

LAMDA Examinations

Guide for Centres and Teachers

From 1 August 2011

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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 system of performance evaluation by experts in education, acting and communication.

In addition to being the UK's leading statutory speech and drama awarding body, LAMDA Examinations 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.

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.

Dawn Postans
Head of Examinations

About this Guide

This guide is designed to provide administrative guidance and regulations for schools, centres, teachers, administrators and anyone involved in the delivery and organisation of LAMDA examinations. The first section covers general information and should be read by all centres and teachers involved in the preparation of learners for LAMDA Examinations. The guide is then broken down into guidelines for those who enter learners at UK Public Centres, UK Private Centres and Overseas. Please read these sections carefully, as they contain all the 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 the guide.

Publications and Materials

The following documents are available from LAMDA Examinations. Most can be downloaded from our website www.lamda.org.uk/exams

- Syllabus Specifications for Graded Examinations in Communication (from 1 September 2009)
- Syllabus Specifications for Graded Examinations in Performance (from 1 September 2009)
- Syllabus Specifications for Group Examinations (from 1 September 2009)
- Syllabus Specifications for Graded Examinations in Musical Theatre (from 1 January 2011)
- Syllabus Specifications for the LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM) (from 1 January 2011)
- Syllabus Specifications for the LAMDA Diploma in Communication, Speech and Drama Education (LSDE) (from 1 January 2011)
- Examination Timings
- Entry Forms
- Centre Registration Form
- 2011/2012 Fee List
- 2011/2012UK Public Examination Centres Date List
- Publications and Merchandise List
- Association of LAMDA Teachers leaflet
- VoiceOver: our twice-yearly magazine.

LAMDA Examinations offers an extensive range of educational support materials for centres and teachers who work with our examinations. Please refer to our website www.lamda.org.uk/exams for further details or request a Publications and Merchandise List.

In addition LAMDA Examinations operates a regional programme of workshops and seminars for teachers. For further information, please contact us.

Office of Qualifications and Examinations Regulation (Ofqual)

LAMDA Examinations has been accredited as an Awarding Organisation by Ofqual, the Office of Qualifications and Examinations Regulations in England, and the corresponding regulatory authorities in Wales (DCELLS) and Northern Ireland (CCEA). Ofqual was launched in April 2010 as the new regulator for qualifications.

The Qualifications and Credit Framework (QCF)

The Qualifications and Credit Framework (QCF) is a credit-based qualifications framework, allowing a unit-based approach to building qualifications. All vocational qualifications will be placed on the framework by 2013.

LAMDA's Accredited Qualifications

QCF-accredited qualifications

Entry (Entry 3) – Graded Examinations In Communication: Speaking Verse and Prose

Level 1 – Graded Examinations in Communication: Speaking Verse and Prose

Level 2 – Graded Examinations in Communication: Speaking Verse and Prose

Level 3 – Graded Examinations in Communication: Speaking Verse and Prose

Entry (Entry 3) – Graded Examinations In Communication: Reading for Performance

Level 1 – Graded Examinations in Communication: Reading for Performance

Level 2 – Graded Examinations in Communication: Reading for Performance

Level 3 – Graded Examinations in Communication: Reading for Performance

Entry (Entry 3) – Graded Examinations In Communication: Using Spoken English

Level 1 – Graded Examinations in Communication: Using Spoken English

Level 2 – Graded Examinations in Communication: Using Spoken English

Level 3 – Graded Examinations in Communication: Speaking in Public

Entry (Entry 3) – Graded Examinations In Performance: Acting (Solo/Duo)

Level 1 – Graded Examinations in Performance: Acting (Solo/Duo/Combined)

Level 2 – Graded Examinations in Performance: Acting (Solo/Duo/Combined)

Level 3 – Graded Examinations in Performance: Acting (Solo/Duo)

Entry (Entry 3)– Graded Examinations In Performance: Devising Drama (Solo/Duo)

Level 1 – Graded Examinations in Performance: Devising Drama (Solo/Duo)

Level 2 – Graded Examinations in Performance: Devising Drama (Solo/Duo)

Level 3 – Graded Examinations in Performance: Devising Drama (Solo/Duo)

Entry (Entry 3) – Graded Examinations in Performance: Miming (Solo/Duo)

Level 1 – Graded Examinations in Performance: Miming (Solo/Duo)

Level 2 – Graded Examinations in Performance: Miming (Solo/Duo)

Level 3 – Graded Examinations in Performance: Miming (Solo/Duo)

Entry (Entry 3) – Graded Examinations in Musical Theatre (Solo/Duo)

Level 1 – Graded Examinations in Musical Theatre (Solo/Duo)

Level 2 – Graded Examinations in Musical Theatre (Solo/Duo)

Level 3 – Graded Examinations in Musical Theatre (Solo/Duo)

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

Level 5 – The LAMDA Diploma in Communication, Speech and Drama Education (LSDE)

LAMDA Level 3 Certificates in Communication, Performance and Musical Theatre and the PCertLAM are recognised within the UCAS Tariff for UK university entrance.

Further information is available on the Register of Regulated Qualifications website, <http://register.ofqual.gov.uk>.

LAMDA accredited qualifications are approved for use on publicly funded courses of study. For further information on funding please either contact your Local Education Authority (LEA), the Young People's Learning Agency (YPLA) for 16-19 funding arrangements or the Skills Funding Agency (SFA) for post 19 funding arrangements. Further information is also available on the Ofqual website, www.ofqual.gov.uk, the Young People's Learning Agency (YPLA) website, www.ypla.gov.uk and the Skills Funding Agency (SFA) website, www.skillsfundingagency.bis.gov.uk

The Diploma Catalogue

LAMDA Examinations' accredited qualifications at Levels 1, 2 and 3 also feature in the Diploma Catalogue in the UK and as such are accredited as either Additional or Specialist Learning within Diplomas.

Additional and Specialist Learning (ASL)

Additional and Specialist Learning (ASL) provides learners with greater breadth (Additional Learning) and depth (Specialist Learning) of study and enables them to tailor their personal programmes to their own interests and aspirations. For learners: the subjects you choose as part of the ASL offer the opportunity to study a particular topic in more depth or to study something different that widens your experience. ASL will broaden your horizons and help to open up different opportunities in future study and employment.

Sourced from www.ofqual.gov.uk.

The role of Component Awarding Bodies (CABs) in the Diploma

In the UK the role of Component Awarding Bodies (CABs) in 2009 is to support centres and consortia in understanding the operational arrangements and Diploma processes in relation to the CAB's qualifications that contribute to the overall Diploma award

A Component Awarding Body (CAB) offers the constituent qualifications that contribute to the Diploma including the Additional and Specialist Learning (ASL). CABs will register and support centres in delivering these constituent qualifications.

