying [Bcc] them in a standard template email). Please ensure you send the right link as this may cause delays on the day of the exam (Examiners will not swap Learners across ").

Parents/guardians should be advised to relabel their Zoom participant name as the Learner's name before the exam day.

Examination Administration Information

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 detailed 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 Zoom meeting 10 minutes prior to the exam time. The Steward will invite the Learner into the meeting five (5) minutes prior to the exam, at the stated contingency time
- Help ensure the Learner and Examiner can see and hear one another clearly

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- 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"> • iPad • Tablet • Laptop • MacBook • iPhone • Android phone 	One of the following: <ul style="list-style-type: none"> • iPad • Tablet • Laptop • MacBook 	One of the following: <ul style="list-style-type: none"> • iPad • Tablet • Laptop • MacBook
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**
 - For Level Entry, 1 and 2 exams - suggested minimum 1.83 metres x 1.83 metres (6ft x 6ft) - please check these dimensions
 - For Level 3 exams – Learners **must** have a minimum of 2 metres x 2 metres (6.5ft x 6.5ft)
 - Learners **must** be fully visible (from head to feet) for the following examinations:
 - Acting Solo - Level 3 (Grades 6, 7 and 8)
 - Devising Drama Solo – Level 3 (Grades 6, 7 and 8)
 - Shakespeare Solo – Level 2 and Level 3
 - PCertLAM - Unit 2

 - Learners **must** be fully visible from at least the knees up for the following examinations:
 - Speaking Verse – Level 3 (Grades 6, 7 and 8)
 - Speaking in Public – Level 3 (Grades 6, 7 and 8)

 - 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

Exam Specific Requirements

Sight-Readings

From the 01 August 2020, Learners entered for Speaking Verse and Prose – Grades 4 to 8, Reading for Performance – Grades 6 to 8 and PCertLAM (Unit 2) **must**:

- Bring in a copy of the book from which their choice of Prose has been selected. If a Learner entered for Reading for Performance and/ or PCertLAM (Unit 2), has selected two prose pieces for their performance, they may bring in either book.
- Be registered by a Private Centre or Temporary Remote Online Assessment Centre.
- Learners may take their examination at either a registered Centre venue that adheres to both LAMDA Guidelines and local Government Guidance or from the comfort of their own home.

Learners may bring in either a physical copy of the book or an electronic copy of the book (e-book) on an electronic device (i.e. a Kindle, iPad, tablet, or phone). If a Learner is using an electronic copy of their book (e-book), they must please ensure their electronic device:

- Is on Airplane mode/ Wi-Fi has been disconnected.
- All apps and internet browsers are closed except the e-book itself.
- All notifications are switched off.

We recommend that Learners familiarise themselves with the use of the electronic device and opening the e-book ahead of their examination. It is important that the Learner knows how to switch the device on and off and how to access the e-book as unauthorised third persons (i.e. Parent/ Guardian/ Teacher) will not be permitted to re-enter the examination room once the examination has started.

The e-book should ideally be downloaded rather than on an internet browser to avoid any connectivity issues.

At the start of the examination, the Examiner will check with the Learner that they have everything they need including a copy of the book from which their prose selection has been selected.

Please note that if the Learner does not have a copy of their book, they will not be permitted to take their examination. LAMDA will notify the Centre Coordinator and organise for the examination to be rescheduled.

If a Learner opts to use an e-book, they must complete the Sight-Reading element of their examination first. This is so that their electronic device can be switched off for the remainder of the examination.

To enable Learners to take Speaking Verse and Prose- Grades 4 to 8, Reading for Performance – Grades 6 to 8 and PCertLAM: Unit 2 at both registered Centre venues and from the comfort of their own home, we have adapted the Sight-Reading element of the examination. This is in line with the Extraordinary Regulatory Framework (ERF).

- The Learner will read at sight text selected from the book from which their prose piece has been selected. All books must be written in the English language.
- The Examiner will ask the Learner to turn to a selected chapter or page in their book and ask them to find the start of the first paragraph on the page.
- The Learner will then be given one-minute to read through and study the text prior to the reading.
- The Examiner will indicate to the Learner when their preparation time is over.
- The Examiner will then ask the Learner to read the selected text for approximately one minute, stopping them at an appropriate point (i.e. end of a sentence or paragraph).

Speaking in Public

Visual Aids

Please note that Learners cannot share their PowerPoint (or similar) on the Zoom meeting link. To assess a Learner, they must be the largest image on screen. When sharing a screen, the Learner becomes a small thumbnail and therefore too small to see for the Examiner to assess them accurately.

