

LAMDA Examinations Guide for Centres and Teachers in the United Kingdom

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Section 1 - Introduction

1.1 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 into a comprehensive suite of vocational qualifications 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.

1.2 About This Guide

This Guide is designed to provide administrative guidance and regulations for schools, private centres, teachers, administrators and anyone involved in the delivery and organisation of examinations. Anyone who enters Learners for LAMDA's examinations is obliged to read, understand and follow this Guide.

The first section covers general information and should be read by all centres and teachers involved in the preparation of Learners for LAMDA's examinations. The Guide is then broken down into guidelines for those who enter Learners at UK public and private centres. Please read these sections carefully, as they contain important instructions required to successfully enter Learners. Further information, such as the processing of results and the complaints and appeals procedure, are located towards the back of this Guide.

1.3 Publications and Materials

Documents relating to the preparation for and delivery of examinations and assessments are available from LAMDA. Most can be downloaded from our website at www.lamda.ac.uk or by contacting LAMDA directly, including syllabus specifications, entry forms, Centre Registration and Approval forms and fee lists.

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

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

1.4 How to Contact LAMDA

Please call us on +44 (0)208 834 0530 or email us at exams@lamda.ac.uk, or write to us at:

LAMDA Ltd
Examinations Department
155 Talgarth Road
London
W14 9DA

Telephone lines are open between 09:30 and 17:30 UK time, Monday to Friday (except Public Holidays and between Christmas and New Year's Day).

1.5 LAMDA Qualifications

LAMDA is recognised as an awarding organisation by Ofqual, the Office of Qualifications and Assessments Regulations in England and the corresponding regulatory authorities in Wales (Qualifications Wales) and Northern Ireland (CCEA).

LAMDA qualifications, with the exception of Group and Introductory Examinations are recognised by Ofqual, Qualifications Wales and the CCEA Regulator.

1.6 Qualification Framework

LAMDA's recognised qualifications reside on the Regulated Qualifications Framework (RQF). The RQF permits direct comparison between academic qualifications (i.e. GCSEs/A Levels) and vocational qualifications (i.e. LAMDA qualifications and others). LAMDA's recognised qualifications also reside on Qualifications Wales' educational framework, the Credit and Qualifications Framework for Wales (CQFW) and the CCEA Regulators.

1.7 LAMDA's Regulated Qualifications

Performance Qualifications

- LAMDA Entry Level Award in Performance (Entry 3)
- LAMDA Level 1 Award in Performance (Grade 1)
- LAMDA Level 1 Award in Performance (Grade 2)
- LAMDA Level 1 Award in Performance (Grade 3)
- LAMDA Level 2 Award in Performance (Grade 4)
- LAMDA Level 2 Award in Performance (Grade 5)
- LAMDA Level 3 Certificate in Performance (Grade 6)
- LAMDA Level 3 Certificate in Performance (Grade 7)
- LAMDA Level 3 Certificate in Performance (Grade 8)

Communication Qualifications

- LAMDA Entry Level Award in Communication (Entry 3)
- LAMDA Level 1 Award in Communication (Grade 1)
- LAMDA Level 1 Award in Communication (Grade 2)
- LAMDA Level 1 Award in Communication (Grade 3)
- LAMDA Level 2 Award in Communication (Grade 4)
- LAMDA Level 2 Award in Communication (Grade 5)
- LAMDA Level 3 Certificate in Communication (Grade 6)
- LAMDA Level 3 Certificate in Communication (Grade 7)
- LAMDA Level 3 Certificate in Communication (Grade 8)

Musical Theatre Qualifications

- LAMDA Entry Level Award in Musical Theatre
- LAMDA Level 1 Award in Musical Theatre (Grade 1)
- LAMDA Level 1 Award in Musical Theatre (Grade 2)
- LAMDA Level 1 Award in Musical Theatre (Grade 3)
- LAMDA Level 2 Award in Musical Theatre (Grade 4)
- LAMDA Level 2 Award in Musical Theatre (Grade 5)
- LAMDA Level 3 Certificate in Musical Theatre (Grade 6)
- LAMDA Level 3 Certificate in Musical Theatre (Grade 7)
- LAMDA Level 3 Certificate in Musical Theatre (Grade 8)

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Speaking and Listening Skills Qualifications (primarily for schools)
LAMDA Level 2 Award in Speaking and Listening Skills

Shakespeare Qualifications

LAMDA Level 1 Award in Shakespeare

LAMDA Level 2 Award in Shakespeare

LAMDA Level 3 Certificate in Shakespeare

Teaching Qualifications

LAMDA Level 3 Certificate in Speech and Drama: Performance Studies (PCertLAM)

Further details regarding which LAMDA Qualifications are recognised and eligible for public funding as determined by the Department for Education (DfE) under Section 96 of the Learning and Skills Act 2000 can be found in the funding lists published annually by the DfE and the regularly updated website www.education.gov.uk

The appropriate Qualification Title and Qualification Number (QAN) will appear on Learners' final certificate documentation.

1.8 LAMDA's Non-regulated Examinations (not regulated by Ofqual, Qualifications Wales and the CCEA Regulator)

Solo Introductory

Stage One
Stage Two
Stage Three

Group Introductory

Stage One
Stage Two
Stage Three

Group Acting

Entry Grade
Grade 1
Grade 2
Grade 3
Grade 4
Grade 5
Grade 6
Grade 7
Grade 8

Group Devising Drama

Entry Grade
Grade 1
Grade 2
Grade 3
Grade 4
Grade 5
Grade 6
Grade 7
Grade 8

Group Recital

Entry Grade
Grade 1
Grade 2
Grade 3

Choral-Speaking

Entry Grade
Grade 1
Grade 2
Grade 3

Group Musical Theatre

Entry Grade

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Grade 1
Grade 2
Grade 3
Grade 4
Grade 5
Grade 6
Grade 7
Grade 8

1.9 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 in writing with the latest authorised syllabus specification version uploaded on the LAMDA website.

It is the responsibility of Centres, Teacher-Assessors and other interested parties to ensure that they are operating with the latest version of the syllabus specification which is always available on the LAMDA website at www.lamda.ac.uk.

1.10 Position Statement on the Use of Languages

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

Whilst LAMDA offers assessments in Ireland and Wales, it does not offer assessments using Welsh (Cymraeg) or Irish (Gaeilge) languages.

English as a Second Language: There is no reasonable adjustment or special consideration that can be applied for Learners for whom English is a second language. LAMDA's assessments 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.

1.11 Customer Service Standards

We aim to:

- answer telephone calls within six (6) rings or 15 seconds
- provide a courteous and accurate response to all enquiries and requests for information
- acknowledge written correspondence within seven (7) working days
- despatch requested entry forms and fee lists within three (3) working days of receipt of a request
- despatch publications within 10 working days of receipt of payment
- acknowledge Complaints, Enquiries About Results (EARs) and general queries within five (5) working days
- make available an annual fee list to all Centres in May for the following academic year
- make available a Public Centres Dates List in May for the following academic year
- provide Examiners for Private Centres where LAMDA has confirmed a booking and entries are received by the closing date
- despatch examination materials 14 days in advance of the examination date
- despatch results and certificates within 30 working days of the last date of the examination event.

Further information is available on the LAMDA website www.lamda.ac.uk

As a recognised awarding organisation, LAMDA seeks to support teachers and Learners in their use of the LAMDA syllabus specifications for assessment purposes. We encourage feedback to help us improve and develop our services. If you require further guidance or have queries, please contact us.

1.12 Vexatious Correspondence Policy

For those that are unhappy with one or more of the products and services provided by LAMDA, the *Complaints Policy*; *Enquiries About Results Policy*; and the *Appeals Policy* are available and should be reviewed and complied with. The relevant procedure/s must be followed in accordance with the published policies.

LAMDA reserves the right to cease correspondence with individuals who make repeated or persistent attempts to contact us without adding any new information, who do not follow the correct policies and procedures or who engage in correspondence that could be construed as aggressive or abusive.

Section 2 - LAMDA's Responsibilities

2.1 Data Protection

LAMDA requests, generates, processes and stores a range of personal data during the conduct of its business. The basis for this is set out in LAMDA's Privacy Notice which can be found on our website. In addition, LAMDA's Data Retention Policy, also available on our website, describes the kinds of data which LAMDA stores, and the length of time for which they will be retained.

If you have any queries relating to data storage, please email gdpr@lamda.ac.uk

When submitting data, you agree that we may store this information and may contact you to inform you of other information, products or services that may be of interest. If you do not wish to receive such information, you may contact us at any time at the address found in this document. We will not disclose your personal data to any other person or organisation unless we are legally required to do so.

2.2 Disclosure and Barring Service |

[HT1]

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

LAMDA is committed to safeguarding the welfare of those accessing its services. A component of our Safeguarding Children policy is that all relevant groups of employees and Examiners have an enhanced Disclosure and Barring Service (DBS) disclosure check. This policy also relates to vulnerable adults. LAMDA Examinations requires that:

- all external representatives of LAMDA Examinations undergo a Disclosure and Barring Service (DBS) check
- all external representatives of LAMDA Examinations take appropriate responsibility for safeguarding children during LAMDA Examinations' activities

All external representatives of LAMDA Examinations are issued with a copy of Safeguarding Policy and Procedure for LAMDA Examinations.

2.3 Monitoring Requirements

As part of regulatory recognition, Awarding Organisations are required to monitor and standardise the examination process. LAMDA Examinations currently runs two programmes of monitoring activities using a random sample of our Examiners:

1. **Audio Recording:** voice recording of oral examinations. Audio recordings will be data protected and deleted within one year of the date of the recorded examination event.
2. **Team Leader Monitoring:** a Team Leader will observe another Examiner in a session; but they will not assess the Learners.

Monitoring of examination sessions allows LAMDA Examinations to ensure that our Examiners are conducting and marking examinations to the high standard we expect. They are designed to support standardisation and training as well as the review and development of our syllabuses. It will allow LAMDA to review content, Learning Outcomes, Assessment Criteria, assessment methods and timings to improve the examination experience for both Examiner and Learner.

If LAMDA Examinations have selected one of your booked examination events to monitor we will contact you two weeks prior to your examining event via letter and email.

2.4 Equality and Diversity

LAMDA Examinations is committed to a policy of equality of opportunity in all its practices and ensures it is embedded in its policies. It is committed to ensuring everyone using its services is treated fairly with respect, dignity and in accordance with current equality and diversity legislation in the UK and Internationally. This includes adhering to the precepts found in the Equalities Act 2010 and other relevant EU directives. LAMDA Examinations is also committed to eliminating practices which may unfairly discriminate either directly or indirectly.

All LAMDA Examinations staff, Examiners, teachers and registered centres are required to fully support the components of the Equality and Diversity policy. LAMDA Examinations is committed to the prevention of discrimination on any grounds which are not appropriate. LAMDA Examinations actively promotes equality and diversity in access and entitlement to its services regardless of gender, race, ethnic origin, nationality, marital status, religion, belief, disability, race or sexual orientation.

The LAMDA Examination's policy for Equality and Diversity can be found on our website at www.lamda.ac.uk

Section 3 - Customer Responsibilities

3.1 Uniquely Identifying a Learner

In order to register a Learner for an examination, LAMDA will ask for the following details on one of our entry forms:

- Name – in the order Given Name then Family Name
- Date of Birth
- Gender
- Ethnicity
- LAMDA Personal Identification Number (PIN) (if Learner has previously registered with LAMDA)

We [MW2] will also ask for other information about Learners, this information is not mandatory and can be left blank:

- Unique Learner Number (ULN) (if the Learner is registered with the Learning Record Service)
- Address, including postcode – the postcode is mandatory but customers can use the venue address for the Centre instead of giving Learners' personal addresses
- Email address
- Phone number
- Country

You must ensure that names provided are the Learner's correct legal spelling of their Given Name and Family name (not nickname or abbreviation) and that all other details are accurate.

This is to ensure that accurate records are maintained by LAMDA and accurate Learner Results information can be transmitted to our Regulators, UCAS and the Learning Records Service.

Note: The Learner's name will appear on the Learner Examination Report, Results and Certificate as provided by the person submitting the entry.

In the event that you identify a discrepancy with a Learner's detail please notify LAMDA immediately. Notifications of name spelling corrections once certificates have been issued by LAMDA will incur a replacement certificate charge.

3.2 LAMDA Personal Identification Number (PIN)

Once a Learner is registered for a LAMDA exam, we will provide the Learner with a unique LAMDA PIN. This PIN must be used for all future entries. This is so that we can maintain an accurate examination history for your Learner.

If you cannot remember the Learner's PIN, it can be found on the top of the Learner Examination Report and on the bottom of the certificate.

LAMDA will generate a new LAMDA PIN for an existing Learner if the Learner's details are different or the PIN is not provided when entering a Learner for an examination. If you are aware that your Learner has an existing PIN please state it on the entry form. If your Learner has multiple LAMDA PINs, please contact LAMDA. You will be asked to provide the PIN numbers, correct Learner details and reason for the discrepancy. LAMDA will advise you which LAMDA PIN should be used for all future entries once the PINs have been merged.