CABs support centres on administration surrounding the CAB's own qualifications in the ways outlined below, once the centre has been registered by the CAB for delivery of the qualification(s) in question. It does this by:

- a Helping centres understand what they need to do to secure the assessment and award of a qualification. This will include communicating to the centres the administrative tasks leading up to award of the qualification and the results being entered onto the diploma aggregation service (DAS)
- b Externally quality assuring the centre and its data submissions to ensure validity, accuracy, completeness and timeliness. This includes verifying the learner details referenced by the unique learner number (ULN), as far as they refer to the CAB.
- c Supplying results data to the diploma aggregation service (DAS) within 10 days of qualifications being awarded in accordance with agreed service levels and commercial terms
- d Verifying the relevant prior achievement of Diploma learners for the constituent qualifications they offer and updating DAS within 10 days of verifying a prior learning request
- e Investigating cases of missing results with centres, where the learner and their qualification are known on DAS and to the CAB

- f Working with centres and relevant DABs to ensure DAS holds all relevant constituent qualification results for learners receiving a Diploma award.
- g Clarifying the timescales and requirements for enquiries or appeals, and handling them.

CABs will provide advice, guidance and support to centres on the above topics through their normal channels of support.

CABs will also support centres on curriculum-related issues, including providing guidance in curriculum planning and ensuring standards.

Position statement on the use of Languages

English is used and explicitly expressed in all syllabus specifications and assessment materials. Examinations 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 examination.

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

This position statement includes the use of the language in the Spoken English examinations offered by LAMDA.

English as a Second Language: There is no reasonable adjustment or special consideration applicable or to be applied for learners for whom English is their second language. LAMDA examinations 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.

Data Protection

LAMDA Examinations complies with the requirements of the UK Data Protection Act 1998. Centres/teachers may be asked to provide data such as name, address, e-mail address, telephone/fax numbers as well as personal learner data.

Processing of Data

The personal data we collect is used to process your request for services, to provide such services and to keep a record of those who use our services so that we may provide information. 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 on the back cover. We will not disclose your personal data to any other person or organisation unless we are legally required to do so.

Criminal Records Bureau (CRB) Vetting

LAMDA Examinations 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 Criminal Records Bureau (CRB) disclosure check.

Learner Authenticity

To ensure learner authenticity the identity of all learners aged 16 years and over must be verified.

For Private Centres

Centre Coordinators must verify learner identity prior to the examination to ensure learner authenticity. Centres must retain a record of the identification provided for learners aged 16 years and over.

For Public Centres

Learners aged 16 years and over must have their identity verified by presenting themselves to the LAMDA UK Public Centre Representative prior to the examination to ensure learner authenticity before commencement of their examination. **Learners who cannot verify their identity will not be allowed to take their examination.**

Acceptable documents for identification:

- passport
- driving licence
- National Insurance card
- Certificate of Entitlement to Funding
- bank credit/debit card
- Armed Forces service ID
- Student Union card
- travel pass
- national identity card (outside of the UK).

Statement of Learner Authenticity

Learners entered on LAMDA Examinations qualifications/units requiring either Written Assignments or Portfolios of Evidence as part of the assessment method must attach a LAMDA Examinations Assignment/Portfolio of Evidence Cover Sheet at the front of each submission to LAMDA Examinations. Submissions 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 or essay 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.

Copies of the Assignment/Portfolio of Evidence Cover Sheet should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or are available on request from LAMDA Examinations.

The submission (either Written Assignment or Portfolio of Evidence) along with the Assignment/Portfolio of Evidence Cover Sheet attached should be sent to:

LAMDA Examinations
155 Talgarth Road
London
W14 9DA

Two copies of the submission (either Written Assignment or Portfolio of Evidence) must be provided to LAMDA Examinations. Only one Assignment/Portfolio of Evidence cover sheet is required for each submission. The submission (either Written Assignment or Portfolio of Evidence) may be submitted by the learner to LAMDA Examinations any time after the learner's registration and entry to the unit/qualification has been accepted. Please note that the Written Assignment/Portfolio of Evidence will not be returned to the learner.

LAMDA Examinations reserves the right to return the submission (either Written Assignment or Portfolio of Evidence) to the learner if it fails to comply with any part of the submission format mentioned in the syllabus or in the Guide for Centres and Teachers.

Uniquely identifying a learner

To enable LAMDA Examinations to clearly and uniquely identify a learner the following learner information must be submitted in all communications when making reference to the learner:

- 1 given name
- 2 family name
- 3 date of birth
- 4 gender
- 5 Private Centre Code or name of Public Centre

6 LAMDA Examinations PIN (if learner has previously registered with LAMDA Examinations).

Certification

All learners who successfully complete a LAMDA solo or duo examination will receive an individual certificate. For Group examinations, LAMDA Examinations issues one certificate for the group under the group name provided at the time of submitting the entry. Optional individual learner group member certificates must be requested and paid for at the time of submitting the entry. The fee for individual group member certificates can be found on the current *UK Examination Fees List*, which should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available on request from LAMDA Examinations. Entry forms and the Online Entry System have provision to advise LAMDA Examinations if this option is required. Please note that if the individual certificate option is selected it must be for all the learners in the group. It is not possible to select an individual learner group member certificate for specific learners in the group. Optional individual learner group member certificates cannot be requested after the entry has been submitted.

Persons with a contagious illness

Any person with a contagious illness cannot attend any examination session (Private, Public or Overseas) without notifying and receiving prior authorisation from LAMDA Examinations.

Entering Learners for Examination at UK Public Centres

Learners may be entered for examination at any LAMDA Examinations public centre in the UK. Examination sessions are held at these centres throughout the UK to accommodate those customers with insufficient learner entries to book an examiner at a private centre. A list of public centre dates is published each April for the following academic year giving where and when public examinations take place. This can be downloaded from our website www.lamda.org.uk/exams and is available on request from LAMDA Examinations. It is also circulated automatically to members of the Association of LAMDA Teachers.

Queries regarding the administration of entries should be directed to LAMDA Examinations. The public centre representatives, listed on the *LAMDA Examinations UK Public Examination Centres Date List*, are able to provide useful local information and venue directions for the public centre they represent.

Method of Submitting Entries

We only accept entries made on LAMDA Examinations public centre entry forms. Completed entry forms can be posted, faxed or scanned and e-mailed.

Entry Forms

Entry forms for public centres should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or are available on request from LAMDA Examinations. Please ensure that you use a current entry form when submitting entries, as entry forms are updated each June.

- 1 **The Public Centre Entry Form Communication and Performance Subjects** is to be used to enter a learner (or a pair of learners in combined or duologue entries) for graded examinations in communication and performance subjects at all grades.