If a Learner wishes to use PowerPoint (or similar) for their visual aid, they will need to use a secondary electronic device.

Conversation Topics (Grades 4 and 5)

For Speaking in Public – Grades 4 and 5, Learners **must** bring in a pen and a blank piece(s) of paper to write down their choice of Conversation Topic.

Impromptu Topics (Grades 6, 7 and 8)

Learners **must** bring in a pen and blank piece(s) of paper to write down their choice of Impromptu Topic and any notes.

Learners must be sat in full view of the Examiner throughout their Impromptu Speech preparation time.

Musical Theatre

All Learners entered for Musical Theatre exams via ROA will take their exams in two parts:

1. 3 days before exam date - Learners to record and upload their performances
2. Day of exam - Examiner to view recorded performances and then assess Learners via Zoom for the Knowledge section of the exam

LAMDA will send a copy of the event timetable to the Centre Coordinator 1 week prior to the examination event. Learners will need to perform their pieces in the same order and exact exam times as listed on the timetable, 3 days prior to the exam date.

Pieces will need to be recorded and uploaded onto the SharePoint link sent by LAMDA. All videos must be time and date stamped. Once submitted, access to the link will be removed.

Each recording will be reviewed by LAMDA to ensure that they are of the appropriate quality to assess. LAMDA will contact the Centre Coordinator if there is an issue with any recordings. Learners cannot be assessed unless an appropriate recording is submitted.

Important: Examiners will not have sight of these recordings prior to the exam day to ensure parity in the assessment.

Moderation

Musical Theatre exams require a dual methodology, LAMDA will therefore moderate 20% of all Entry Level and Level 1 examinations and 100% of all Level 2 and 3 examinations.

A second Examiner will review the self-taped performances and the first Examiners' awarding and comments. Results will only be awarded once moderation has been completed.

Video Procedure

1. Performances must be recorded using the camera built into the computer or tablet device only (the use of specialist sound and video recording equipment is not permitted), The electronic device must remain stationary at all times. The camera should be positioned in such a way as to capture the Learner throughout.
2. The exam must be captured as a single, continuous shot in real time. The recording must not be stopped or paused in between pieces. Learners are not permitted the opportunity to restart their pieces.
3. Video editing software must not be used to edit the original recording, this is inclusive of cutting out takes or reducing the time between pieces. The video should match the face-to-face exam experience as closely as possible. Learners will be required to sign a form at the point of submission to declare that the recording has not been edited in any way.
4. The Learner's face must be clearly visible in the video, so we can identify the individual taking the exam. The Learner must also be fully visible from head to feet throughout their performance so that their full range of movement can be accurately assessed.
5. Learners should introduce themselves by their full name, the exam grade and discipline they are taking, as well as introducing each piece. The Learner must also make a declaration at the start of the recording that:
 - a. the performance was only recorded once
 - b. the exam was conducted without assistance, and
 - c. that the exam conditions were adhered to
6. Learners aged 16 or over will be asked to verify their identity before sitting the Knowledge section of their exam. Learners will be asked to clearly display a valid photographic identification (such as Passport, Driving Licence, Student Union Card, ID Card) for the Steward to check.
7. An accompanist or technician is permitted to be present in the room to operate the equipment. If recorded accompaniment is used, the Learner(s) must not use the same electronic device being used to record the performance. Instead a secondary electronic device must be used. Before submitting the video, please check the video recording and ensure:
 - a. the Learner introduces themselves (stating their full name and subject/grade entered for) at the start of the video
 - b. each piece is introduced to camera
 - c. all performance has been captured
 - d. the picture and sound are of a reasonable quality
8. The file must be labelled clearly with the Learners' name and exam subject and grade.
9. The entry process includes a declaration indicating that the performances were given by the named Learner. This declaration must be signed and dated by the Learner and by an adult witness (this can be the Centre Coordinator)

Important: LAMDA also reserves the right to reject a video submission if the video does not meet the minimum quality standard required to assess the Learner accurately. In this instance, the Learner will be required to re-record their video and their Knowledge section will be rescheduled for a later date (if there is insufficient time to re-record beforehand).

GDPR: LAMDA will retain all video recordings for up to 12 months after the original exam date to allow for any Enquiry About Results (EARs) or Appeals. After this point all recordings will be securely destroyed in line with GDPR guidelines. Copies of recordings will not be made.