3.3 Learning Record Service (LRS), Unique Learner Number (ULN) and Personal Learning Record (PLR)

Some of the information you supply will be used by the Skills Funding Agency to fulfil its statutory functions, issue and verify the Unique Learner Number (ULN) and update and check the Personal Learning Record (PLR). The Skills Funding Agency may share the ULN and PLR with other education related organisations, such as the careers service, school, college, university, Government Departments and public bodies responsible for funding education. Further details of how information is processed and shared can be found at <https://www.gov.uk/government/publications/lrs-privacy-notice>

3.4 Unique Learner Number (ULN)

When entering a Learner for assessment who has been issued with a Unique Learner Number (ULN) by the Learning Records Service (LRS), the ULN must be stated on the entry form in the space provided.

A ULN is a 10-digit reference number which is used alongside and to access the Personal Learning Record (PLR) of anyone over the age of 14 years involved in UK education or training.

Learners will retain the same ULN for accessing their PLR throughout their lives, whatever their level of learning and wherever they choose to participate in education, training and learning.

Each ULN is issued and held by the LRS. The LRS uses the ULN to index each Learner's identity details, education and training qualifications within the PLR.

For further information on obtaining ULNs for your Learners, please view the relevant LRS website **page** at: <https://www.gov.uk/government/collections/learning-records-service> LAMDA will verify Learners ULN record details submitted to us (Family Name, Given Name, Date of Birth, Gender and ULN) with the LRS. Learner record details that do not verify with the LRS will be rejected.

LAMDA does not issue or administer ULN's; discrepancies in Learner record details must be resolved by the Learner with the Centre and the Centre with the LRS.

3.5 Learner Authentication Requirements

LAMDA requires Learners who are registered for LAMDA qualifications to have their identity verified prior to taking an examination and to submit a declaration of authenticity with any written work. This is achieved in one of two methods:

1. Learner Authenticity - Identification (see section 3.6)
2. Statement of Learner Authenticity (see section 3.7)

Full details of LAMDA's requirements are detailed below.

3.6 Learner Authenticity (Identification)

To ensure Learner authenticity, the identity of all Learners aged 16 years and over on the date of their examination must be verified by the Centre prior to the Learner being assessed by an Examiner.

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.

Learners' identity must be authenticated for each and every examination even if the Learner has been authenticated on a prior occasion.

In cases where it is impossible to identify a Learner due to the wearing of religious clothing, such as a veil, the Learner should be approached by a member of staff of the same gender and taken to a private room where

they should be politely asked to remove the religious clothing for identification purposes. A third person must be present, we recommend a family member. Centres must inform Learners in advance of this procedure and well before their first examination.

Centres must retain a record of the identification provided for Learners aged 16 years and over. 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:

- Current passport
- Current driving licence
- UK Biometric Residence Card
- N.I. card or letter from (HMRC) issuing a National Insurance number
- Certificate of Entitlement to Funding
- Current bank credit or debit card
- Armed Forces service ID
- Student Union card
- Current travel pass
- National Identity Card (for those Learners outside of the UK)

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

Unacceptable documents include but are not limited to:

- Birth Certificates
- Photocopies of ID or expired ID
- Utilities or phone bills
- Credit card statements

3.7 Statement of Learner Authenticity

Learners entered for LAMDA qualifications/units requiring:

- Written Assignments, or
- Portfolios of Evidence, or
- Schemes of Work

as part of the assessment method, must attach a completed and signed current *Assignment/Portfolio of Evidence Cover Sheet LE009SY* at the front of each submission to LAMDA. Submissions requiring a Statement of Learner Authenticity will either be:

- a completed Portfolio of Evidence which will contain all the sub-component parts as described in each unit description in the syllabus specifications, or
- other Written Assignments such as a workbook, essay or Scheme of Work dependent on the syllabus assessment requirements.

The Learner will be required to sign the *Assignment/Portfolio of Evidence Cover Sheet* to confirm the authenticity of the Learner's work. The submission and supporting documentation should be sent to the LAMDA address on **page 5** before the closing date for entries. You should include:

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- two copies of the submission
- a completed and signed entry form
- one signed *Assignment/Portfolio of Evidence Cover Sheet*
- the current entry fee

LAMDA reserves the right to return the submission to the Learner or Centre if it fails to comply with any part of the submission format as stated in the current syllabus specifications or in this Guide.

Section 4 - Private and Public Examination Centres

4.1 Private and Public Centre Administration Information

1. Private Centres will be given a Centre Code at the time of LAMDA confirming Centre registration and approval. Centres are asked to quote this Centre Code on all correspondence with LAMDA, including letters, forms, emails and payments.
2. LAMDA can only accept instructions from the nominated Centre Coordinator or Head of Centre for Private Centres or the named Correspondence Contact on the Entry Form for Public Centres.
3. All aspects of examination administration including registering Learners for the qualification and distributing all Learner Examination Reports, Results and Certificates will be directed to the Centre Coordinator/ Correspondence Contact in the first instance.
4. All communications to LAMDA from the Centre Coordinator/ Correspondence Contact regarding examination administration or responding to queries raised by LAMDA must always be supported in writing, by submission of an appropriate form or email to exams@lamda.ac.uk
5. Examination dates must be booked by Private Centres in writing with at least 10 weeks' notice using a Date Booking Application Form or completing the 'New Event' page in ExamTrack. LAMDA will confirm the examination dates and the number of Examiners allocated per day in writing. If you wish to book an examination date with less than 10 weeks' notice, please telephone LAMDA first.
6. Entries for both UK Private and UK Public Centres must be submitted by the closing date which is six (6) weeks prior to the first date of the examination event.
7. Reasonable Adjustment Applications and supporting documentation must be submitted no later than 6 weeks prior to the first date of the examination event. Please refer to the Reasonable Adjustments and Special Considerations Policy.
8. It is the responsibility of the Centre/ Correspondence Contact submitting the entry to provide all necessary equipment for the delivery and assessment of the qualification. LAMDA does not provide any technical equipment or equipment operator support at any examination.
9. The Event Timetable and Learner Examination Reports will be dispatched by LAMDA to the named Centre Coordinator/ Correspondence Contact a minimum of 14 days prior to the first date of the scheduled examination event.
10. The Event Timetable and Learner Examination Reports must be checked by the Centre/ Correspondence Contact immediately upon receiving them from LAMDA against the entry submission to ensure the following are correct:
 - Examination venue for each date and examination room
 - Learners' name spellings
 - Registered Examination:
 - I. Subject
 - II. Grade
 - III. Format
 - Examination date
 - Examination time

11. If any corrections are required, please notify LAMDA immediately by telephone at least 14 days prior to the commencement of the examination event.

IMPORTANT: Private Centre Coordinators can request changes to their timetable or to register a late Learner up to 14 days prior to the first date in the Event. Changes after this time will not be considered. The decision of LAMDA is final.

NOTE: Examiners cannot accept any changes on the day of the examination other than change of registered examination. For any other queries, customers should ring LAMDA.

4.2 Regulations for All Examinations

1. Learner registration is accepted as evidence that the customer agrees to the regulations laid down in the syllabus specifications, this Guide and any other LAMDA publications.
2. Learners may not enter for more than one Solo, Duologue or Combined examination of the same subject and grade at one examination event. Learners may not enter for more than one Group examination of the same subject and grade at one examination event.
3. Learners must arrive and register for their examination at least 20 minutes prior to the stated time of the examination. Those with a Reasonable Adjustment requiring extra time for a sight reading must arrive 30 minutes prior to their examination start time.
4. LAMDA reserves the right to decline or cancel any entry and return the fee. LAMDA does not guarantee to examine at any Centre where the number of Learners is insufficient to warrant it; or where the entries are received after the published closing date; or where entries exceed the maximum time allowance for the event. Fees will be returned in such cases.
5. LAMDA reserves the right not to examine a Learner if they have a possibly contagious illness, such as chicken pox. Fees will be returned in such cases.
6. LAMDA cannot guarantee that requests for specific examination dates and times, particularly for Public Centres, will be granted.
7. No unauthorised person will be allowed to be present during any examination. Prior authorisation must be granted by LAMDA prior to the examination Event for any authorised persons.
8. No other party may observe the examination audibly or visually as it takes place between the Learner and the Examiner.
9. LAMDA reserves the right to return entries and fee received after the closing date.
10. Examination slots vacated by Learners who are sick, or those withdrawing for other reasons, cannot be taken by other Learners.
11. Learners cannot swap examination slots once examination materials have been published without authorisation from LAMDA. Authorisation will only be considered if requests are made with 14 days notice prior to the start of the Event for Private Centres only. Examiners cannot authorise any changes to the timetable.
12. Should a Learner be prevented from attending an examination after their entry has been processed, LAMDA should receive notice in writing, detailing the circumstances and enclosing the Learner Examination Report (LER), within 10 working days of the examination date. Under circumstances such as illness, injury or recent bereavement, LAMDA will consider refunding half the Examination Fee in the form of a Transfer Credit Voucher (TCV). Transfer Credit Vouchers are non-transferable

and valid for one year only. For re-entry, Learners must complete a new entry form, enclosing their voucher and fee balance.

13. Learners who are not registered and present by the start of their exam time, as stated on their Learner Examination Report may not be examined. LAMDA reserves the right to not assess Learners who arrive late to their examination. Examiners are under no obligation to assess late Learners. Fees will not be returned.
14. Fees cannot be returned except under regulations 4, 5 or 12.
15. 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. LAMDA reserve the right to change the style and presentation of all awards.
16. The total time allowance for an examination / unit is defined as the maximum time allocated for the examination and includes Learner set up, the performance and any verbal or written Examiner assessment requirements.
17. The decisions of the awarding body (LAMDA) are final.

For subject specific examination regulations, please refer to the relevant LAMDA syllabus specification. All Examinations Regulations and Assessment Criteria must be met by the Learner.

4.3 Examination Room Guidelines

These guidelines explain LAMDA's minimum requirements for Centres and examination rooms so that Learners may perform in the most suitable environment.

1. **Size of the Examination Room:** The size of the examination room should be appropriate for the examination(s) being undertaken. LAMDA recommends:
 - 25 square metres (excluding the area required for the Examiner or any musical accompanist)
 - rectangular or square in shape
 - No obstructions to the Examiner's sight lines (for example: pillars or furniture)
- Note:** if a rectangular room is used, the length of the short wall should not be less than five (5) metres to enable large groups or performances with large movement to be performed safely.
2. **Ceiling Height:** The recommended height of the ceiling is a minimum of three (3) metres.
3. **Examination Room Use:** The room must be for the sole use of the Examination and not a shared room divided by screens or curtains.
4. **Examination Room Entrances:** All entrances and exits must have doors with glass panels in them^{KA3}; curtains are not acceptable.
5. **Reflective Surfaces:** mirrors must be covered so that Learners and Examiners are not distracted.
6. **Doors:**
 - Must be able to be closed shut with glass panels
 - All entrance doors must be marked with a sign or notice which states: "**Please Do Not Disturb: Examinations in Progress. Thank you**".

7. **External and Internal Noise:** The centre and examination room must not be subject to noise and must be soundproof.
8. **Ventilation and Temperature:** The room should be at a suitable working temperature. As the Examiner will be seated in the room for extended periods of time, It should:
 - not normally fall below 18°C
 - be well ventilated
 - be heated in cold weather and cooled with either a fan or air-conditioning in hot weather
 - however, the opening of windows is to be avoided if it is deemed external noises are distracting.
9. **Lighting:** The room should be well lit either by natural or artificial light, as appropriate. Where direct light is likely to obstruct either the Learner's or Examiner's focus or attention, there should be blinds, curtains or shutters. Where possible, Examiners should not be seated in front of a window so Learners can clearly see the Examiner.
10. **Distracting Items:** The walls of the room should be as plain as possible. Items in the room, such as unnecessary furniture, pictures or prominent features can distract a Learner and impact on his/her performance. These should be removed from the room if possible or moved to the outskirts of the room.
11. **Music Accompanist or Equipment Operator:** 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. This guideline applies for both Public and Private Centre examinations.

12. **Power points:** working power points must be present in the room for music playback devices.
13. **Examiner Seating and Writing Table:** A writing table and a suitable, comfortable chair (preferably height adjustable) suitable for an adult must be provided for the Examiner.

LAMDA recommends when selecting a work chair, please consider whether:

- the seat height should be adjustable[ET4]
- 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.

LAMDA recommends when selecting and placing an Examiner's table:

- the table should be placed in the room to avoid extreme glare, sunlight, drafts, heat and 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[ET5]
- there should be adequate leg-room and knee clearance beneath the desk.

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

15. Health and Safety: the examination venue, environment and facilities must meet all the Health and Safety requirements of the country in which the examinations are taking place.

Note: In the event that there is a failure to meet any Health and Safety obligations, the Examiner can refuse to work.

