

Policy or Procedure Title: CS07	Enquiries About Results (EAR) Policy and Procedure for LAMDA Examinations
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Owner: Quality Standards and Compliance Manager	
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Introduction

This document sets out the policy of LAMDA with respect to Enquiries About Results (EAR). It supersedes all previous policies connected with these matters, in particular the *Complaints and Enquiries About Results (EAR) Policy and Procedures for LAMDA Examinations*.

As a regulated awarding organisation, LAMDA must issue only results and certificates which are accurate and complete for the assessment registered, and to Learners who are entitled to that result and certificate.

We intend that all Learners registered for LAMDA qualifications are awarded their results and certificates accurately and in a timely manner. Where there are concerns that the results awarded by LAMDA are not accurate, concerned parties can contact LAMDA through our EAR process. All enquiries will be dealt with fairly, courteously, legally and without bias or prejudice. Those who choose to submit an EAR will not be disadvantaged in any way by so doing.

Definitions

A **complaint** is any communication which records dissatisfaction with LAMDA's processes and procedures but which does not question results or certificates awarded. A separate policy and procedure exists for complaints; please see the *Complaints Policy and Procedure for LAMDA Examinations* for further information

An **Enquiry About Results (EAR)** is any communication which queries, on whatever grounds, the certificate or result awarded to a Learner or group of Learners.

EARs will only be accepted from a LAMDA Learner, their parent / guardian, the teacher of a LAMDA Learner (UK Public Centre entry) or from a Centre Coordinator (Private Centre). They will not be accepted from any other person, except where express written permission has been given by one of the relevant parties.

EAR Procedure

Customers must submit a completed *Enquiries About Results Application Form LE083OU* to LAMDA within **fifteen working days** of receipt of the examination result, either by email to exams@lamda.ac.uk, or by post to

Customer Services
LAMDA Examinations
155 Talgarth Road
London
W14 9DA

The form is available on request from exams@lamda.ac.uk. The applicant must provide their full name, contact details and capacity in which they are submitting the EAR (as Learner, teacher, parent/guardian or centre coordinator), along with as much information

as possible so that it can be investigated fully. If the information provided is unspecific, the applicant may be asked to provide further detail.

LAMDA will acknowledge receipt of the EAR application within **five working days** of receipt of an enquiry. A full response to the EAR will be issued within **fifteen working days** of despatch of the acknowledgement of the original application.

All Enquiries about Results will be investigated thoroughly, and evidence will be gathered from relevant sources. The investigation will be coordinated by the appropriate investigating manager who will seek advice and input from other relevant LAMDA staff and Examiners, as necessary and appropriate.

The investigation will be conducted in a fair and impartial manner, and will normally include, but need not necessarily be limited to:

- statistical and contextual analysis of the results
- communication with the Examiner and statement of Examiner's feedback
- detailed consideration of any points raised by the applicant.

In situations where an EAR has been successful, we will give due consideration to the outcome and will take appropriate action, which could include the offer to:

- re-examine the affected Learner free of charge
- refund the examination fee
- award a Transfer Credit Voucher (TCV) equal to value of the affected examination to the person who entered the Learner.

Acceptance of any offer made by LAMDA will bring the matter to a close and no further correspondence will be entered into.

Written Assessments

In the event that LAMDA receives an EAR for a written assessment, LAMDA will offer to re-mark the submitted written work at a charge of £50 per assessment. This service is not a part of LAMDA's Appeals Policy but is an opportunity for Learners to gain a second opinion.

The outcome of this service will be the final result achieved from the re-mark and will stand, irrespective of the mark originally awarded. This amount is payable to LAMDA Ltd and will be owed irrespective of the final outcome. A re-mark service is not available for practical examinations.

Appeals

Applicants who are dissatisfied with the outcome of the investigation may, if they have grounds for doing so, lodge a formal appeal. An appeal may not be lodged until the appropriate stages of the *Enquiry About Results (EAR) Policy and Procedure for LAMDA Examinations* have been completed, and no later than **fifteen working days** after receiving the decision. Please refer to the *Appeals Policy and Procedure* document for further information.

Confidentiality and Data Protection

All communication related to EARs will be treated confidentially and details will only be disclosed to those directly concerned with the matters raised, except where express permission to communicate with third parties has been given.

The records of any communication will be kept on file and destroyed at a time appropriate and in line with LAMDA's Data Retention Policy.

In accordance with the requirements of the UK qualifications regulators, information and records related to EARs may be made available to the regulators on request.

Vexatious Correspondence

Persistent contact from an applicant that is not appropriate, or that is not in line with this policy, may be classified as 'vexatious'. If at any time an applicant engages in verbal or written correspondence that could be deemed vexatious, LAMDA Examinations reserves the right to cease contact with the applicant in relation to the relevant matter.