Communication Subjects

- Introductory Examinations
- Speaking Verse and Prose
- Reading for Performance
- Using Spoken English
- Speaking in Public

Performance Subjects

- Acting (Solo, Duo or Combined)
- Devising Drama (Solo or Duo)
- Miming (Solo or Duo)
- Musical Theatre (Solo or Duo).

- 2 **The Public Centre Entry Form Group Subjects** is to be used to enter a single group for graded group examinations at all grades.

- Group Introductory Examinations
- Group Recital
- Choral-Speaking
- Group Acting
- Group Devising Drama
- Group Musical Theatre.

- 3 **The LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM)** has separate forms for the initial registration of a learner and then a unit entry form.

- For Registration: *Certificate in Speech and Drama: Performance Studies (PCertLAM) Registration Form*
- For Unit Entry: *Certificate in Speech and Drama: Performance Studies (PCertLAM) Entry Form for Public and Private Centres*

4 **The LAMDA Diploma in Dramatic Art (LDDA)** was withdrawn for qualification and unit registration with effect from 1 January 2011. Certification for those registered for the qualification and all three units before this date is available up to 31 December 2012.

- To request examination for pre-registered units: *Diploma in Dramatic Art (LDDA) Entry Form*

Entry Fees and Payment

The current *UK Examination Fees Sheet* should be downloaded from the LAMDA Examinations website www.lamda.org.uk or is available on request from LAMDA Examinations. All cheques should be made payable to LAMDA Ltd. Fees are payable at the same time as submitting the entry. Please write your address and the Public Centre Name and Learner Family Name on the back of cheques. For other methods of payment please refer to the *Payment of Fees and Services* section on page 42 of this guide.

Closing Dates

Completed entry forms together with the full fee payment must be received by LAMDA Examinations 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 or not current will be returned.

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

Administration Guidance

- 1 LAMDA Examinations reserves the right to cancel any date or session.
- 2 Please note the closing dates carefully. Entries received after the closing date will not be accepted and will be returned.
- 3 **Before submitting entries** check the latest LAMDA Examinations *UK Public Examination Centres Date List* on our website for any changes to earlier published centre dates.
- 4 Please ensure that you use a current entry form when submitting entries. Entry forms are updated each June and should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or may be obtained from LAMDA Examinations office on request.
- 5 **We regret that we are not able to guarantee preferred examination times or days.** Requests for a preferred examination date may be considered by LAMDA Examinations subject to availability. LAMDA Examinations will prioritise earlier received entries when considering preferred examination date requests.
- 6 **Learners must be prepared to attend on any date in the session.** We regret we are unable to guarantee preferred examination date requests. Should a learner not be able to attend on any date or time in the session they should not be entered for that session.
- 7 Dates and times of examinations cannot be altered once a centre's session has been scheduled nor are refunds available. Examiners will not be able to accept any changes on the day.

- 8 LAMDA Examinations does not provide rooms or an area for pre-examination practice or rehearsal.
- 9 Examination days typically start from 09:00 and finish at 17:30.
- 10 Entry forms for individual learners who wish to be examined within a similar timeframe must be submitted at the same time and stapled together.
- 11 Receipt of entry forms and fees will only be acknowledged if a stamped, self-addressed envelope is enclosed.
- 12 LAMDA Examinations can only accept instructions from the *Correspondence Contact* who submitted the entry and all correspondence from LAMDA Examinations will be directed to the *Correspondence Contact* on the entry form.
- 13 The use of Correct Learner Name: The learner name you provide must be the correct legal name of the learner, not a nickname or abbreviated name. This is to ensure that accurate learner records are maintained by LAMDA Examinations.
- 14 For Musical Theatre exams 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.
- 15 Learners aged 16 years or older on the date of their examination must have their identity verified to ensure learner authenticity. Upon arrival at the centre the learner must present an Acceptable Document for Identification to the LAMDA UK Public Centre Representative prior to commencement of their examination at the centre. Learners who cannot verify their identity with an Acceptable Document will not be allowed to take their examination.
 - a. Learners must be authenticated on each and every examination even if the learner has been authenticated on a prior occasion. For details of acceptable documentation for identification, please see page 9 of this guide.
 - b. This requirement must be communicated to all your learners entered who are aged 16 years and over and their parents or guardians when advising them of their examination dates and times.
- 16 The examination details will be despatched by LAMDA Examinations to the *Correspondence Contact* on the entry form at least 14 days prior to the first date of the examination session. The Examination Report gives the date, time and venue address of your learners exam.
- 17 On receiving your examination details you must check they are correct and notify us immediately by email to exams@lamda.org.uk if there are any corrections required to:
 - learner name spelling
 - examination subject
 - examination grade
 - public centre name.

At the examination centre

- 1 Learners must be at the venue a minimum of 15 minutes before their scheduled examination time and report to the centre representative.
- 2 Learners are required to bring their Examination Reports with them to give to the examiner. If applicable for the examination being taken, write on the Examination Report in the space provided any title(s), author(s) and character name(s) in order of presentation.

- 3 Learners are required, where applicable, to bring legible copies of all selections for the examiner.
- 4 Learners are required, where applicable, to bring any items and/or equipment that is needed to fulfil the syllabus requirements.
- 5 If a learner is aged 16 years or over on the date of his/her examination, s/he is required to prove Learner Authenticity. For details of how to do this and the acceptable documents for identification, please refer to the *Learner Authenticity* section on pages 8 and 9 of this guide.
- 6 If a learner arrives late for his/her appointed examination time then LAMDA Examinations is under no obligation to examine them.
- 7 Learner absence due to illness, injury or recent bereavement: please refer to the *Transfer Credit Voucher* section on page 43 of this guide.
- 8 Reporting Omissions and Errors: please refer to the *Reporting Omissions and Errors* section on page 42 of this guide.
- 9 Results, Certificates and Medals: please refer to the *Results, Certificates and Medals* section on page 42 of this guide.

Footnote

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

Entering Learners at UK Private Centres

How to become a registered examination centre

To become a LAMDA Examinations private examination centre you must complete the *Centre Registration Application Form* which should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available on request from LAMDA Examinations.

The completed and signed form must be returned to LAMDA Examinations. The registration process is completed within 2 weeks and is available free of charge.

LAMDA Examinations Registered Centre is one that fulfils the criteria detailed in the LAMDA Examinations Code of Practice. The full Code of Practice can be found on page 41 of this guide. Centre Registration signifies the commitment to LAMDA Examinations' administrative, regulatory and policy requirements and to delivering quality assurance for all. For all relevant Registered Centre policies please refer to the policies section on the LAMDA Examinations website.

All registered centres, through their nominated Centre Coordinator, are required to immediately notify the Operations Team in writing or by email of any changes of circumstance from those detailed in the original application form. This includes any changes in contact details, venues, centre type, centre profile and any areas where compliance to LAMDA Examinations' centre requirements have changed.