4.4 Entering for LAMDA Examinations

To meet the needs of all Learners we offer two routes for our examinations. Learners can be entered at either a Private Centre or a Public Centre. LAMDA defines these centres as:

Private Centre - the centre is responsible for the organisation and management of examinations independent of LAMDA. It is administered by a nominated Centre Coordinator, who is responsible for booking an examination date(s), arranging the venue, entering the Learners, arranging the timetable and distributing results and certificates when they are issued. LAMDA will only provide the Examiner(s). Centres must meet the minimum fee requirement as published on our Fees List for each event.

Benefits of entering at a Private Centre:

- You can pick when your exams will be held (provided there is an available Examiner)
- You can request dates 18 months in advance, which makes it easier to plan ahead
- Learners can be scheduled according to the Centre's own preference
- Preferred start times and breaks times can be applied
- Greater flexibility for changes - you can add late Learners or change Learners exam times and dates, subject to the payment of additional fees
- You can choose your own venue(s), including having multiple venues. This reduces the need to arrange travel and means that venues are familiar to Learners
- You can enter Learners online for exams

Public Centre - LAMDA is responsible for the organisation and management of examination events that are accessible to individuals or Teachers who are unable to meet the minimum fee requirement for Private Centre events or provide a suitable venue. A Public Centre is run by LAMDA Examinations and is open to anyone who wishes to take an examination. These run on set dates and in different venues around the UK.

Benefits of entering at a Public Centre:

- No need to arrange venue or stewards
- No need to timetable Learners
- Examination dates are set by LAMDA
- No minimum fee requirement to be met
- No minimum number of Learners to enter
- Get to meet other LAMDA Learners and Teachers.

4.5 Summary of Examination Journey with LAMDA Examinations

Event	Private Centres	Public Centres
Centre Registration	Centre to complete application form. Confirmation of registration sent within 15 days of receipt of application.	N/A
Examination Dates	Centre to apply a minimum 10 weeks in advance.	Published each May for the following academic year.
Entries and Fees	Submit by the Closing Date- 6 weeks prior to first date of examination event.	Submit by the Closing Date- 6 weeks prior to first date of examination event.
Reasonable Adjustments and Supporting Documents	Submit 6 weeks prior to first date of examination event.	Submit 6 weeks prior to first date of examination event.
Request to Make Changes to your Timetable	Requests must be made in writing no less than 14 days prior to first date of examination event. Fees apply if granted by LAMDA.	N/A
Request to Register a Late Learner	Requests must be made in writing no less than 21 days prior to first date of examination event. Fees apply if allowed by LAMDA.	N/A
Receiving your Examination Materials	LAMDA despatch examination materials 14 days prior to first date of examination event.	LAMDA despatched examination materials 14 days prior to first date of examination event.
Examiner Contact	The Examiner(s) will ring the Centre Coordinator before the examination event.	The Examiner(s) will ring the Public Centre Representative before the examination event.
Exam Day	Examiners cannot accept changes on the day other than change of Registered Examination. This must be prior to the exam taking place.	Examiners cannot accept changes on the day other than change of Registered Examination. This must be prior to the exam taking place.
Absent Learners	If a Learner has withdrawn due to illness, injury or bereavement, please apply for a Transfer of Credit Voucher (TCV) within 10 working days of the exam.	If a Learner has withdrawn due to illness, injury or bereavement, please apply for a Transfer of Credit Voucher (TCV) within 10 working days of the exam.
Results	LAMDA will despatch the results to the Centre Coordinator within 30 working days of the last date of the event providing there are no queries and all fees are paid.	LAMDA will despatch the results to the Correspondence Contact within 30 working days of the last date of the event providing there are no queries and all fees are paid.
Enquiries About Results (EARs)	Centre to apply within 15 days of receipt of results.	Customer to apply within 15 days of receipt of results.
Complaints	Please submit these to LAMDA within 15 working days of the incident which gives rise to the complaint.	Please submit these to LAMDA within 15 working days of the incident which gives rise to the complaint.

Section 5 – Private Examination Centres

5.1 How to Become a Registered Private Centre

To become a LAMDA Private Centre you must complete the Centre Registration Application Form. The completed and signed form must be returned to LAMDA. The registration process is completed within two (2) weeks and is available free of charge.

A LAMDA Registered Private Centre is one that fulfils the criteria detailed in the LAMDA Codes of Practice. The full Codes of Practice can be found in this Guide. 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 Policies, Procedures and Customer Service Standards section on our website www.lamda.ac.uk

5.2 Private Centre Responsibilities

All Registered Private Centres will elect 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 will be the person with primary accountability for providing, returning and receiving LAMDA Examinations' information

A Centre Coordinator must be nominated as the single point of accountability for the quality assurance and management of LAMDA delivery at the centre. This Centre Coordinator is also responsible for all aspects of examination administration including:

- Booking examination dates
- Collecting and submitting entries and fees accurately and in a timely manner
- Providing stewards
- Timetabling examination events
- Receiving timetables and Learner Examination Reports
- Answering any queries regarding Learners
- Verifying Learner identification for Learners aged 16 and over
- Distributing results and certificates

5.3 Changes at the Private Centre or Registered Centre Coordinator/ Head of Centre

Through their nominated Centre Coordinator, the Centre is required to immediately notify LAMDA in writing or by email of any changes of circumstance from those detailed in the original Centre Registration Application Form. This includes any changes in contact details, venues, centre type, centre profile and any areas where compliance to LAMDA's Centre requirements have changed.

If a Centre's nominated Centre Coordinator changes, the registered Head of Centre must contact LAMDA and nominate a new Centre Coordinator. They must provide in writing, the newly nominated Centre Coordinator's correspondence address, email address and contact numbers.

If a Centre's registered Head of Centre changes, then the Centre will need to re-register and submit a completed and signed Centre Registration Application For.

5.4 Holding Private Centre Examinations

Customers with sufficient Learner entry fees may establish a Private Centre at their own venue as long as they satisfy our current minimum entry fee requirement, details of which can be found on the current UK Examination Fees List.

If you have insufficient Learner entry fees, you may choose to top up your fee payment to the current minimum entry fee requirement or enter your Learners at a LAMDA UK Public Centre or alternatively, join with another Private Centre. Please note that LAMDA cannot provide the details of existing Private Centres.

Note: LAMDA will not cover the cost of hiring the examination venue or any other associated expenses with the administration of a Private Centre.

5.5 Centre Administration

Our online examination system Exam Track has been designed to make it easier for Centres to deliver and organise LAMDA examinations. This includes the following aspects of examinations: booking examination dates, registering Learners for qualifications, making payment for examinations and distributing all Learner Examination Reports, Results and Certificates.

All registered Private Centre Coordinators and Heads of Centres will be automatically set up on ExamTrack as part of our Centre Registration process. Login credentials and a current version of our *Guide to ExamTrack for Centres and Teachers* will be emailed to Centres.

To log into ExamTrack you can either click on the ExamTrack link on our website www.lamda.ac.uk or go directly to the ExamTrack login page www.lamda.examtrack.co.uk/accounts/login

For all other current examination materials please visit our website www.lamda.ac.uk. For all queries please telephone LAMDA Examinations for additional support on +44 (0)208 834 0530 or email us at exams@lamda.ac.uk

5.6 Booking Examination Dates

Private Centres will need to book examination dates for their Centre using one of two methods:

- ExamTrack - online
- Date Booking Application Form – paper form

We encourage Centres to book examination event dates as early as possible in order to secure their preferred dates.

Applications should be submitted with no less than 12 weeks' notice and can be accepted 18 months in advance of the dates being requested. If you wish to book an examination event with less than 10 weeks' notice, please telephone LAMDA first.

LAMDA aims to confirm provisional booking requests by letter 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: To secure examination event dates during busy examining periods (November and December, March to May and July), we recommend Centres requests examination event dates as soon as possible.

Requests made during peak periods or for dates in the next academic year before Public Centre Dates Lists are published may take longer to process.

5.7 Definition of an Examination 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 – this consists of multiple sessions

Session – these are dates and rooms within an Event

Event examples:

12, 13, 14, 15, 16, 17, 18 and 19 May (one or more consecutive days of examinations).

12 and 19 May (two or more separate days of examinations not further than seven (7) days apart).

For events requiring more than one Examiner, we recommend consecutive days of examining instead of two Examiners on the same day.

5.8 Completing a Event Request

All Event requests must be submitted by the registered Centre Coordinator or Head of Centre for the named Private Centre.

Note: LAMDA allocates one Examiner for every 6 hours and 30 minutes of examinations. Another Examiner will be required for every 6 hours 30 minutes thereafter. If the total exam timing for the event does not warrant the number of Examiners requested, your application will be declined. Please use the list of Examinations Timings in this Guide to work out your total exam time.

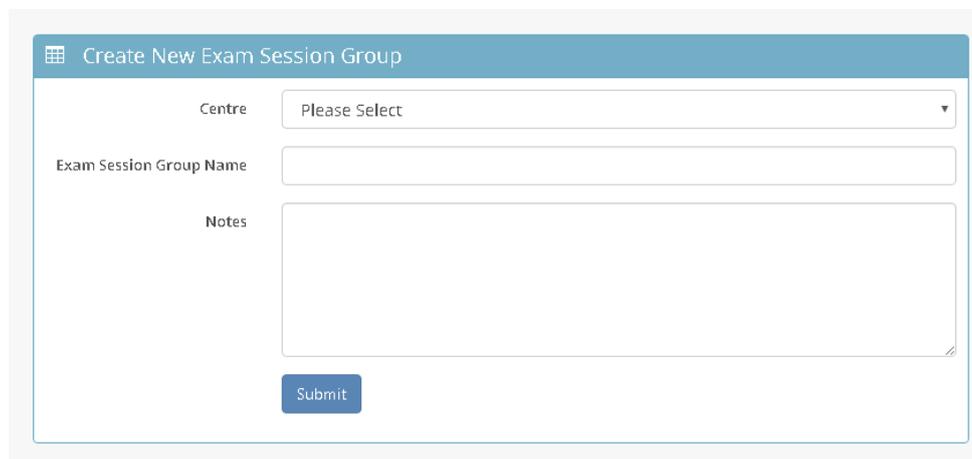
ExamTrack

Centres booking an Event through ExamTrack will need to create a 'New LAMDA Event' and add each session (day and / or room) to the event. The following steps will need to be followed:

1. On the ExamTrack homepage, click on the button 'Events' and select 'New Event'
2. A new page will open; click the blue button labelled 'New Lamda Event.'



3. A new page will appear labelled 'Create New Examination Session Group' (see below).

A screenshot of the "Create New Exam Session Group" form. The form has a light blue header with a grid icon and the text "Create New Exam Session Group". Below the header are three main input areas: a dropdown menu for "Centre" with "Please Select" as the current selection, a text input field for "Exam Session Group Name", and a larger text area for "Notes". At the bottom of the form is a blue "Submit" button.

4. Under 'Centre', please select your Centre Code using the drop down menu available. In

the 'Name' field, please write the Term and Booking Number for this Event. For example, if you were booking an exam in November please write 'Autumn 1'.

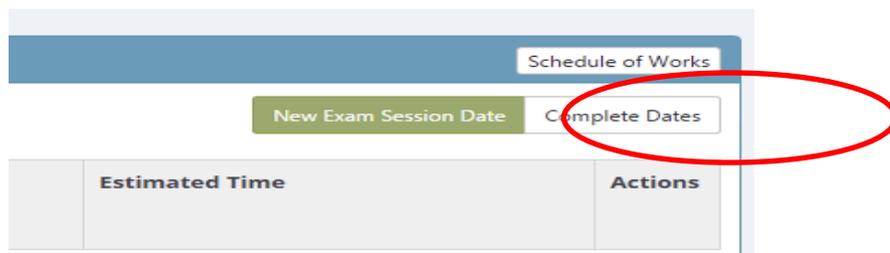
Note: LAMDA Terms are –

Autumn	01 August to 31 December
Spring	01 January to 30 April
Summer	01 May to 31 July

5. If you have any information that you think LAMDA should be aware of about this Event, such as a new venue address, please write it in the blank box labelled 'Notes'. If not, leave this box empty.
6. Once you have finished adding this Event for your Centre, click on the 'Submit' button below.
7. A new page will open where you will be able to add your examinations dates and rooms (Sessions) to your Event.

Once your Event has been created, you can start to add examination dates and rooms otherwise known as Sessions, to your Event. To do so, please follow these steps:

1. You will need to click on the green button labelled 'New Exam Session Date' for each date and room you would like to book.



2. When you click on this button a new page will appear. In the box labelled 'Create New Session Date' click on the box labelled 'First choice date' where a calendar will appear and you can select your date.

Note: We recommend you also select a second choice date if your first choice is not available.

- a. In the box labelled 'Name of Session', please write the room number. If you have a specific room name please write this here.

Note: The maximum exam time for each date and room is 6 hours and 30 minutes (excluding breaks and lunch).

- b. Under 'Exam Venue', please select where the examinations will take place using the drop down menu available. This will show a list of venues previously used by the Centre.
- c. In the box labelled 'Notes', please write anything that may affect this room such as a split venue during the day or a new venue address if you did not add this to the

previous page.

