

Enquiry About Results Policy

With effect from 1 January 2027

Associated Policies

LAMDA Exams Policies and Procedures including:

- Appeals Policy
- Complaints Policy
- Reasonable Adjustment and Special Considerations Policy

1. Introduction

1.1 This document sets out LAMDA Exam's policy for managing Enquiries about Results (EARs). It defines the process for submitting, reviewing and resolving EARs for LAMDA Qualifications.

1.2 LAMDA will manage all enquiries consistently, fairly, objectively and will ensure that decisions are based on all available evidence.

1.3 The policy supports valid, reliable, fair and comparable assessment outcomes

2. Scope

2.1 This policy applies to Learners, Parents and Guardians, Centres, Examiners and LAMDA staff involved in the delivery, assessment and quality assurance of LAMDA qualifications.

3. What is an Enquiry about Results (EAR)?

3.1 An EAR is the process that reviews whether a failure in the standardised exam process may have affected the validity of an assessment outcome.

4. The EAR Process

- 4.1 EAR applications may be submitted by registered Learners, Parents or Guardians of Learners under 16 years of age, Private Centre Coordinators and Public Centre Correspondence Contacts. **See Appendix 2 for Application Form**
- 4.2 An EAR can only be submitted where evidence indicates that a failure in the standardised exam process may have affected the outcome. Disagreement with a result alone does not provide grounds for an EAR.
- 4.3 Applications must be submitted within **15 working days** of results being issued
- 4.4 A **maximum of 5 Learners** can be submitted within a single application.
- 4.5 Applications must include sufficient information and evidence. This allows LAMDA to determine whether the investigation threshold has been met. Without supporting evidence an application may be rejected.
- 4.6 LAMDA offers three types of enquiry:
- 4.6.1 **Administrative check:** Verification of marks, comments, reports, results and certificate details. No fee applies to this check.
 - 4.6.2 **Assessment enquiry:** An investigation of evidence relating to a potential failure in the standardised exam process. Fees applicable as per the current Fees List.
 - 4.6.3 **Re-mark:** This involves a complete re-mark of a written piece of work by a different Examiner who is fully trained and has no personal interest in any outcome. A re-mark is currently only available for LAMDA Level 3 Certificate in Speech and Drama: Performance Studies (PCertLAM) Unit 1: Performance Theory. A re-mark can only occur once.
- 4.7 **Initial Review:** LAMDA will complete an initial review of all applications to ensure that the threshold for investigation is met.
- 4.7.1 The initial reviewer will review the application against the threshold criteria defined by **Appendix 1**.
 - 4.7.2 Applications that do not meet the threshold will be rejected within three working days.
 - 4.7.3 Accepted applications will receive written acknowledgement of the acceptance, including next steps.

4.8 Investigations: Investigations will include a review of all points raised within the application alongside any supporting evidence. They may also include a review of assessment records, Learner Examination Reports (LERs), quality assurance records, exam documentation, centre communications, examiner evidence and monitoring records.

4.8.1 An initial reviewer or Investigator will be a member of the LAMDA team who has a suitable level of experience, training and has had no previous involvement or personal interest in the matter.

4.9 Payment: Where a fee applies, LAMDA will issue payment instructions after accepting the application. Investigation activity will start following receipt of payment.

4.9.1 If an enquiry is Upheld, the EAR fee will be refunded.

4.10 Outcomes

4.10.1 LAMDA will provide outcomes in writing.

4.10.2 LAMDA aims to complete investigations and provide an outcome within 15 working days

4.10.3 Where an EAR is upheld, corrective action may include a full or partial reassessment, overturning of an invalidation decision, issue of a credit note, refund of fees or review of feed-forward comments

4.10.4 If you are dissatisfied with the outcome of an EAR, you can appeal under the Appeals Policy

Need help? If you have any questions about this policy or need support submitting an application, please contact us by raising a [Support Ticket on ORACLE](#), our [Help Centre](#).

Appendix One: Investigation Threshold Matrix

Valid grounds include failure to apply an approved Reasonable Adjustment, evidence that examination requirements were incorrectly applied, examination process failures, and evidence supporting a challenge to an invalidation decision.

Evidence may include examination materials, copies of pieces used, publication information, adjustment approvals, backing tracks, correspondence and other relevant records.

Insufficient grounds include prior attainment, personal expectations, disagreement with qualification design, errors in preparation, subjective views of performance quality and comments not reflecting expected marks.

LAMDA qualifications are designed using a “Confirm the Acquisition of Specified Learning Outcomes” (CASLO) methodology. Learners must meet all required Assessment Criteria and qualification requirements to achieve a Pass. Disagreement with this methodology, qualification design, grading model, or published Assessment Criteria does not provide grounds for an EAR and will not be investigated under this policy. Feedback relating to qualification design will be referred to the Qualifications Team for consideration during future qualification reviews.

Example table (these examples are non-exhaustive):

Grounds for Enquiry	Evidence Provided	Threshold Met?	Rationale for Threshold Decision
Piece invalidation challenge	Copy of piece, publication details, author, supporting evidence	Yes	Evidence may demonstrate published requirements were met.
Backing track invalidation challenge	Copy of backing track used	Yes	Evidence may demonstrate examination requirements were met.
Reasonable Adjustment (RA) not applied	Approved Reasonable Adjustment records and details of impact	Yes	May indicate a failure in the examination process.
Examiner behaviour affected performance	Specific actions, affected assessment criteria and impact	Yes	May indicate process failure affecting assessment validity.
Examination regulation applied incorrectly	Documentary evidence and examination records	Yes	May indicate a failure in the standardised examination process.

Grounds for Enquiry	Evidence Provided	Threshold Met?	Rationale for Threshold Decision
Prior attainment	Previous results only	No	Previous performance does not evidence a process failure.
Expected higher mark	Personal opinion only	No	Disagreement with a result is not evidence of process failure.
Mock performance or rehearsal standard	Witness opinion or preparation records	No	Preparation performance does not evidence assessment error.
Examiner did not intervene during exam	Observation only	No	Examiners are required to assess rather than coach during assessment.
Learner preparation error	Evidence of incorrect piece, content or preparation	No	Preparation errors are outside the assessment process.
Comments do not appear to match marks	Learner Examination Report only	No	Comments are developmental and do not determine marks.

Appendix Two: EAR Application Form

Before completing this form, please ensure that you have read and understood the LAMDA Exams Enquiries about Results (EAR) Policy

Centre Name		Centre Code	
Applicant Name		Applicant Role	
Email		Phone	
Exam Date		Exam Time	
Type of Enquiry	Administrative Check ☐		
	Assessment Enquiry ☐		
	Re-Mark (PCertLAM Unit 1: Performance Theory Workbook ONLY) ☐		
Learner / Group Name(s) (Max. 5 Learners / Groups per Application)		Examinations (Subject & Grade)	

Describe in detail the reasons you feel the results issued required review	
Please detail the supporting information / evidence to be reviewed alongside your application (See Appendix 1 for examples of what is required)	
Applicant Signature	
Date	

Version Control

Version	Date	Revision Description / Summary of Changes	Author
GF V1	08/09/2026	New Document	Customer Service Quality Manager