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 Fee Sheet*, which should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available from request from LAMDA Examinations. Please note if you do wish to set up and run your own private centre, a Centre Coordinator must be nominated as the single point of accountability for the quality assurance and management of LAMDA Examinations delivery at the centre. This Centre Coordinator is also responsible for all aspects of examination administration including booking examination dates, collecting entries and fees, providing stewards and timetabling examination sessions, receiving timetables and examination reports as well as distributing results and certificates. LAMDA Examinations will not cover the cost of hiring the examination venue or any other associated expenses.

If you have insufficient learner entry fees, you may choose to enter your learners at a LAMDA Examinations UK Public Centre or alternatively join with another private centre. Please note that due to Data Protection laws, LAMDA Examinations cannot provide the details of existing Private Centres.

Booking Examination Dates

Requests for exam dates with payment of the current booking fee must be submitted to LAMDA Examinations in writing with at least 10 weeks notice using a *Private Centre Date Booking Form* which should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available on request from LAMDA Examinations.

Please inform LAMDA Examinations of an estimate of the total examining hours you require for your whole session. To estimate your examining hours please refer to the *Examinations Timings* section on pages 33 and 34 of this guide. If you have multiday sessions, please also outline how you wish the hours to be allocated. See the example below taken from the *Private Centre Date Booking Form*:

	TERM Autumn = Aug-Dec Spring = Jan-Apr Summer = May-Jul	First Choice Date(s)				
		Estimate of Examining Hours per day	Day (s) of Week (eg Monday)	Date(s)	Month	Year
Example	Autumn	6.5 per day	Wednesday	5th	October	2012
		12.0 per day	Thursday	6th		

LAMDA Examinations will then allocate the correct number of examiners in relation to the total estimated examining hours. In the above example LAMDA Examinations will allocate one examiner for the Wednesday and two examiners for the Thursday.

Please note that examination sessions are scheduled for a maximum of 6.5 hours of examining per day per examiner (excluding breaks). For example, where the total examining hours on one day is 15.5 hours, LAMDA Examinations will allocate 3 examiners. When you receive confirmation of your booking, please check the number of examiners for each day carefully. If you have less than 6.5 hours of examining LAMDA Examinations will allocate only one examiner for one day.

Examinations days must be conducted within the normal working times of 9.00 to 18.00. An examination day of 6.5 hours will typically start from 9.00 and finish at 17.00 including the required examiner breaks. If a centre wishes to conduct examinations outside of normal working hours, prior authorisation must be sought from LAMDA Examinations.

The booking fee required to secure your booking should be deducted from the total examination fees payable when you submit your entries. If for any reason you do not deduct the booking fee from your examination entry fees, LAMDA Examinations will issue you with a Transfer Credit Voucher (TCV) for the balance amount of the booking fee. The TCV can be redeemed before its expiry date and used as payment for a future booking fee or examination entry fees for the private centre it is issued to.

Methods of Submitting Entries

Entries must be submitted by completing appropriate LAMDA Examination entry forms and submitting them with the full fee payment to LAMDA Examinations, or using the Online Entry System. As the information required is specific and needs to be exact we can only accept entries by these two methods.

Online Entry System (OES)

Most centres now find it easier, quicker and more convenient to enter learners using the Online Entry System (OES) via the internet. The OES is easier and saves you time because:

- examination fees are calculated automatically
- total examining hours are calculated automatically
- when completed and submitted, entries are immediately confirmed
- the system uses a secure server to transfer data, making it a safe and secure method of communicating yours and your learners' personal details.

In order to use the OES, you will need to register as an OES user for your Private Centre. Please visit the LAMDA Examinations website, www.lamda.org.uk/exams and go to the OES: Online Entry System page to register or telephone LAMDA Examinations for further information.

Entry Forms

Entry forms for private centres should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or are available on request from LAMDA Examinations. Please ensure that you use a current entry form when submitting entries, as entry forms are updated each June.

- 1 **The Bulk Entry Timetable Form** should be used to enter a series of learners submitted by the Centre Coordinator at a private centre for all the examinations being entered. Unit entries for the PCertLAM will also require the appropriate entry form to be submitted at the same time.
- 2 **The LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM)** has separate forms for the initial registration of a learner and then one entry which must be completed for all units.

- For Registration: *Certificate in Speech and Drama: Performance Studies (PCertLAM) Registration Form*
 - For Unit Entry: *Certificate in Speech and Drama: Performance Studies (PCertLAM) Entry Form for Public and Private Centres.*
- 3 **The LAMDA Diploma in Dramatic Art (LDDA)** was withdrawn for qualification and unit registration with effect from 1 January 2011. Certification for those registered for the qualification and all three units before this date is available up to 31 December 2012.
- To request examination for pre-registered units: *Diploma in Dramatic Art (LDDA) Entry Form*

Entry Fees and Payment

The current *UK Examination Fees Sheet* which contains additional fees should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available on request from LAMDA Examinations. All cheques should be made payable to LAMDA Ltd. All fees are payable at the same time as submitting the entry. Please write your centre code on the back of cheques. For other methods of payment please refer to the *Payment of Fees and Services* section on page 42 of this guide.

Please note that LAMDA Examinations levies an administration fee for processing 5 or more cheques/postal orders per examination session. There is also a late learner submission fee for each learner submitted after the closing date. Administration Fees are detailed on the current *UK Examination Fees Sheet*.

Closing Dates

Completed OES submissions or entry forms together with the full fee payment less the booking fee paid must be received by LAMDA Examinations a minimum of 6 weeks in advance of the first date of the booked examination session. Any forms submitted that are incomplete, late or not current will be returned. Receipt of entry forms and fees will only be acknowledged if a stamped, self-addressed envelope is enclosed.

Administration

- 1 You will be given a centre code at the time of LAMDA Examinations confirming your centre registration. Please quote this centre code on all correspondence with LAMDA Examinations, including letters, forms, e-mails and payments.
- 2 LAMDA Examinations can only accept instructions from the nominated Centre Coordinator or Head of Centre and all administration correspondence from LAMDA Examinations will be directed to the Centre Coordinator.
- 3 All aspects of examination administration including booking examination dates, queries, entries, fees, timetabling of examination sessions, issuing timetables and examination reports as well as distributing results and certificates will be directed to the Centre Coordinator.
- 4 All communications to LAMDA Examinations from a Centre Coordinator regarding examination administration or responding to queries raised by LAMDA Examinations must always be supported in writing, by submission of an appropriate form or email to exams@lamda.org.uk
- 5 Examination dates must be booked in writing with at least 10 weeks notice using a *Private Centre Date Booking Form*, along with payment of the current booking fee. LAMDA Examinations will confirm your examination session dates and the number of examiners allocated in writing. If you wish to book an examination date with less than 10 weeks notice please telephone LAMDA Examinations first.