- d. Once finished, click on the button 'Submit'.

Create New Session Room/Date

First choice date

Second choice date

Session Start Time

Primary Teacher

Name of session

Exam Venue

Notes

Total Examination Time

The room/date you are booking is allotted a maximum of 6.5 hours of examination time. To increase the amount of time, you will need to add another room/date.

Date choices already selected

First choice dates

Second choice dates

- e. This will bring you back to the exam session page. If you would like to book multiple days or rooms you must again press the green 'New Exam Session Date' button and repeat the earlier steps.

Note: When creating or adding a new Session, a summary of dates already added for this Event will appear on the right-hand side of the screen (see blue circle on diagram above)

3. Once you have added all of the dates and rooms you want to book for this Event, please click on the grey button labelled 'Complete Dates'.

Schedule of Works

Examiner	Status	Start Time	End Time	Estimated Time	Actions
Examiner not assigned	Dates have been entered.	13:00:00		0 Hours, 0 Minutes	<input type="button" value="Actions"/>

4. A pop-up box will appear asking you, if you are sure you would like to proceed, if yes click 'OK'.

Complete Session Dates

When you click OK, the list of dates you have entered will be sent to a member of staff and an examiner will be booked for either your first or second choice dates. Once this process begins, you will be unable to add new dates to the session. Are you sure you wish to continue?

- 5. Your request will automatically be sent to LAMDA for consideration. The status will now read 'Awaiting Date Authorisation'. If your booking request is accepted you will receive an email confirming your Event.**

Date Booking Application Form

Centres booking an Event using a Date Booking Application Form can find the form on our website www.lamda.ac.uk. Applications should be labelled with the Centre's unique Centre Code e.g. LAMLON.

See the example below taken from the Date Booking Application Form:

Event	Examination venue postcode	Day of the week	Date(s)	Month	Year	Estimate of examining hours required
Example	W14 9DA	Monday	6	June	2016	6.0
	W14 9DA	Tuesday	7	June	2016	12.5

In this example, LAMDA will allocate and confirm one Examiner on the Monday and two Examiners on the Tuesday. One Examiner means one examining room.

Cancellations or Amendments to a Confirmed Examination Date

If you need to:

- move a booked examination event date
- add or remove examination dates (sessions) to a booked examination event, and/or
- increase or reduce the number of allocated Examiners to a booked examination event,

please telephone LAMDA as soon as possible and no less than six (6) weeks before the booked examination date. LAMDA will then be able to discuss other options available to you.

Please note that where a Centre requires additional Examiners, LAMDA cannot guarantee this request will be granted. In this event, the Centre will either need to hold another event at a later date or enter some Learners at a Public Centre.

Note: LAMDA Examiners are not expected to work beyond the published maximum exam time allowance of 6 hours and 30 minutes; additional Examiners must be requested by Centres if their total examination time exceeds the number of confirmed Examiners.

IMPORTANT: Cancellations of an examination session or event given with less than 6 weeks prior to the first date in the Event will be charged a cancellation fee per session cancelled within the Event. Cancellation with less than 21 working days' notice prior to the first date in the Event will be subject to additional unrecoverable costs which will be charged to the Centre[MW6].

5.9 Submitting Entries

Private Centres must enter their Learners using our online examination system ExamTrack if they have more than one examination session (day or room) booked for an event.

Centres can enter Learners using our paper entry form, *Bulk Entry Timetable Form*, for examinations up to 31 July 2018 and where an event is only one day with one room. Events with more than one room or date will need to be submitted via ExamTrack.

Full details on how to enter Learners on ExamTrack can be found in the Guide for ExamTrack for Centres and Teachers which is available on our website www.lamda.ac.uk

Closing Date for Entries

Entries must be submitted by the Closing Date, 6 weeks prior to the first date of the event, using ExamTrack or by completing appropriate LAMDA entry forms and submitting them with the full payment fee to LAMDA. As the information required is specific and needs to be exact, we can only accept entries by these two methods.

Applications for Reasonable Adjustments with the required supporting documents must be submitted at the same time as submitting your entries, 6 weeks prior to the first date in the event. If Centres are granted an extension to their entry submissions, this does not apply to Reasonable Adjustment Applications; these must still be submitted with supporting documentation within the specified timeframe. Please refer to the **Reasonable Adjustments Section 11 on page 52** [ET7] of this Guide.

IMPORTANT: If entries and fees are not received by the closing date (6 weeks prior to the first date in the Event) the Event will be cancelled. Entries submitted without full fee payment 6 weeks prior to the examination date will not be processed and the event cancelled. If entries received after the closing date are accepted by LAMDA, Late Learner Fees will be applied per Learner entered.

Examination Days

These are conducted within the normal working times of 09:00 to 18:00, Monday to Sunday. A maximum length examination day of 6 hours and 30 minutes examining will typically start from 09:00 and finish at 17:00 including the required Examiner breaks; see the example below of a typical day:

09:00 to 11:00 Examining
11:00 to 11:15 Morning tea break
11:15 to 13:00 Examining
13:00 to 14:00 Lunch break
14:00 to 16:00 Examining
16:00 to 16:15 Afternoon tea break
16:15 to 17:00 Examining

If a centre wishes to conduct examinations outside of normal working hours, prior authorisation must be sought from LAMDA at the point of submitting a date booking request.

Note: if a Private Centre is a school, the school day may finish before the end of an examination day. LAMDA will not allocate additional Examiners to a session so that the examination day ends at the same time as the school day where the total examination time does not warrant it.

In these events the school will need to ensure parents and travel operators are informed and alternative arrangements are made with them. You may need to advise Learners' parents/guardians that exams may run beyond your normal day's finish time.

5.10 How Submitting Entries can affect Confirmed Examination Date

If at any time between booking your dates and submitting your entries, you notice that your total exam time for your Event indicates you need more or less Examiners than we have confirmed to you, it is your responsibility to contact LAMDA immediately.

On receipt of your entries, if LAMDA establishes that the total exam time for the event does not match the total number of Examiners booked, LAMDA reserves the right to withdraw the Examiner(s) from the unrequired sessions.

5.11 Timetabling Rules and Guidelines

There are two elements to the timetable creation: timetabling of Learners and timetabling of Examiner breaks. In line with LAMDA Timetabling Rules, LAMDA will either check timetables from ExamTrack submissions or prepare timetables from the Bulk Entry Timetable (BET) Form for each room on each date in the Learners will be examined in the order they are submitted to us.

1. All Learners must be entered in the order you would like your Learners to be examined.
2. Accurate and full Learner details must be provided. No abbreviations or nicknames to be used. Omissions or queries with the information provided may result in delays to timetables being approved.
3. Examiners will be allocated a maximum of 6 hours and 30 minutes of examining per day (excluding breaks). Centres will require an additional Examiner if the day length is more than 6 hours and 30 minutes.
4. There must be no gaps other than for scheduled Examiner breaks. An Examiner cannot examine for more than 120 minutes (2 hours) without a break. Depending on the number of examining hours submitted, an afternoon break is not always required. A typical examining day includes Examiner breaks consisting of:
 - Two 15-minute breaks (one in the morning and one in the afternoon), and
 - a 60-minute break for lunch (minimum)
5. Learners who should not be placed as the first Learner of the day on a timetable are those:
 - whose examination assessment requires the delivery of an impromptu speech or
 - who have received an authorised reasonable adjustment giving additional sight-reading time or other preparation time
6. Learners entered for more than one examination should not be timetabled consecutively. These Learners must have an adequate gap between examinations.
7. Learners may not enter for more than one Solo, Duologue or Combined examination of the same subject and grade at one examination event. Learners may not enter for more than one Group examination of the same subject and grade at one examination event.
8. Unless advised of a preferred start time, the examination day will start at 09:00 followed by consecutive examining times and consecutive breaks.
9. A timetable for a full day of 6 hours and 30 minutes examining starting at 09:00 will typically be as follows:
 - 09:00 to 11:00 Examining
 - 11:00 to 11:15 Morning coffee break
 - 11:15 to 13:00 Examining
 - 13:00 to 14:00 Lunch break
 - 14:00 to 16:00 Examining
 - 16:00 to 16:15 Afternoon tea break
 - 16:15 to 17:00 Examining

The exact timetabling of examinations is determined by the exam time for each subject and grade entered for a specific date/room. Therefore start and finish times for breaks will vary for each date and room.

5.12 Post-Entry Submission

On receiving the entries, LAMDA will check the entry submissions for the length of the examining day for each date and each room.

If the submission does not meet our timetabling regulations we will contact you. Please note that queries may result in delays to LAMDA despatching your event paperwork within our published Service Level Agreement (SLA).

As LAMDA allocates one Examiner for every 6 hours and 30 minutes, any days or rooms that exceed this maximum time allowance will be queried. Where a Centre has multiple examining days/ rooms (sessions) and the total examination time exceeds 6 hours and 30 minutes in one room but not the other, we will request which Learners after the maximum time allowance are moved to the shorter day/ room (session).

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

5.14 Entry Fees and Payment

Examination fees should be submitted along with the entry submission. Individual examination fees can be found on our current Examination Fees List. Payment can be made using the following methods:

- Credit Card/ Debit Card
- Electronic payment (BACs/ PayPal)
- Cheques - made payable to **LAMDA Ltd**

All payments made should have the following reference: **Centre Code and Event ID**.

Note: LAMDA does not accept cash.

Please note that LAMDA charges an administration fee for processing five (5) or more cheques/postal orders per examination event.

Receipt of posted entry forms and fees will only be acknowledged if a stamped, self-addressed envelope is enclosed.

5.15 Examination Event Guidelines

1. The Examiner will contact you in advance of the examination event. Please provide a mobile telephone number if possible. When they call, please be ready to discuss:
 - transport arrangements you can provide from the Examiner's hotel or arrival train station
 - driving directions and parking arrangements for your venue
 - lunch arrangements

2. Examiners are grateful if the Centre can organise morning, afternoon and lunchtime refreshments such as tea, coffee, biscuits, but not alcohol. If lunch is provided, the Examiner will offer £5 towards payment. Where possible, Examiners should take their lunch break separately from Centre staff. If lunch cannot be provided, please inform the Examiner in advance of the examination event so they can make their own arrangements.
3. In the interests of health and safety and the successful running of the examination event, there must be one responsible person plus a designated examination room steward for each examination room present at the venue at all times. The room steward should 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.
4. The examination room should be quiet, well lit, at a comfortable temperature, and large enough for the examinations being taken (particularly those with a strong element of movement). Please ensure that the Examiner's table and chair are appropriate for a long working event and that the examining room is ready in time for the scheduled start. For further information on examination room requirements please refer to the Examination Room Guidelines in **Section 4.3** on **page 18** of this Guide.
5. Centre Coordinators must verify Learner identity prior to the examination to ensure Learner authenticity. See the section Learner Authenticity (Identification) in **Section 3.6** on **page 13**. Learners who must have their identity verified to ensure Learner authenticity will have a '!' against their name on the Timetable.
6. Learners must be at the examination venue a minimum of 20 minutes before their scheduled examination time and report to the Centre Coordinator.

Exception: Learners must be at the venue a minimum of 30 minutes before their scheduled examination time where:

- examination assessment requires the delivery of an impromptu speech; or
 - who have received an authorised Reasonable Adjustment giving additional sight-reading preparation time.
7. Learners **must** bring their **Learner Examination Report** with them to give to the Examiner.
 8. If applicable for the examination being taken, write on the Learner Examination Report in the order in which the Learner(s) will present them in the space provided:
 - any title(s),
 - author(s) and
 - character name(s),
 9. Learners must confirm their full name and which examination they are registered for prior to the exam commencing.
 10. If a Centre realises a Learner is registered for the wrong exam they should notify the Examiner before the Learner is examined and complete a *Change of Registered Examination Subject / Grade / Format Form*.
 11. Learners are required, where applicable, to bring legible copies of all selections for the Examiner.
 12. Learners are required, where applicable, to bring any items and/or equipment that is needed to fulfil the syllabus requirements.
 13. If a Learner arrives late for their appointed examination time, LAMDA is under no obligation to examine them.

14. If a Learner is absent, please inform the Examiner on the day. Learners cannot be moved across dates. If a Learner is absent, another Learner cannot take their exam slot.
15. If a Learner is registered for a duologue, combined or group examination a 'reader' can take the place of the absent Learner so the examination can proceed. This 'reader' will not be assessed and will not receive a result. This must not be the Learner's LAMDA Teacher or Parent; if the 'reader' is another Learner, and they are registered to do an exam on the same day, we suggest they take their exam first before reading in.
16. Reporting Omissions and Errors: please refer to the Reporting Omissions and Errors in **Section 8.9** on **page 45** of this Guide.
17. Results, Certificates and Medals: please refer to Results, Certificates and Medals in **Section 8.4** on **page 44** of this Guide.

Important: LAMDA reserves the right to visit any examination Centre or event unannounced. We reserve the right to record the event for quality purposes. No other party may record examinations. For the purposes of Training, Monitoring and/or Standardisation, there may be two LAMDA personnel, or indeed very occasionally more.