Specifications

- **Frame** – minimum 720HD-1080HD (where possible avoid interlaced (i) video format as the video file refreshes every other line of pixel for every frame. Instead, use progressive (p) video format; most modern equipment will be defaulted to this)
- **Frame rate** – 24-30fps (frames per second)
- **Format** - .MP4 (any other format such as .mov files and .avi files need to be confirmed with LAMDA)
- **Device** – Computer, laptop, or iPad/tablet. Use of mobiles are not permitted as they do not provide the frame size required to assess the Learner accurately.
- **Apps** – iMovie (Apple devices) or Windows Player 10 only must be used to record the performances. Both of these apps can be downloaded for free. All video files must be date and time stamped.
- **Frame** –
 - we need to see the Learner's full body (from head to feet) throughout the whole recording. Your face also needs to be clear so we can see their facial expressions
 - Shots need to be well lit as this will affect the video quality. Use natural lighting but make sure the light is not directly behind the Learner as this will create a shadowing effect and the Examiner will not be able to see them clearly.
 - avoid the use of coloured or moving lights in the frame as this will be distracting
 - keep the footage steadying using a tripod or other camera mount if possible
 - don't set the volume too loudly as this will make it difficult to pick up the sound on the recording

How to Date and Time Stamp

iMovie

- Make sure the file (Project) is active
- Click on **Titles**
- A new window will pop up labelled Titles
- Click on the **Date and Time** title from this pop-up and drag it on top of the footage. The clip will highlight in blue. To apply to the whole clip, drag and drop in the middle of the footage. For only the start of the footage, drag and drop at the beginning of the clip
- To check it has been applied, the date and time will appear in the bottom left corner of the screen

Note: if the date and time is wrong, select the clip in the Event browser, select the file, right-click and select Adjust Clip Date and Time. Now type the correct date and time of the file

Windows 10 Media Player

- Within the Windows Media Player program, right-click the bottom toolbar where the play controls are
- Select **Play**
- Then select **Lyrics, Captions, and Subtitles**
- Select **On if Available**
- The date and timestamp will then appear at the bottom of the window during playback

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 Examiner will contact the Centre Coordinator prior to the exam date and ensure that the following are correct:
 - a. Exam registered
 - b. Name spellings
 - c. Reasonable Adjustments – those applied for have been authorised (based on Asterix on the timetable)
 - d. Learners' age (based on the exclamation mark on the timetable)
2. 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.
3. Centre Coordinator to liaise with:
 - Learners' parents/guardians and ensure that they are ready for their exam
 - Steward throughout the Session to ensure the smooth running of the day.
4. 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.
5. Steward to invite the Learner into the meeting when indicated by the Examiner.
6. Learner to sign into the meeting a minimum of five (5) minutes prior to their exam start time.
Exception: Learners entered for Level 2 and 3 Solo Musical Theatre exams should sign into the meeting 10 minutes into the exam start time.
7. The Chaperone will:
 - Assist the Learner with signing into the meeting
 - Introduce the Learner to the Examiner
 - Ensure the exam equipment is set up for the Learner

- Leave the exam room prior to the start of the exam
8. The Examiner will:
- Confirm the Learner's name and exam entered for
 - 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
 - Ask the Learner to confirm and demonstrate that the camera and microphone work and enable the Examiner to assess the Learner
9. The Learner will:
- Answer the Examiner's pre-check questions truthfully and adhere to LAMDA's exam regulations and Online Safety Policy
 - 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.
10. **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.
11. **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).

***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
New Zealand	+11 hrs	08.00	21.00	3.5 hrs
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>KEY ^ 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>Notes</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"> 1. Check your network connection 2. Launch Zoom meeting in a desktop connection instead of through the app
Camera not working	<ol style="list-style-type: none"> 1. Ensure all other apps or windows that use a camera are closed 2. Leave meeting and restart 3. Remove Zoom app and re-install latest version
Audio is not working	<ol style="list-style-type: none"> 1. Ensure speaker is turned on for device 2. Check the volume level on the device 3. Ask the host to check you are not muted 4. Check settings of device and enable app permission to use microphone 5. Try using earphones 6. Restart device 7. Remove Zoom app and re-install latest version
Audio echo or feedback	<ol style="list-style-type: none"> 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" 2. Make sure telephone and computer devices are separated 3. Leave meeting and re-join
Video keeps freezing	<ol style="list-style-type: none"> 1. Click on "stop video" and then "start video"
<p>Important: 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"> 1. Learner restarts their exam or piece 2. Exam is rescheduled free of charge by LAMDA for a later date (or time) <p>The Examiner and Steward must note this on their <i>Feedback Forms</i></p>	