- 6 Entries and full fee payment must be submitted a minimum of six weeks in advance of the first date of the booked examination session. Please refer to the earlier sections *Entry Fees and Payments*, *Methods of Submitting Entries* and *Closing Dates* in the *Entering Learners at UK Private Centres* section in this guide
- a Please ensure that you use a current entry form when submitting entries, as entry forms are updated each June. Forms can be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or may be obtained from LAMDA Examinations on request.
 - b Use separate *Bulk Entry Timetable Forms* for each examination date and examination room.
 - c When completing your *Bulk Entry Timetable Form* or the *Online Entry System* think of it as the timetable for the day. Begin your entries by starting with the learner who you want to be examined first and work onwards from there. List your entries in sequential order from your preferred start time through to your approximate finish time. This will be used to generate your timetable. The order in which learners are listed and presented to LAMDA Examinations will be the order in which they are scheduled on the timetable.
 - d Check the length of the examining day for each date and each room. A typical day of 6.5 hours examining will start at 09.00 and finish at 17.00, including the required examiner breaks. You may need to advise learners' parents/guardians that exams may run beyond your normal day's finish time.
 - i Calculate the total length of your examinations for each room by using the examination timings listed in the syllabuses and in the *Examination Timings* section on pages 33 and 34 of this guide.
 - ii If you have more than 6.5 hours of examining per day per room then you will require either an additional day or an additional examiner. Please contact LAMDA Examinations immediately if you have more examining hours than booked.
 - iii If you have less than 6.5 hours of examining LAMDA Examinations will allocate only one examiner on one day.
 - iv On receiving your entries LAMDA Examinations will check your entry submissions for the length of the examining day for each date and each room.
 - e The use of Correct Learner Name: the learner name you provide must be the correct legal name of the learner, not a nickname or abbreviation. This is to ensure that accurate records are maintained by LAMDA Examinations.
 - f If no preferred start time is indicated on your *Bulk Entry Timetable Form* or the *Online Entry System* LAMDA Examinations will start your examining at 09.00.
 - g Applications for Reasonable Adjustments with the required supporting documents must be submitted at the same time as submitting your entries. Please refer to the *Reasonable Adjustments* section on page 35 of this guide.
 - h Submitting a late learner: if a centre wishes to submit a learner entry after the closing date, but before the timetable and examination reports have been despatched, this is at the discretion of LAMDA Examinations, who will confirm if the entry is accepted. All learners submitted after the *Closing Date* will be subject to the *Late Learner Submission Fee*. LAMDA Examinations will not accept entries after the timetable and examination reports have been despatched.

- 7 The examination timetable and learner examination reports will be sent by LAMDA Examinations session to the named Centre Coordinator a minimum of 14 days prior to the scheduled examination.
 - 8 On receiving your examination timetable and learner examination reports you must check:
 - examination venue address
 - learner name spelling
 - examination subject
 - examination grade.
- If are any corrections required please notify LAMDA Examinations immediately by email to exams@lamda.org.uk.
- 9 Dates and times of examinations cannot be altered once a centre's session has been scheduled. Examiners will not be able to accept any changes on the day.

Timetabling Guidance

- 1 There are two elements to the timetable creation: timetabling of learners and timetabling of examiner breaks. In line with LAMDA Examinations timetabling procedures LAMDA Examinations will prepare timetables from the Bulk Entry Timetable or the Online Entry System submission for each room on each date.
- 2 All learners are timetabled sequentially; there must be no gaps other than for scheduled examiner breaks. A typical examining day includes examiner breaks consisting of 2 x 15-minute breaks (one in the morning and one in the afternoon) and a 60-minute break for lunch (minimum 45 minutes). An examiner cannot examine for more than 120 minutes without a break.
- 3 Learners entered for subjects where a dyslexic sight-reading is authorised or those who are delivering an impromptu speech need to be in receipt of the dyslexic sight-reading or impromptu subject before the commencement of their examination. Therefore, they should not be placed as the first learner of the day on the timetable.
- 4 Learners entered for more than one examination (subject to Regulation 3 on page 32) should not be timetabled consecutively. These learners must have an adequate time gap between examinations.
- 5 Unless advised of a preferred start time the examination day will start at 09.00.
- 6 A timetable for a full day of 6.5 hours examining starting at 09.00 will typically be as follows:
 - 9.00 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 and hence start and finish times for breaks will vary for each date/room.

Completing a Bulk Entry Timetable Form Guidance

- 1 Use separate bulk entry timetable forms for each date and each room/examiner.

- Please see the sample completed bulk entry timetable form below for visual guidance.
- When entering a Group each group should be given a unique name/title (for example, Spinning Wheel) which will be printed on the group certificate. The maximum number of characters including spaces a group name can have is 40. The group name is written in the 'Learner Given Name' column. The individual learners in the group must be listed immediately below the group name line, consecutively and bracketed together. Please see the sample completed Bulk Entry Timetable below.
- When entering a pair of learners for a duologue or combined exam the learners must be listed consecutively and bracketed together. The subject must state the exam format, either 'combined' or 'duologue'. Please see the sample completed Bulk Entry Timetable below.

For multiple session dates and / or rooms please enter session date and / or room numbers

				Exam Date		05/10/2012		Room Number		1
a. Unique Learner Number (if known)	b. IAMD PIN No: (if known)	d. Learner Given Name	e. Learner Family Name	f. Date of Birth (DD/MM/YY)	g. Gender (M/F)	h. Ethnic Code	i. Subject	j. Grade	k. Fee	l. Exam Time
0123456789	012345	JACK	FROST	08/07/93	M	10	INTRODUCTORY	Introductory	18.00	25
	345169	JAMES	JOYCE	<input checked="" type="checkbox"/> 01/01/78	M	10	ACTING SOLO	5	56.00	20
4578927891	186798	ANTONY	NEWLEY	<input type="checkbox"/> 01/02/00	M	10	INTRODUCTORY	Preparatory	19.50	10
	567192	JENNIFER	ANISTON	<input type="checkbox"/> 01/02/03	F	98	MIMING SOLO	3	33.50	10
		CHARLES	BLACK	<input type="checkbox"/> 11/10/07	M	60	ACTING COMBINED	4	70.00	30
		JANE	SNOWDEN	<input type="checkbox"/> 21/12/03	F	50		Leave Blank		
5678390867		THOMAS	SANGSTER	<input type="checkbox"/> 14/07/98	M	98	SPEAKING IN PUBLIC	7	58.00	20
		SPINNING WHEEL	Leave Blank				GROUP RECITAL	5	98.00	20
	567192	WILLIAM	SHAKESPEARE	<input type="checkbox"/> 25/07/03	M	90	Leave Blank		5.00	
	345623	SHANAH	PATEL	<input type="checkbox"/> 30/03/01	F	30			5.00	
		MARGARET	WANG	<input type="checkbox"/> 21/10/99	F	98			5.00	
	456723	JOHN	HURT	<input type="checkbox"/> 14/02/05	M	10			5.00	
	156345	FRANK	JAMES	<input type="checkbox"/> 08/05/59	M	10	PCERTLAM	UNIT 2	66.00	45
	345169	JAMES	JOYCE	<input checked="" type="checkbox"/> 01/01/78	M	10	MUSICAL THEATRE SOLO	6	53.00	20