All documents and forms may be downloaded from our website www.lamda.ac.uk

5.16 Code of Practice for LAMDA Private Centres

By registering as a LAMDA Private Centre, the Centre agrees to comply with the following requirements.

The centre agrees to:

1. Provide a Head of Centre to act as the ultimate point of accountability for the quality assurance and management of all arrangements for the successful delivery of LAMDA's Qualifications at the Centre.
2. Provide an additional Centre Coordinator as the point of contact for overseeing the registration and post-certification of LAMDA's qualifications at the Centre, including examination requirements.
3. Supply to LAMDA all relevant information as required.
4. As part of the requirement to support the Personal Learning Records, the Centre will provide accurate Learner information including, where applicable, an accurate Unique Learner Number (ULN).
5. Ensure that LAMDA is kept up-to-date regarding centre information as detailed in Part 1 of the Application Form for Registration as a LAMDA Examinations Centre (UK and International).
6. Ensure that the Centre is using the current and appropriate versions of all systems, forms and documentation including syllabuses and qualification regulations.
7. Ensure that LAMDA's documentation is disseminated and understood by all the appropriate personnel in the Centre.
8. Adhere to the rules and regulations as outlined in the relevant syllabus, this Code of Practice, the Centre Registration and Approval Form and other Policy and Procedures documents issued by LAMDA.
9. Be responsible for keeping up to date with any changes LAMDA makes to its policies and procedures as detailed on LAMDA website or provided via email in writing.

10. Meet all the required closing dates and comply with all payment terms and conditions for the Centre.
11. Check the Learner register issued by LAMDA, to ensure that all information is complete and accurate and inform LAMDA of any anomalies and changes required.
12. Inform LAMDA six (6) weeks before the first date of an examination event of any Learners who require reasonable adjustments.
13. Identify and monitor conflicts of interest and take all reasonable steps to avoid any part of the assessment of a Learner (including Examining or moderation of a Learner) being undertaken by any person who has a personal interest in the results of the assessment.
14. Provide a suitable waiting space and at least one examination room. The examination room must be suitable and quiet, at a reasonable temperature and furnished with adequate seating for all participants.
15. Prepare and present LAMDA with a timetable for the entire event six weeks prior to the first day of examining, ensuring that the timetable complies with LAMDA's regulations as found in this Guide for Centres and Teachers.
16. The assessment room(s) must be quiet, soundproof, at a reasonable temperature and furnished with adequate seating for all participants.
17. Prepare and present LAMDA with a timetable for the entire assessment day six (6) weeks prior to the assessments ensuring that the timetable complies with LAMDA's regulations as found in the relevant qualifications Guide.
18. Centres are required to verify the Learner's identity prior to the assessment to ensure Learner authenticity and to maintain a record of the identification provided for Learners aged 16 years and over.
19. Provide a steward for the duration of the examination event for each examination room to ensure that all Learners are present and to provide any administrative support the Examiner may require.
20. Ensure the Examiner has access to regular refreshments at appropriate points throughout the event(s).
21. Ensure that no one else is present in the room apart from the Learner and the accompanist/ technician or other as relevant and as agreed to by LAMDA (including LAMDA staff).
22. Provide disabled access and assistance at all venues.
23. Comply with the statutory regulations including Health and Safety, Equalities Act 2010 and Data Protection Acts.
24. Ensure that Learner records and details of achievements are accurate, kept up-to-date, and securely stored in line with Data Protection legislation.
25. Have arrangements in place to obtain, on behalf of its Learners, a Unique Learner Number and a Learner Record.
26. Cooperate where possible in providing exemplar video/DVD/taped recordings on request for standardisation and training purposes.
27. Report any suspected or real malpractice/maladministration to LAMDA.
28. Ensure all relevant members of staff are aware of this Code of Practice, the Centre Agreement, all LAMDA published Guides and LAMDA's Policies and Procedures and their responsibility to adhere to

them. Provide sufficient competent and qualified teachers and other personnel to meet the demand of Learners for the examinations.

29. Disseminate results, certificates and medal(s) as necessary.

30. Notify LAMDA of any changes which may affect the Centre's ability to meet the Code of Practice and/or meet LAMDA's requirements in its Policies and Procedures.

31. Provide LAMDA with access to premises, people and records as required and comply with LAMDA monitoring requirements.

5.17 Receiving your Results

LAMDA will despatch the examination results and certificates within 30 working days from the last date of the examination event to the named Centre Coordinator provided all fees have been paid and there are no outstanding queries.

LAMDA will award certificates as follows:

Solo, duologue, combined or group format qualifications

- All Learners who achieve a pass or higher will receive an individual certificate.

Unit format qualifications

- All Learners who achieve a pass or higher in an individual unit will receive a unit certificate
- All Learners who achieve a pass or higher when having achieved the minimum number of units in a qualification will receive an overall individual qualification certificate.

On receipt to the results, it is the responsibility of the Centre Coordinator to ensure that all Learner Examination Reports, results, certificates and medals awarded by LAMDA are accurate and then to disseminate all results to their Learners. The Centre Coordinator is to contact LAMDA immediately if there are any issues with their results or if they have any queries.

Section 6 - Public Examination Centres

6.1 Entering Learners at UK Public Centres

Learners may be entered for examination at any LAMDA Public Centre in the UK. Examination events are held at these Centres throughout the UK to accommodate schools, teachers, parents, Learners and members of the public with insufficient Learner entries to book an Examiner at a Private Centre. Customers who do meet the minimum fee requirement for a Private Centre are encouraged to hold their own Private Centre examination event so that we can accept entries from customers who cannot.

A current UK Public Examination Centres Date List of Public Centre event dates is published each May for the following academic year giving where and when public examinations take place.

Queries regarding the administration of entries should be directed to LAMDA. The Public Centre Representatives, listed on the current UK Public Examination Centres Date List, are available to provide useful local information and venue directions for the Centre they represent.

London Public Examination Centres

The different London Public Examination Centre names such as Romeo, Caesar, Hamlet, Juliet, and Puck are used to label and define separate examination events (dates) and not different venue addresses. Please check the venue address when you receive your Learner Examination Report as these may change.

6.2 Submitting Entries

We currently only accept entries made on LAMDA Public Centre Entry Forms. From 01 August 2018 we will be launching online applications via ExamTrack. Completed entry forms along with the entry fee can be posted or scanned and emailed to LAMDA. Public Centre Entry Forms (paper entries) will be phased out and will no longer be accepted for Examinations from 01 January 2019 onwards.

Please ensure that you use a current entry form when submitting entries. Non-current or incomplete entry forms will be returned. Entry forms are updated each August.

6.3 Entry Forms

There are three types of entry forms that can be used to enter Learners for examination depending on which graded examination is entered. These are:

1. **UK Public Centre Entry Form**- for Solo or Duologue or Combined Format Graded Examinations. A separate form is required for each Learner if they are being entered for multiple examinations for the same event.
2. **UK Public Centre Entry Form Group Subjects**- for all Group examinations. A separate form is required for each group format examination entry.
3. **LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM)**. A separate form is required for each Unit Entry.

Entry forms for individual Learners who wish to be examined within a similar timeframe must be submitted at the same time and stapled together. LAMDA cannot guarantee that Learners entered by the same person will be grouped together and examined on the same day and/ or room.

6.4 Correspondence Contact

The named person on the Learner's entry form is called the Correspondence Contact. They are responsible for all queries relating to the entry and exam fees. LAMDA will not liaise with any other person than the named Correspondence Contact.

6.5 Entry Fees and Payment

All fees are payable at the same time as submitting the entry forms. Please view the current UK Examination Fees document which contains other fees and charges. Please note that the fee for Duologue, Combined or Group examinations is for all Learners not per Learner.

If paying by cheque, please make it payable to **LAMDA Ltd** and write the following details on the back of the cheque:

- Public Centre Name (see UK Public Examination Centres Date List), and
- Term and Year (Autumn, Spring or Summer), and
- Correspondence Contact Name as given on the entry form.

For example:

Blackpool Public
Autumn 2017
Jones

For other methods of payment please refer to Payment of Fees and Services in **Section 7.1 on page 41** of this Guide. LAMDA does not accept cash.

If submitting more than one entry and payment is made by cheque, please make one cheque for the payment of the total entry fees.

6.6 Closing Dates

Completed, current entry forms together with the full fee payment must be received by LAMDA by the closing date of the Centre as stated in the current UK Public Examination Centres Date List. Any forms submitted that are incomplete, late, not current or received with incorrect payment will be returned.

Receipt of entry forms and fees will only be acknowledged if a stamped, self-addressed envelope is enclosed.

6.7 Administration Guidance and Important Information

1. LAMDA reserves the right to cancel any date or event or change the examination venue address.
2. Before submitting entries, please check the latest version of the current *UK Public Examination Centres Date List* on our website for any changes to earlier published Centre dates.
3. Please note the closing dates for entries carefully. Entries received after the closing date will not be accepted and will be returned.
4. Please ensure that you use a current entry form when submitting entries. Non-current entry forms will be returned. Entry forms are updated each August.
5. Entry forms received by LAMDA that do not meet the following validation requirements will be rejected:

- entry form received after closing date for entries
 - entry form is not current (please check version number with LAMDA Exams if not sure)
 - entry form is not signed by the named Correspondence Contact
 - entry form is not completed in full in all sections
 - all or part of the entry form is illegible
 - the examination has not been selected
 - the event dates, for the Public Centre name stated does not exist
 - full entry fee is not paid
6. We regret that we are not able to guarantee preferred examination times or days. Requests for a preferred examination date (not time) may be considered by LAMDA subject to availability but cannot be guaranteed. LAMDA will prioritise earlier received entries when considering preferred examination date requests.
 7. Learners must be prepared to attend on any date and at any time in the event. Should a Learner not be able to attend on any date or time in the event, they should not be entered for that event.
 8. If a Learner is given a date or time that they cannot attend, we cannot change their exam time. You will not be eligible for a refund of the entry fee.
 9. Customers entering more than one Learner are advised to submit all entries together at the same time. LAMDA cannot guarantee that Learners entered by the same person will be grouped together if submitted separately.
 10. Dates and times of examinations cannot be altered once a Centre's event has been scheduled nor are refunds available. Preferred dates are not guaranteed. Please check all allocated dates on receipt.
 11. Centre Administration staff and Examiners will not be able to accept any changes on the day.
 12. LAMDA does not provide rooms or an area for pre-examination practice or rehearsal.
 13. Examination days typically start from 09:00 and finish at 18:00.
 14. LAMDA can only accept instructions from the Correspondence Contact who submitted the entry and all correspondence from LAMDA will be directed to the Correspondence Contact on the entry form. Only one person can be named as the Correspondence Contact on the entry form.
 15. The Correspondence Contact is responsible for payment of all fees. This must be submitted with the entry by the Closing Date for the event.
 16. The Learner's name you provide must be the correct legal name of the Learner, not a nickname or abbreviation. This is to ensure that accurate Learner records are maintained by LAMDA and accurate Learner results information can be transmitted to UCAS and the Learning Records Service.
 17. For Musical Theatre examinations it is the responsibility of the Learner and the person submitting the entry to provide sound or musical equipment, pianos/keyboards and an equipment operator, accompanist or page-turner necessary to support their performance. LAMDA does not provide sound or musical equipment, pianos/keyboards at any examination event.
 18. It is the responsibility of the Correspondence Contact to advise Learners aged 16 years and over to bring suitable identification with them on the day of the examination.
 19. Learners aged 16 years and over on the date of their examination must have their identity verified at the point of registration prior to the examination, to ensure Learner authenticity. Learners who cannot verify

their identity with an acceptable document will not be allowed to take their examination and will not be eligible for a refund. See the section on Learner Authenticity (Identification) on **page 13**.

20. The examination details will be despatched by LAMDA to the Correspondence Contact on the entry form at least 14 days prior to the first date of the examination event. LAMDA cannot accept any request for changes once the examination materials have been despatched.

Note: The Learner Examination Report gives the date, time and venue address of the Learner's examination. Learners **must** bring this with them.

21. On receiving your Learner Examination Reports, you must immediately check the following details against the entry submission you submitted:

- Public Centre name and date
- Learners' name spelling
- examination subjects
- examination grades
- examination formats, for example: solo, duologue, combined or group.

If any corrections are required, please notify LAMDA immediately by telephone at least seven (7) days prior to the commencement of the examination.

Important: Centre administration staff and Examiners will not be able to accept any changes on the day.

Any corrections required that are not due to an error by LAMDA will be subject to a fee.