'Duologue' or 'Combined' pair

'Group' requiring individual learner certificates

Learner entered for 'more than one exam'

'PCertLAM' or 'LDDA' unit entry also requires a completed unit entry form to be submitted

Examination Session Guidelines

- The examiner will contact you in advance of the examinations. Please provide a mobile telephone number if possible. When s/he does so, please be ready to discuss the transport arrangements you can provide from the examiner's hotel or arrival train station. It is always preferred if examiners can be collected from the station or their hotel. If the examiner is driving, please provide directions and parking arrangements for your venue.
- Examiners are grateful if the centre can organise morning, afternoon and lunchtime refreshments – tea, coffee, lunch, but not alcohol. If lunch is provided, the examiner will offer £5.00 towards payment. Where possible, examiners should take their lunch separately from centre staff. If lunch cannot be provided please inform the examiner in advance of the examination session so they can make their own arrangements.
- In the interests of health and safety and the successful running of the examination session, 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 session 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* section on page 29 of this guide.
- 5 Centre Coordinators must verify learner identity prior to the examination to ensure learner authenticity. Centres must retain a record of the identification provided for learners aged 16 years and over for two years.
- 6 Learners must be at the examination venue a minimum of 15 minutes before their scheduled examination time and report to the Centre Coordinator.
- 7 Learners are required to bring their Examination Report with them to give to the examiner. If applicable for the examination being taken, write on the Examination Report in the space provided any title(s), author(s), and character name(s) in order of presentation.
- 8 The learner is required, where applicable, to bring legible copies of all selections for the examiner.
- 9 The learner is required, where applicable, to bring any items and/or equipment that is needed to fulfil the syllabus requirements.
- 10 If a learner arrives late for his/her appointed examination time, LAMDA Examinations is under no obligation to examine them.
- 11 Learner absence due to illness, injury or recent bereavement: please refer to the *Transfer Credit Voucher* section on page 44 of this guide.
- 12 Reporting Omissions and Errors: please refer to the *Reporting Omissions and Errors* section on page 43 of this guide.
- 13 Results, Certificates and Medals: please refer to the *Results, Certificates and Medals* section on page 43 of this guide.

Footnote

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

Entering learners outside the UK

LAMDA examinations are offered in countries outside of the United Kingdom. Please refer to our website for contact details of the relevant local representative. For countries without a representative, please contact LAMDA Examinations directly.

How to become a registered examination centre

To become an examination centre you must complete the new centre registration form available to download from the LAMDA Examinations website www.lamda.org.uk/exams or from LAMDA Examinations on request. The form must be returned to LAMDA Examinations. The registration process is normally completed within 2 weeks and is available free of charge.

Please note if you do wish to set up and run your own private centre, a Centre Coordinator must be nominated to deal with all aspects of examination administration including collecting entries and fees, providing stewards and timetabling examination sessions, receiving timetables and report cards as well as distributing results and certificates. LAMDA Examinations will not cover the cost of hiring the examination venue or any other associated expenses.

Fee sheets

Country fee sheets are available on request from LAMDA Examinations.

Minimum entry fee requirements

International centres are subject to a minimum entry fee requirement for each examination session. LAMDA Examinations is unable to schedule examinations if there are insufficient learners to meet the minimum fee requirement. Details of country minimum entry fees are available from LAMDA Examinations.

Booking an examination session

Requests for an examination session must be submitted to LAMDA Examinations in writing at least four months in advance of the session. Please state the start date of the session and estimate its approximate duration. Please note that for sessions of three weeks or less, only one examiner will be allocated.

Entry deadline

Entries are due at least eight weeks before a session is due to start. The entry deadline will be set at the time of booking an examination session and must be adhered to. Failure to submit entries by this date will result in the session being cancelled.

Online Entry System (OES)

Most centres now find it easier, quicker and more convenient to enter learners using the Online Entry System (OES) via the internet. The OES is easier and saves you time because:

- examination fees are calculated automatically
- total examination times are calculated automatically
- when completed and submitted, entries are immediately confirmed
- the system uses a secure server to transfer data, making it a safe and secure method of communicating yours and your learners' personal details.

In order to use the OES, you will need to register as an OES user for your Private Centre. Please visit the LAMDA Examinations website or telephone LAMDA Examinations for further information on how to register.

Entry form format

Entries can either be emailed, faxed, posted or submitted online using the Online Entry System (OES). We recommend the use of OES as it is the quickest and most efficient means. If entries are being emailed, faxed or posted, the correct Entry Form must be used. All centre and teacher details must be filled in and all learner fields completed. PIN numbers should be used if learners have previously entered for an examination with LAMDA Examinations. As the entry form is your timetable, please write the learners in the order (from start to finish) that you wish them to appear on each day.

Entry Forms

Entry forms for private centres should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or are available on request from LAMDA Examinations.

- 1 **The *Bulk Entry Timetable Form*** should be used to enter a series of learners submitted by the Centre Coordinator at a private centre for all the examinations being entered. Unit entries for the PCertLAM will also require the appropriate entry form to be submitted at the same time.
- 2 **The LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM)** has separate forms for the initial registration of a learner and then one entry which must be completed for all units.
 - For Registration: *Certificate in Speech and Drama: Performance Studies (PCertLAM) Registration Form*
 - For Unit Entry: *Certificate in Speech and Drama: Performance Studies (PCertLAM) Entry Form for Public and Private Centres*.
- 3 **The LAMDA Diploma in Dramatic Art (LDDA)** was withdrawn for qualification and unit registration with effect from 1 January 2011. Certification for those registered for the qualification and all three units before this date is available up to 31 December 2012.
 - To request examination for pre-registered units: *Diploma in Dramatic Art (LDDA) Entry Form*

Use of Correct Learner Name

The learner name you provide must be the correct legal name of the learner, not a nickname or abbreviated name. This is to ensure that accurate learner records are maintained by LAMDA Examinations.

Timetabling

Examiners should be examining between 6 and 6.5 hours a day. Examiners can only undertake a maximum of 6.5 hours of examining per day. The examiner should not examine for more than 2 hours straight without a coffee, lunch or tea break. Coffee and tea breaks are 15 minutes and lunch breaks should be 60 minutes. In total the day should be approximately 8 hours long.

During the first week, examiners are expected to examine for 5.5 to 6 days, with 1.5 or 1 day break. During the second week of examining, examiners are expected to examine for 5 days, with 2 days off within the next 7 days. This two week pattern then repeats itself.

Examinations will be scheduled in the order that they appear on the entry form and the centre should consider this when completing the entry forms. If there are specific start, lunch and/or finish times, these must be clearly stated at the time of entry submission. All learners must be timetabled sequentially. There must be no gaps other than the scheduled examiner breaks.

Learners entered for subjects where a dyslexic sight-reading is authorised or those who are delivering an impromptu speech from a choice of topics supplied by the examiner must not be placed as the first learner of the day on the timetable.

Please note that failure to timetable sessions in accordance with the above regulations may result in additional daily charges.

Fees

Examination fees are due eight weeks before the start of the session, along with the entries. Fees can be sent in the following way:

- cheque/bankers drafts (Sterling, Euro or US Dollars) made payable to LAMDA Ltd; exchange rate records must be attached to the draft/cheque
- BACS transfers (for bank details please see the *Payments and Services* section on page 42 of this guide)
- credit card (1.8% credit card fee applies).

LAMDA Examinations must receive one cheque/bankers draft/BACS transfer on behalf of all learners. An administrative fee will be levied if more than one cheque/bankers draft/BACS transfer is sent.

Failure to submit fees in time will result in the session being cancelled.

LAMDA Examinations will accept cheques and bankers drafts in Pounds Sterling, Euros and US Dollars. Cheques and bankers drafts in Euros and US Dollars will only be accepted if they exceed a minimum value equivalent to £75.00.

Administration

- 1 You will be given a centre code at the time of LAMDA Examinations confirming your centre registration. Please quote this centre code on all correspondence with LAMDA Examinations, including letters, forms, e-mails, BACS payments and on the back of any payments made by cheque.
- 2 A typical day will start at 09:00 and finish at 17.00.
- 3 When completing your Bulk Entry Timetable Form, think of it as the timetable for the day. Complete your entry form by starting with the learner who you want to be examined first and work onwards from there. List your entries in sequential order from your preferred start time through to your approximate finish time. The order in which learners are listed on the entry form will be the order in which they are scheduled.
- 4 Use separate Bulk Entry Timetable Forms for each date and each room/examiner.
- 5 Learners who are taking more than one examination should be indicated by ticking the box in the 'Learner Family Name' column on the Bulk Entry Timetable Form and not consecutively timetabled for more than one examination.
- 6 Centre Coordinators must verify learner identity prior to the examination to ensure learner authenticity. Centres must retain a record of the identification provided for learners aged 16 years and over for 2 years.
- 7 The examination details will be sent by LAMDA Examinations 14 days prior to the scheduled examination session to the named Centre Coordinator.
- 8 Dates and times of examinations cannot be altered once a centre's session has been scheduled. Examiners will not accept any changes on the day without written authorisation from LAMDA Examinations.

Examination Session Guidelines

- 1 The examiner will contact the Centre Coordinator in advance of the examinations. Please provide a mobile telephone number if possible. When s/he does so, please discuss transport arrangements. It is always preferred if examiners can be collected from their hotel.
- 2 In the interests of health and safety, there must be one responsible person and designated examination room steward present at the venue at all times. The 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 steward is required to sign the *Overseas Centre Learner Not Present on the Day Declaration*, confirming any absentees. The form will be presented to the steward by the examiner at the end of each day.
- 3 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 session and that the examining room is ready in time for the scheduled start. Please ensure that individual learners are equipped with any reference materials necessary for the examination.
- 4 Examiners are grateful if the centre can organise morning, afternoon and lunchtime refreshments – tea, coffee, lunch, but not alcohol. Where possible, examiners should take their lunch separately from centre staff.

Examination Room Guidelines: please see the *Examination Room Guidance* section on page 29 of this guide.

Entering Learners for Examinations at Overseas Centres in a country with a Representative

Examination dates, syllabus specifications, entry forms and fee lists are available from the LAMDA Examinations local representative or from LAMDA Examinations.

Entry forms and fees must be presented to the local representative at least ten weeks prior to the scheduled examination session.

Examination report forms will be sent by LAMDA Examinations to the local representative three weeks prior to the start of the scheduled examination session. The representative will distribute these to centres/teachers and, where appropriate, learners.

We regret we are unable to guarantee examination date requests. Centres/learners must be prepared to hold their examinations on any date in the session. Examinations dates and timings will be confirmed by LAMDA Examinations once all entry forms from all centres participating in the session have been received and processed.

Dates and times of examinations cannot be altered once the session has been scheduled nor are refunds available. Examiners will not accept any changes on the day.

Learners undertaking Musical Theatre examinations must provide their own equipment/instrument and accompanist, page-turner or equipment operator.

Learners entering at an overseas Public Centre who are aged 16 years and over on the date of their examination must have their identity verified by presenting themselves to the local Representative or his/her representation prior to the examination to ensure learner authenticity before commencement of their examination. Learners who cannot verify their identity will not be allowed to take their examination. For a list of acceptable documentation for identification, please see the *Learner Authenticity* section on pages 8 and 9 of this guide.

Footnote

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

Registering and entering units for the LAMDA Diploma in Communication, Speech and Drama Education (LSDE)

The LAMDA Diploma in Communication, Speech and Drama Education (LSDE) (QCF) (Syllabus effective from 1 January 2011)

To register on this syllabus please complete a *Diploma in Communication, Speech and Drama Education (QCF)(Syllabus effective from 1 January 2011)Registration Form*. Learners will receive written confirmation of their registration.

To register and enter units please complete a *Diploma in Communication, Speech and Drama Education (LSDE)(QCF)(Syllabus effective from 1 January 2011)Unit Entry Form*. Units can be entered at any time and in any order once a learner is registered for the LSDE (QCF) by LAMDA Examinations.

Entering for:

Unit 1 (Theoretical and Subject Knowledge)

Unit 2 (The Application of Professional Knowledge)

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

- 1 *Diploma in Communication, Speech and Drama Education (LSDE) (QCF)(Syllabus effective from 1 January 2011)Unit Entry Form* completing the required sections
- 2 two copies of your Portfolio of Evidence
- 3 one completed and signed *Assignment/Portfolio of Evidence Declaration Cover Sheet*.
- 4 payment of the current entry fee for the unit entered.