6.8 On the Examination Day

1. Venue addresses for all UK Public Centres, exam dates and times are confirmed when examination details are despatched. These are given on the Learner Examination Reports. Please be aware that venue addresses can change. Please check the venue address and postcode carefully and plan your route, travel times and parking requirements. For London Public use public transport, if at all possible.
2. Learners must be at the examination venue a minimum of 20 minutes before their scheduled examination time and register with the Centre Representative.
3. Learners whose examination assessment requires the delivery of an impromptu speech; or who have received an authorised Reasonable Adjustment giving additional sight-reading preparation time, must be at the venue a minimum of 30 minutes before their scheduled examination time.
4. Learners are required to bring their Learner Examination Report with them to give to the Examiner. If applicable for the examination being taken, in the order in which the Learner(s) will present them, write on the Learner Examination Report in the space provided:
 - any title(s),
 - author(s) and
 - character name(s)
5. Learners are required, where applicable, to bring legible copies of all selections for the Examiner.
6. Learners are required, where applicable, to bring any items and/or equipment that is needed to fulfil the syllabus requirements.

7. Learners aged 16 years and over on the date of their examination must have their identity verified to ensure Learner authenticity. See the section Learner Authenticity (Identification) on **page 13**.
8. If a Learner arrives late for their appointed examination time, LAMDA is under no obligation to examine them.
9. If a Learner is absent, please inform the Examiner on the day. Learners cannot be moved across dates. If a Learner is absent, another Learner cannot take their exam slot.
10. If a Learner is registered for a duologue, combined or group examination a 'reader' can take the place of the absent Learner so the examination can proceed. This 'reader' will not be assessed and will not receive a result. This must not be the Learner's LAMDA Teacher or Parent; if the 'reader' is another Learner, and they are registered to do an exam on the same day, we suggest they take their exam first before reading in.
11. Learners must confirm their full name and which examination they are registered for prior to the exam commencing.
12. If a Centre realises a Learner is registered for the wrong exam they should notify the Examiner before the Learner is examined and complete a *Change of Registered Examination Subject / Grade / Format Form*.
13. Reporting Omissions and Errors: please refer to the Reporting Omissions and Errors **Section 8.8** on **page 45** of this Guide.
14. Results, Certificates and Medals: please refer to the Results, Certificates and Medals **Section 8.4** on **page 44** of this Guide.

Important: LAMDA reserves the right to visit any examination event unannounced. We reserve the right to record the event for quality purposes. No other party may record examinations. For purposes of Training, Monitoring and/or Standardisation, there may be two Examiners present in an examination.

All documents and forms may be downloaded from our website: www.lamda.ac.uk

6.9 Registering and Entering Units for the LAMDA Diploma in Communication, Speech and Drama Education (LSDE)

To register on the current syllabus please complete a Diploma in Communication, Speech and Drama Education Registration Form. On receipt of your registration form Learners will receive written confirmation:

- Registration on the Diploma
- Recommended supervised Teaching hours (for Unit 3)

Once registered, Learners can submit entries for each unit by completing a Diploma in Communication, Speech and Drama Education Unit Entry Form. Units can be entered at any time and in any order once a Learner is registered. The Units are:

- Unit 1 (Theoretical and Subject Knowledge)
- Unit 2 (The Application of Professional Knowledge)
- Unit 3 (Demonstrating Practical Teaching Skills)

Unit 1 and **Unit 2** require the submission of a Portfolio of Evidence. An examination event does not need to be booked. Please submit the following to LAMDA by post:

- Diploma in Communication, Speech and Drama Education Unit Entry Form completing the required sections
- Two copies of your Portfolio of Evidence
- One completed and signed Assignment/Portfolio of Evidence Declaration Cover Sheet
- Payment of the current entry fee for the unit entered which is listed in the Examination Fees (UK) document available from our website.

Unit 3 requires several components to be completed. An examination event must be booked for the Assessed External Teaching Observation component with LAMDA a minimum of six (6) weeks before the intended date of the Assessed External Teaching Observation. Please include:

- Two copies of your completed Scheme of Work component
- One completed and signed Assignment/Portfolio of Evidence Declaration Cover Sheet.

Learners should submit a Diploma in Communication, Speech and Drama Education Unit Entry Form, completing the required sections and returning it with payment of the current entry fee to LAMDA. You will receive written confirmation of your Assessed External Teaching Observation examination date.

On the day of your **Unit 3** Assessed External Teaching Observation examination, you must have previously prepared to give to the Examiner on their arrival:

- The completed and signed Log Book component
- The completed and signed LSDE Supervising Teacher Report Form (Diploma in Communication, Speech and Drama Education Unit 3: Demonstrating Practical Teaching Skills relating to Communication, Speech and Drama. Teaching Practice; Internal Teaching Observation Supervising Teacher Report Form).

All documents and forms may be downloaded from our website: www.lamda.ac.uk or are available upon request from LAMDA.

Section 7 – Financial Matters

7.1 Payment of Fees and Services

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.

7.2 Payment Methods

All payments are to be made to **LAMDA Ltd.**

LAMDA accepts:

- Debit or Credit Card (AMEX is not accepted)
- BACS, electronic or online banking (see below for details)
- Cheques - payable to **LAMDA Ltd.**
- Postal Orders – make payable to **LAMDA Ltd.**

IMPORTANT: LAMDA does not accept cash payments. Any payments received in cash will be returned.

Note: LAMDA cannot accept amended or corrected cheques even if they have been counter-signed. Un-cleared cheques will incur an Un-cleared Cheque Fee per cheque. Private Centres submitting five (5) or more cheques will incur a Multiple-Cheque Processing Fee.

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)
Public Centre payments with no invoice	For UK and Overseas Public Centres <ul style="list-style-type: none"> • Centre name, plus • Event term and year • Correspondence Contact Family Name For example: Bath / Autumn 2018 / Smith

If you have any questions, do please telephone us on + 44 (0) 208 834 0530 for advice before making your payment.

7.3 Overpayment of Examination Fees

Centres will need to pay LAMDA for the following types of fees: Entry, Administration and Registration Fees

All refunds for the overpayment of entry, administration and registration fees will be made by Transfer Credit Vouchers (TCV). LAMDA will make refunds for overpayments within four (4) weeks of the examination events results being issued. The TCV can be redeemed before its expiry date and used as payment for a future entry or registration fee. TCV's are non-transferable and issued to the Private Centre or the Correspondence Contact for Public Centres.

TCV's not yet received or pending cannot be retrospectively applied to credit entry fees or registrations payable.

Section 8 – Further Information for Private and Public Examination Centres

8.1 Absent Learners

If a Learner is absent for their examination the entry fee cannot be returned except under regulations 4, 5 or 12 of the Regulations for All Examinations **Section 4.2** on **page 17** of this Guide.

Should a Learner be prevented from attending an examination after their entry has been scheduled, either due to illness, injury or recent bereavement, LAMDA will refund half the entry fee in the form of a Transfer Credit Voucher (TCV). To claim a TCV for non-attendance due to illness, injury or recent bereavement LAMDA must receive the following:

- notice in writing of the circumstances by completing an Application for Entry Fee Refund due to Illness or Bereavement Form within 10 working days following the examination date, and
- the unused Learner Examination Report, and
- in the event of illness, a doctor's note or hospital appointment/discharge letter or completed illness declaration on the form.

8.2 Contagious Illness

If a contagious illness is present at any premises that a LAMDA staff member, Examiner or representative is to visit, LAMDA must be notified of the contagious illness as soon as possible prior to the commencement of the visit.

Any person with a contagious illness cannot attend any examination event without notifying and receiving prior authorisation from LAMDA. This includes but is not limited to centre staff, Learners, parents and guardians or visitors.

8.3 Transfer Credit Vouchers

Transfer Credit Vouchers are non-transferable across centres, Learners or Teachers and are valid for one (1) year from the date of issue. Transfer Credit Vouchers can be redeemed against the payment for entry or registration fees applicable at the time of entry or registration. For examination re-entry, centres/individuals must complete an entry form, enclosing their voucher and any fee balance payable. TCV's have no cash value.

For Private Centres

The TCV is issued to the centre and not the individual Learner. TCVs can be redeemed by a centre within the expiry date for payment of entry or registration fees for the centre they are issued to.

For Public Centres

The TCV is issued to the Correspondence Contact not the Learner. TCVs can be redeemed by the Correspondence Contact within the expiry date for payment of entry fees.

All documents and forms may be downloaded from our website www.lamda.ac.uk

8.4 Results, Certificates and Medals

In accordance with the Regulated Qualifications Framework (RQF), the following qualifications will be awarded for LAMDA's recognised qualifications at the level and grades as detailed below.

RQF Level	LAMDA Grade	Qualification
Entry level	Entry 3	Award
Level 1	Grade 1	Award
	Grade 2	Award
	Grade 3	Award
Level 2	Grade 4	Award
	Grade 5	Award
Level 3	Grade 6	Certificate
	Grade 7	Certificate
	Grade 8	Certificate
	PCertLAM	Certificate
Level 5	LSDE	Diploma

Learner Examination Reports, results, certificates and medals, where awarded, will be issued by LAMDA after the examination event and will be despatched within 30 working days of the last day of the examination event. On receipt, please immediately check the contents for:

- number of certificates issued
- Learner's name spelling on the certificates
- if applicable, the number and type of medals

If there is an error or a replacement is required, you will need to notify LAMDA by completing the Enquiry About Results Application Form and return it with the original certificate and/or medal within 10 days of receiving your results.

Note: there will be a charge for Replacement Certificates if required due to a submission error or if LAMDA is not notified of an error within 10 days of receiving your results.

LAMDA can only issue one original certificate. In all cases where the original certificate has been lost and cannot be returned to LAMDA, a certificate with the word 'duplicate' written on it will be issued.

If you have not received your results 30 working days after the last date in the examination event, contact LAMDA.

All documents and forms may be downloaded from our website www.lamda.ac.uk

8.5 Assessment and Grading

The purpose of assessment is to ensure that effective learning has taken place to give Learners the opportunity to meet all of the assessment criteria and achieve the learning outcomes within a qualification and/or unit.

All LAMDA graded qualifications require external assessment. External assessment is a form of independent assessment where assessment criteria for each qualification are set by LAMDA and marked by a LAMDA Examiner.

Learners assessed will receive a written report from the Examiner on their Learner Examination Reports. This report is a summary of how the Learner has met each assessment criteria for the examination entered and may provide guidance for Learners. This report does not provide informative advice on how to teach Learners.

8.6 Assessment Requirements

All assessment for LAMDA recognised qualifications is criterion-referenced, based on the achievement of specified learning outcomes and assessment criteria. Each qualification and/or unit within the qualification has specified assessment criteria which are used for grading purposes. A qualification grade can be awarded at Pass, Merit or Distinction.

A Pass, Merit or Distinction is awarded respectively for the achievement of all outcomes against the specified assessment criteria for each grading criteria detailed in the syllabus specification.

Learners who complete the external assessment but who either do not meet the minimum pass criteria mark for a Pass or fail to satisfy one or more of the stated assessment criteria (irrespective of the total marks they accumulate) will be graded as a Fail.

In these circumstances the Examiner will identify the assessment criteria/criterion not met in the Learner Examination Report.

8.7 Invalidation Policy

LAMDA operates an Invalidation Policy for all its qualifications.

All Learners must perform to the exact requirements as detailed in the relevant syllabus specifications. Learners who do not conform to these requirements will be referred by the Examiner to LAMDA.

The referral will be reviewed by the appropriate personnel at LAMDA who will determine whether invalidation exists.

For all confirmed invalidation decisions, a letter detailing the reasons for the invalidation along with the Learner Examination Report (marked as invalid) will be sent directly to the Centre Coordinator or the named, accountable person detailed at the time of examination entry.

The Learner will not receive a certificate for any invalidation made.

8.8 Reporting Omissions and Errors

Any omissions or errors to timetables and Learner Examination Reports, including the spelling of Learner names, incorrect dates of birth, wrong examination subjects and/or grades, must be reported to LAMDA immediately and at **least [ET8]** prior to the examination event. If any corrections are required please notify LAMDA by email to exams@lamda.ac.uk.

All amendments to examination subjects, grade and format must be pre-authorized by LAMDA. Centre Administration staff and Examiners are not authorised to accept any changes on the day.

If the omission or error with the spelling of a Learner's name is noticed on the day of the examination, it can be communicated to the Examiner but will not be deemed as a confirmed communication until reported in writing to LAMDA by the Centre Coordinator for Private Centre entries or by the Correspondence Contact for Public Centre entries.

Omissions or errors with the spelling of a Learner's name notified to LAMDA 10 days or more after the examination event results have been received by the customer, will incur a Replacement Certificate Fee.

8.9 Replacement Certificates and Letters of Attestation

For current syllabus subjects, a replacement certificate will be issued. For non-current syllabus subjects a Letter of Attestation will be issued. To request a replacement certificate or Letter of Attestation please complete a Certificate or Medal or Letter of Attestation Requisition form and return to LAMDA with the appropriate fee.

In all cases where the original certificate has been lost and cannot be returned to LAMDA, a duplicate certificate will be issued.

8.10 Examination History Transcripts

From registered and approved Centres: the request for Learner assessment history transcripts must be made in writing (preferably by email) by the Centre Coordinator from the Private Centre where the Learner took their last assessment.

From Learners, teachers, parents and guardians directly to LAMDA: all applications must be made by completing an Application for Assessment History Transcript Form and returning it to LAMDA with the appropriate fee.

Please note that assessment history transcripts are not evidence of a qualification. If evidence of a qualification is required then a replacement certificate or letter of attestation must be applied for.

Section 9 – LAMDA Policies and Procedures

9.1 Relevant LAMDA Policies and Procedures

Below is a list of LAMDA Policies and Procedures relevant to the delivery of this qualification. Definitions of these policies can be found at the end of this Guide. LAMDA Policies and Procedures are reviewed annually and can be found on our website www.lamda.ac.uk.

- Reasonable Adjustments Policy
- Special Considerations Policy
- Conflicts of Interest Policy
- Equality and Diversity Policy
- Overarching Safeguarding Policy and Procedures for Children and Adults at Risk
- Complaints Policy
- Enquiries About Results (EARs) Policy
- Appeals Policy and Procedure
- Maladministration/ Malpractice Policy
- Sanctions Policy
- Invoicing Policy – Including Specific Arrangements for LAMDA Examinations
- LAMDA's Privacy Notice and Date Retention Policy

9.2 Relevant LAMDA Forms and Guides

Below is a list of LAMDA Forms relevant to the delivery of this qualification. LAMDA Forms are reviewed annually and may be downloaded from our website.

- Centre Registration and Approval Form
- Guide to Completing the Centre Registration and Approval Form
- Examination Fees List (UK)
- Date Booking Application Form – **valid until 31 December 2018**
- Bulk Entry Timetable Form – **valid for examinations dated before 01 August 2018**
- UK Public Centre Dates List
- Public Centre Entry Form- Solo, Duologue and Combined Format – **valid until 31 December 2018**
- Public Centre Entry Form- Group Subjects – **valid until 31 December 2018**
- Reasonable Adjustment Application Form
- Assignment/ Portfolio of Evidence Declaration Cover Sheet
- Certificate, Medal and Letter of Attestation Form
- Application for Examination History Transcript Form
- Enquiries About Results (EAR) Application Form
- Application for an Appeal Form
- Conflict of Interest Form
- Credit or Debit Card Payment Instruction Form for Payments Made Within the UK
- Plagiarism Guidance Notes (for PCertLAM and LSDE Learners where written submissions are made)

Section^[HT9] 10 – Examination Timings and Assessment Guidance

10.1 Examination Timings

Examination timings are located in the relevant current syllabus. Please ensure that you have read the syllabus specifications carefully to ensure that your Learners are registered for the correct examination and meet the requirements set out by LAMDA.

Introductory Graded Examinations – with effect from 01 September 2014

Introductory

	Solo	Group
Stage 1	10 minutes	15 minutes
Stage 2	10 minutes	15 minutes
Stage 3	10 minutes	15 minutes

Communication Graded Examinations – with effect from 01 September 2014

Speaking Verse and Prose

	Solo
Entry Level	10 minutes
Grade 1	10 minutes
Grade 2	10 minutes
Grade 3	15 minutes
Grade 4	15 minutes
Grade 5	20 minutes
Grade 6	20 minutes
Grade 7	25 minutes
Grade 8	30 minutes

Speaking in Public

	Solo
Entry Level	10 minutes
Grade 1	10 minutes
Grade 2	10 minutes
Grade 3	10 minutes
Grade 4	20 minutes
Grade 5	20 minutes
Grade 6	25 minutes
Grade 7	25 minutes
Grade 8	30 minutes

Reading for Performance

	Solo
Entry Level	10 minutes
Grade 1	15 minutes
Grade 2	15 minutes
Grade 3	15 minutes
Grade 4	20 minutes
Grade 5	20 minutes
Grade 6	30 minutes
Grade 7	35 minutes
Grade 8	35 minutes

Performance Graded Examinations – with effect from 01 September 2014

Acting

	Solo	Duo	Combined
Entry Level	10 minutes	15 minutes	n/a
Grade 1	15 minutes	20 minutes	25 minutes
Grade 2	15 minutes	20 minutes	25 minutes
Grade 3	15 minutes	20 minutes	25 minutes
Grade 4	20 minutes	30 minutes	35 minutes
Grade 5	20 minutes	30 minutes	35 minutes

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Grade 6	25 minutes	35 minutes	n/a
Grade 7	30 minutes	40 minutes	n/a
Grade 8	30 minutes	40 minutes	n/a

Devising Drama

	Solo	Duo
Entry Level	10 minutes	15 minutes
Grade 1	15 minutes	20 minutes
Grade 2	15 minutes	20 minutes
Grade 3	15 minutes	20 minutes
Grade 4	20 minutes	25 minutes
Grade 5	20 minutes	25 minutes
Grade 6	25 minutes	30 minutes
Grade 7	25 minutes	30 minutes
Grade 8	30 minutes	35 minutes

Miming

	Solo	Duo
Entry Level	10 minutes	15 minutes
Grade 1	10 minutes	15 minutes
Grade 2	10 minutes	15 minutes
Grade 3	10 minutes	15 minutes
Grade 4	20 minutes	25 minutes
Grade 5	20 minutes	25 minutes
Grade 6	25 minutes	35 minutes
Grade 7	25 minutes	35 minutes
Grade 8	30 minutes	40 minutes

Musical Theatre Graded Examinations – with effect from 01 January 2016

Musical Theatre

	Solo	Duo
Entry Level	10 minutes	15 minutes
Grade 1	15 minutes	20 minutes
Grade 2	15 minutes	20 minutes
Grade 3	15 minutes	20 minutes
Grade 4	25 minutes	30 minutes
Grade 5	25 minutes	30 minutes
Grade 6	30 minutes	35 minutes
Grade 7	35 minutes	40 minutes
Grade 8	35 minutes	40 minutes

Shakespeare Examinations – with effect from 01 September 2017 (Teaching) and 01 January 2018 (first Examinations)

Shakespeare

	Solo	Duo
Level 1 Award	10 minutes	N/A
Level 2 Award	20 minutes	30 minutes
Level 3 Certificate	30 minutes	40 minutes

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Group Graded Examinations – with effect from 01 September 2014

Group Acting

	Group
Entry Grade	10 minutes
Grade 1	15 minutes
Grade 2	15 minutes
Grade 3	15 minutes
Grade 4	20 minutes
Grade 5	20 minutes
Grade 6	25 minutes
Grade 7	30 minutes
Grade 8	30 minutes

Group Devising Drama

	Group
Entry Grade	10 minutes
Grade 1	15 minutes
Grade 2	15 minutes
Grade 3	15 minutes
Grade 4	20 minutes
Grade 5	20 minutes
Grade 6	25 minutes
Grade 7	25 minutes
Grade 8	25 minutes

Group Recital

	Group
Entry Grade	10 minutes
Grade 1	15 minutes
Grade 2	15 minutes
Grade 3	20 minutes

Group Choral-Speaking

	Group
Entry Grade	10 minutes
Grade 1	10 minutes
Grade 2	10 minutes
Grade 3	15 minutes

Group Musical Theatre Examinations – with effect from 01 January 2016

	Group
Entry Grade	10 minutes
Grade 1	15 minutes
Grade 2	15 minutes
Grade 3	15 minutes
Grade 4	20 minutes
Grade 5	20 minutes
Grade 6	25 minutes
Grade 7	25 minutes
Grade 8	30 minutes

Further Examinations

LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM) - with effect from 01 January 2016

	Solo
Unit 1	n/a
Unit 2	60 minutes

The LAMDA Diploma in Communication, Speech and Drama Education (LSDE) - with effect from 01 January 2011

	Solo
Unit 1	n/a
Unit 2	n/a
Unit 3	60 minutes

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LAMDA

The LAMDA Teacher's Certificate in Communication (LTCC) and The LAMDA Teacher's Certificate in Performance (LTCP) - with effect from 01 September 2014

	Solo
Unit 1	n/a
Unit 2	n/a

Section 11 – Reasonable Adjustments and Special Considerations

11.1 Reasonable Adjustments

As a recognised awarding organisation, we have a duty to ensure that the integrity of the qualifications/units and assessment is maintained at all times. At the same time we have a duty to ensure the rights of the individual Learner(s) to access qualifications/units and assessment in the most appropriate way for their needs. LAMDA aims to facilitate open access to all its qualifications for Learners who are eligible for reasonable adjustments and/or special considerations in assessments, without compromising the assessments of the skills, knowledge and understanding or competence being measured.

We are committed to achieving this by:

- recognising the diverse needs of Learners at the stage where qualifications/units and assessment are designed. We are committed to an inclusive design approach to ensure access is built into the qualification/unit and assessment for all Learners at the early design stage through to the stage of completion
- making appropriate reasonable adjustments to standard assessment arrangements whenever this is required to enable fair access.

This policy complies with the requirements of LAMDA's Equality and Diversity Policy, the Equality Act 2010 and to any subsequent amendments to the acts contained within.

Definitions

Reasonable Adjustment

A reasonable adjustment helps to reduce the effect of a disability or difficulty that places the Learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the validity or reliability of assessment outcomes or give the Learner in question an unfair advantage, but they may involve:

- adjusting assessment materials
- providing assistance during assessment where appropriate
- re-organising the assessment physical environment; or
- changing usual assessment arrangements.

A reasonable adjustment must be approved by LAMDA and set in place prior to assessment commencing. It is an arrangement to give the Learner(s) access to a qualification/unit.

Where an individual/parent/guardian/teacher/centre coordinator has a query about the Learner's ability to achieve the assessment criteria in relation to reasonable adjustments please contact LAMDA.

Examples of reasonable adjustments granted:

- allowance of additional time
- assessment material in large format/font
- assessment material in Braille
- Sign Language Interpreters (BSL and ISL)
- assessment material on coloured paper
- practical assistance
- others as agreed.

11.2 Special Education Needs

It should be noted that a Statement of Special Educational Needs does not automatically qualify the Learner for reasonable adjustments. LAMDA may refuse on the grounds the statement is not current and does not contain an assessment of needs or if the reasonable adjustment requested would compromise the assessment.

11.3 Applying for Reasonable Adjustments

Reasonable Adjustments must be applied for 6 weeks prior to the first date of the Examination event. You will need to complete a Reasonable Adjustment Application Form (paper form or online via ExamTrack) and attach any supporting documentation with the application.

Note: Applications received less than 6 weeks prior to the first date of the event or without supporting documentation may be declined. It is at the discretion of LAMDA if applications received outside of the deadline are processed.

Reasonable Adjustments that are approved by LAMDA must be done prior to the examination event. They are intended to enable Learner(s) attainment to be demonstrated. A Learner does not have to be disabled to qualify for reasonable adjustments. Allowing reasonable adjustments is dependent on how it will facilitate the Learner in assessment. A reasonable adjustment is intended to allow access to assessment but can only be granted where the adjustment does not:

- give the Learner in question an unfair advantage over other Learners taking the same or similar assessment
- influence the final outcome of the assessment decision
- affect the integrity of the qualification
- affect the validity or reliability of the assessment.

LAMDA will endeavour to notify centres of the outcome of a Reasonable Adjustment application and will notify the customer that it has been granted 14 days in advance of the examination.

11.4 How to Apply for a Reasonable Adjustment

Reasonable Adjustments (RA) requests must be submitted and authorised by LAMDA prior to any scheduled examination event. Learners, Teachers and/or Centres on behalf of Learners with learning difficulties, disabilities or impairments may apply for a Reasonable Adjustment to be made to the examination requirements by:

- officially notifying LAMDA of the Learner's circumstances on the Learner entry form; and
- completing an Application for Reasonable Adjustment form and submitting it with the required supporting documentation 6 weeks prior to the first date of the examination event (8 weeks for Braille). Please refer to the Reasonable Adjustments and Special Considerations policy.

The forms that require the Learner's details provide an area for teachers and/or Learners to bring to LAMDA's attention any special circumstances or needs which the Learner wishes to be considered. This can be found in the section entitled Special Needs or Reasonable Adjustments. You must make LAMDA aware of this on the entry form by filling in this section:

- the Learner Name
- the Special Need
- tick the box for New Application

Example:

Learner Name	Special Need	New Application	Previously Submitted and Granted
John Brown	ADHD	X	<input type="checkbox"/>
Samantha Jones	Dyslexic	<input type="checkbox"/>	X

Entries from visually impaired Learners who require access to sight-reading, as detailed in the specifications, must be accompanied by written evidence from a qualified optometrist or a medical declaration. Learners requiring access to a Braille text for examinations that require sight-reading should submit their Application for Reasonable Adjustment 8 weeks before the examination event to allow for Braille documents to be produced.

Entries from dyslexic Learners who require access to sight-reading, as detailed in the specifications, must be accompanied by written evidence from a fully qualified and chartered educational psychologist or qualified specialist teacher.

IMPORTANT: The special needs teacher must state their qualification and the awarding body on any documentation that is submitted. Supporting documentation without this information will not be considered as valid.

Late / Rejected Applications

LAMDA will only process complete Reasonable Adjustment application requests with the appropriate supporting documentation if it is received a minimum of six (6) weeks before the first date in the event. Reasonable Adjustment applications and supporting documents received after this cannot be considered.

In these circumstances the learner(s) can continue with the assessment without an adjustment being considered or applied. Alternatively the learner(s) can withdraw from the examination event and enter another event when all documentation can be provided – a new entry form and examination fee will need to be submitted.

Learners, teachers and/or centres on behalf of Learners may contact LAMDA directly if they wish to discuss specific reasonable adjustments for their Learners, prior to submitting the entry and application form.

11.5 Supporting Documentation

All applications for Reasonable Adjustment must have the appropriate supporting documentation.

Visual Impairment

For Visual Impairment applications, the form must be supported by a signed qualified optometrist declaration or signed medical practitioner report. For Braille documents, the application must be made at least eight (8) weeks in advance of the first date of the scheduled examination event to allow for Braille documents to be produced.

Medical or Physical Disabilities

For Medical or Physical Disabilities applications, the form must be supported by a signed medical practitioner report.

Psychological, Neurological, Dyslexia, Dyspraxia, Other Learning Difficulties

These applications must be supported by a **learning statement from a fully qualified and chartered educational psychologist or individual who holds a special needs teacher qualification**. The learning statement must:

- conclude a **diagnosis of the specific learning difficulty(ies)** – this must match the difficulty given on the Application for Reasonable Adjustment Form submitted
- state the **name and qualifications of the qualified assessor**.

Evidence from a Special Educational Needs Coordinator (SENCO) or similar

If the supporting documentation is being provided by a school's Special Educational Needs Coordinator (SENCO) or similar and the SENCO-

- **does not hold** an educational psychologist or a special needs teacher qualification, then the SENCO needs to submit to LAMDA a copy of the 'learning statement' from a fully qualified and chartered educational psychologist or individual who holds a special needs teacher qualification. **A letter from the unqualified SENCO will not suffice.**
- **does hold** an educational psychologist or a special needs teacher qualification then the qualified SENCO needs only to submit to LAMDA a letter confirming the diagnosis of the specific learning difficulty(ies) as given on the Application for Reasonable Adjustment form submitted and state their name and qualification.

11.6 Existing Reasonable Adjustments

If there has been no change to the Learner's circumstances since submitting the original reasonable adjustment application and LAMDA has granted a reasonable adjustment based on the original application then you do not need to resubmit a Reasonable Adjustment Application Form for any subsequent examinations entries. However, you are required to make LAMDA aware that the Learner wishes the Reasonable Adjustment to be reapplied for a forthcoming examination. All entry forms have a section entitled Special Needs or Reasonable Adjustments. This section must be completed if the Learner requires the previously agreed reasonable adjustment(s) to be applied.

Please write in this section:

- the Learner Name
- the Special Need
- tick the box for Previously Submitted and Granted

Example:

Learner Name	Special Need	New Application	Previously Submitted and Granted
William Smith	ADHD	<input type="checkbox"/>	X
Sarah Johnson	Dyslexic	<input type="checkbox"/>	X

All documents and forms may be downloaded from our website www.lamda.ac.uk

On ExamTrack there is a section 'Existing Reasonable Adjustment RAD' where Learners who have had a Reasonable Adjustment previously granted can quote their RAD number. This adjustment will be checked by LAMDA and if applicable, applied for the forthcoming examination.

11.7 Special Considerations

Definition

A Special Consideration is a consideration given following a period of assessment for the Learner who:

- was prepared and present at an assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances that have arisen at or near the time of assessment;
- misses part of the assessment due to circumstance outside of their control (such as a fire alarm).

Examples of Special Considerations include:

- terminal illness
- recent bereavement of member of immediate family
- incapacity
- recent traumatic experience
- flare-up of severe congenital illness such as epilepsy, diabetes or asthma.

LAMDA would expect provision and arrangements to be put in place to enable the Learner in extenuating circumstances to complete assessment and thereby achieve the qualification/unit. Only when a Learner has been unable to do so should an application for special considerations be made.

It is important to note LAMDA will not be able to apply special considerations in instances where the assessment requires the demonstration of practical competence and where all the criteria must be fully met.

In these circumstances where the assessments requires the demonstration of practical competence (practical, oral presentation, performance-based assessment) LAMDA will offer the Learners affected, the opportunity to take the assessment again at a later date. If this is determined by LAMDA as the most appropriate action it will award a full Transfer Credit Voucher (TCV) refunding the fee to the Learner(s) in question. A TCV is non-transferable and valid for one (1) year only. For re-entry, Learners must complete an entry form, enclosing their TCV and fee balance.

11.8 Requesting Special Considerations

Special Considerations requests must be submitted to LAMDA in writing, detailing the circumstances, within 10 working days following the examination date.

The application will require the submission of evidence to support it. This may include a medical certificate or a supporting statement from the Examiner/centre coordinator/ Learner/parent/guardian or teacher.

The decision will be based on various factors which may vary depending on the application received. These factors may include the severity of the circumstance and the nature of the assessment (practical, oral presentation, performance-based assessment) and if the qualification/unit integrity would be compromised upon any decision made.

In instances where the assessment of an examination requires the demonstration of practical competence or where the criteria have to be fully met (Practical, Oral presentations, Performance based assessment), LAMDA will offer the Learner granted Special Considerations and the opportunity to take the assessment again at a later date. LAMDA will award a full Transfer Credit Voucher (TCV) to the Learner(s) in question. A TCV is non-transferable and valid for one (1) year only. For re-entry, Learners must complete an entry form, enclosing their vouchers and fee balance.

LAMDA does not offer aegrotat awards. The minimum assessment requirement for each unit/qualification stated in each LAMDA syllabus specifications is required for the unit/qualification to be awarded.

11.9 Complying with the LAMDA Policies

Failure to comply with the arrangements and requirements as set in this document could result in assessment malpractice which may impact on a Learner's result.

Failure to comply is defined as any or all of the following:

- putting in place arrangements without LAMDA's approval
- exceeding any allowance granted by LAMDA.

Sanction or penalties may apply as a result of malpractice/maladministration. Please refer to LAMDA's Malpractice and Maladministration Policy and Sanctions Policy.

11.10 Appeals

As a recognised awarding body, LAMDA has in place Complaints; Enquiries about Results (EAR); and Appeals processes. If you would like to appeal against a decision made please refer to the Appeals Policy.

LAMDA will monitor and review the outcomes and processes of both Reasonable Adjustments and Special Considerations on an annual basis to ensure all outcomes are equitable to all Learners and that as an awarding body we do not create barriers or access to achievement to all Learners^[ET10].

All documents and forms may be downloaded from our website: www.lamda.ac.uk

11.11 Complaints and Enquiries About Results and Appeals Policies

As a recognised awarding body, we have in place Complaints; Enquiries About Results (EAR); and Appeals processes. These policies are reviewed annually. Below is a definition of all three. Further details, including each policy can be found on our website.

Complaints

A complaint is any communication which records dissatisfaction with LAMDA's processes and procedures but which does not question results awarded. Complaints should be put in writing for the attention of our Customer Service Team.

Enquiry About Results (EAR)

Enquiries about Results (EARs) is where a customer or Learner queries the result or certificate they have achieved for any examination undertaken by the Learner. For all EARs please complete the appropriate form and return to LAMDA along with any other corresponding documents.

Appeals

An appeal may be lodged following completion of the procedures outlined in the Complaints Policy and Procedure for LAMDA Examinations, Enquiries About Results (EAR) Policy and Procedure for LAMDA Examinations, or where the appellant disagrees with the outcome of an investigation into alleged malpractice.

- The appellant has grounds for appeal if they allege, contend or can provide evidence that:
- there have been procedural or professional irregularities, bias, prejudice or lack of professional standards, and / or
- there have been circumstantial irregularities, which have led to an unfair or inaccurate decision having been made which disadvantages a Learner or Learners.

For appeals relating to complaints or EARs, the appeal will only be accepted from the person who put forward the original complaint or EAR.

11.12 Potential Conflicts of Interest

The possibility of Conflicts of Interest can occur in the delivery, assessment and internal quality assurance of our qualifications. A Conflict of Interest is a situation in which an individual, or organisation, has conflicting interests or loyalties.

All individuals connected with LAMDA Examinations have a duty to report any activity that might give rise to a potential Conflict of Interest. If there is any uncertainty around whether a situation poses a potential Conflict of Interest, it should be declared. This could include, but is not limited to:

- where an Examiner knows, or may know, some Learners at a centre, even if this is historical
- where an Examiner teaches, or has ever taught, at a centre where they are invited to examine
- where an Examiner has an indirect connection to a centre, e.g. their spouse is on the Board of Governors
- where a parent of a Learner knows the Examiner allocated to examine their child in a personal capacity
- where a tutor at a centre knows the Examiner allocated to their centre's examination event in a personal capacity
- where a member of centre staff who is teaching or preparing members of their family or friends for LAMDA Examinations
- where a person whose remuneration is in part determined by the outcome of the assessment

For further information regarding LAMDA's policy for Conflict of Interest please see our website.

11.13 Malpractice and Maladministration

Malpractice and maladministration relates to suspected or actual malpractice and maladministration on the part of Learners, centre staff and any others involved in the examinations process. Irrespective of the underlying cause or the people involved, all allegations of malpractice and maladministration in relation to LAMDA Examinations need to be investigated.

Malpractice relates to any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- the assessment process
- the integrity of a qualification
- the validity of a result or certificate
- the reputation and credibility of LAMDA Examinations
- the qualification or the wider qualifications community.

Maladministration is any activity, neglect, default or other practice which results in non-compliance with administrative regulations and requirements, and includes the application of persistent mistakes or poor administration within a centre.

If you have any cause to believe there is a likely or there is an issue of malpractice or maladministration at a centre, you should contact LAMDA Examinations as soon as possible. This is to protect the integrity of the qualifications and to be fair to the centre and all Learners.

In order for us to be able to investigate effectively, we need as much information as possible about the incident. LAMDA's Policy for Malpractice and Maladministration can be found on our website.

11.14 Sanctions Policy

LAMDA Examinations may impose sanctions on individuals or centres found guilty of malpractice or maladministration in order to:

- minimise the risk to the integrity of examinations and assessments, both in the present and in the future
- maintain the confidence of the public in the development, delivery and awarding of qualifications
- ensure as a minimum that there is nothing to gain from breaking the codes of practice/ regulations
- deter others from doing likewise.

The Sanctions Policy has been written to support the Malpractice and Maladministration Policy for LAMDA Examinations. Please refer directly to that policy for information regarding the procedures relating to cases of malpractice/maladministration.

LAMDA Examinations has a range of sanctions that can be imposed depending on the seriousness of the situation, the level and track-record of non-compliance, the risk to the interests of Learners, the integrity of the assessment process and the effect on public confidence in LAMDA Examinations and qualifications.

Sanctions may include:

- Additional monitoring or inspection
- A requirement to undergo training before further involvement in LAMDA Examinations is permitted
- LAMDA Examinations refusing to accept Learner registrations from a centre until there is sufficient evidence that outstanding actions are being addressed
- LAMDA Examinations reserving the right to withdraw approved status from a registered private centre where malpractice or maladministration has been proven
- LAMDA Examinations reserving the right to bar or withdraw membership to the Association of LAMDA Teachers where malpractice or maladministration has been proven
- Suspending or terminating a third party contract where malpractice or maladministration has been proven.

LAMDA's Sanctions Policy can be found on our website.

11.15 Event Notification

LAMDA are required to comply with the regulators' requirements to notify the regulator of certain events that could have an Adverse Effect on Learners. This must be done promptly from the time of the 'event' taking place. Ofqual, Qualification Wales and the CCEA Regulator define an Adverse Effect as:

An act, omission, event, incident, or circumstance has an Adverse Effect if it:

- (a) gives rise to prejudice to Learners or potential Learners, or
- (b) adversely affects –
 - (i) the ability of the awarding organisation to undertake the development, delivery or award of qualifications in accordance with its Conditions of Recognition,
 - (ii) the standards of qualifications which the awarding organisation makes available or proposes to make available, or
 - (iii) public confidence in qualifications.

LAMDA Examinations require their Approved Centres to notify us of any event that has happened, or a likely event that affects the Learner. Some examples of this may be:

- an examination is disturbed in any way from being conducted normally or
- if they suspect any collusion between Learners.

11.16 Whistleblowing

Whistleblowing is distinct from both complaints and employment disputes or grievances that an individual may have. Ofqual, Qualification Wales and the CCEA Regulator define whistleblowing as:

- a term used when an individual raises a genuine concern about suspected malpractice or wrongdoing, and / or the covering up of malpractice or wrongdoing that they become aware of through their work. The malpractice or wrongdoing often affects others, for example customers or members of the public.

LAMDA is committed to the highest standards of openness, probity and accountability and seeks to conduct its affairs in a responsible manner. We encourage staff, teachers and Learners who have serious concerns about any aspect of the qualification service to come forward and voice those concerns.

LAMDA's Whistleblowing policy is principally for centre staff who may witness malpractice in the delivery of LAMDA Examinations and qualifications but may be unsure about what action to take. For further information on LAMDA's Whistleblowing Policy please see our website.