Unit 3 (Demonstrating Practical Teaching Skills)

Unit 3 requires several components to be completed. An examination session must be booked for the *Assessed External Teaching Observation* component with LAMDA Examinations a minimum of six weeks before the intended date of the *Assessed External Teaching Observation*. Learners should submit a *Diploma in Communication, Speech and Drama Education (LSDE) (QCF) (Syllabus effective from 1 January 2011) Unit Entry Form*, completing the required sections and returning it with payment of the current entry fee to LAMDA Examinations. You will receive written confirmation of your *Assessed External Teaching Observation* examination date, then:

- 1 A minimum of four weeks before the confirmed booked *Assessed External Teaching Observation* examination takes place or at the time of submitting your Unit 3 entry form you must send to LAMDA Examinations by post:
 - a two copies of your completed *Scheme of Work* component with,
 - b one completed and signed *Assignment/Portfolio of Evidence Declaration Cover Sheet*.
- 2 On the day of your *Assessed External Teaching Observation* examination you must have prepared to hand to the examiner on their arrival the *Assessed External Teaching Observation*:
 - a the completed and signed *Log Book* component with,
 - b the completed and signed *Internal Teaching Observation Supervising Teacher Report Form*.

All LSDE (QCF) unit entry and supporting component forms should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or are available on request from LAMDA Examinations.

The LAMDA Diploma in Speech and Drama Education (LSDE) (NQF) (Syllabus Specifications effective from 1 September 2008 expiring 31 December 2010)

Syllabus and Unit Registrations closed on the 31 December 2010.

Learners who have registered for outstanding units and wish to be assessed for these outstanding units should complete *The Diploma in Speech and Drama Education Submission Form*. Unit 1 must be completed and a pass achieved before entering Unit 2. Unit 3 can be entered at any time. **Certification End Date for this syllabus is 31 December 2012.**

Entering for:

Unit 1 Component (Subject Knowledge/Workbook)

Unit 1 Component (Subject Knowledge/Essay)

Unit 2 Component (Professional Knowledge/Workbook)

Unit 2 Component (Professional Knowledge/Essay)

Unit 1 or Unit 2 each have two components and require the submission of a Portfolio of Evidence. An examination session does not need to be booked. Submit the following by post to LAMDA Examinations:

- 1 *The Diploma in Speech and Drama Education Submission Form* completing the required sections
- 2 two copies of your Portfolio of Evidence
- 3 one completed and signed *Assignment/Portfolio of Evidence Declaration Cover Sheet*.

Unit 3 (Teaching Skills)

Unit 3 requires several components to be completed. An examination session must be booked for the *Assessed External Teaching Observation* component with LAMDA Examinations a minimum of six weeks before the intended date of the *Assessed External Teaching Observation*. To do this, learners must submit *The Diploma in Speech and Drama Education Assessed External Submission Form* and *The Diploma in Speech and Drama Education Submission Form*, completing the required sections and posting to the LAMDA Examinations office. You will receive written confirmation of your *Assessed External Teaching Observation* examination date, then:

- 1 A minimum of four weeks before the confirmed booked *Assessed External Teaching Observation* examination takes place or at the time of submitting your Unit 3 entry forms you must send to LAMDA Examinations by post:
 - a two copies of your completed *Scheme of Work* component, with
 - b one completed and signed *Assignment/Portfolio of Evidence Declaration Cover Sheet*.
- 2 On the day of your *Assessed External Teaching Observation* examination you must have prepared to hand to the examiner on their arrival the *Assessed External Teaching Observation* which should contain:
 - a the completed and signed *Log Book* component
 - b the completed and signed *Internal Teaching Observation Supervising Teacher Report Form*.

All LSDE (NQF) unit entry and supporting component forms are available on request from LAMDA Examinations.

Examination Room Guidelines

These guidelines explain LAMDA Examinations' minimum requirements for Centre and Examination Room requirements in order 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. The recommended minimum room size for performance examinations should be 25 square metres either rectangular or square in shape excluding the area required for the examiner or any musical accompanist. If the performing space is rectangular the length of the short wall should not be less than five metres to enable large groups or performances with large movement to be performed safely. There must be no obstructions to the examiner's sight lines (for example, pillars).
- 2 **Ceiling Height.** The recommended height of the ceiling is a minimum of three metres.
- 3 **Examination Room Use.** 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; curtains are not acceptable. All entrance doors must be marked with a sign or notice which states "Do Not Disturb: Examinations in Progress".
- 5 **External and Internal Noise.** The centre and examination room must not be subjected to noise.
- 6 **Ventilation and Temperature.** The room should be at a suitable working temperature, which should not normally fall below 18°C as the examiner will be seated in the room for extended periods of time. It should be well ventilated, heated in cold weather and cooled with either a fan or air conditioning in hot weather. Opening of windows is to be avoided if it allows the ingress of external noise.
- 7 **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
- 8 **Mirrors.** All mirrors should be covered so that learners and examiners are not distracted.
- 9 **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, especially for learners with autism and ADHD.
- 10 **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.
- 11 **Musical Instruments and Musical Equipment.** LAMDA Examinations does not provide musical instruments, musical equipment, an accompanist or page turner.
- 12 **Examiner Seating and Writing Table.** A writing table and a suitable, comfortable chair (preferably height adjustable) for an adult must be provided for the examiner:
 - a **In general:**
 - (i) the Examiner should be able to maintain a correct and comfortable body posture
 - (ii) the Examiner should be able to reach the entire work area without stretching or twisting unnecessarily
 - (iii) there should be adequate leg-room and knee clearance beneath the desk

b When selecting a work chair, consider:

- (i) seat height should be adjustable
- (ii) seat width should cope with the largest users' hip width
- (iii) adjustable backrests should be provided to support the lower back
- (iv) the lower part of the back rest must be given a convex shape to preserve the curve of the lower back
- (v) all adjustments should be quick and easy to make
- (vi) seats should swivel and be easy to move
- (vii) ensure armrests on the chair will not hinder work tasks
- (viii) ideally, the chair should have five legs for stability

c Placing of the examiner's table:

- (i) should be placed to avoid extremes of:
 - a glare
 - b sunlight
 - c drafts
 - d heat source
- (ii) with a clear view of the entire performing space

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

14 **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. In the event that there is a failure to meet any Health and Safety obligation the examiner can refuse to work.

Customer Service Standards

We aim to:

- answer telephone calls within six rings/15 seconds
- provide a courteous and accurate response to all enquiries and requests for information
- acknowledge written correspondence within seven working days
- despatch specifications, entry forms, public centre date lists, fee lists and publication lists within three working days of receipt of a request
- despatch publications within ten working days of receipt of the correct order
- acknowledge complaints within seven working days
- make available an annual fee list and public centre date list in easy-to-read format to all centres in April
- provide examiners for all public centre dates and for private centres where the total amount of examination fees reaches the designated minimum order value
- despatch examination reports, medals and certificates within six weeks of the last day of examination date
- despatch examination schedules 14 days in advance of the examination.

Further information is available on the LAMDA Examinations website: www.lamda.org.uk/exams.

As an awarding body LAMDA Examinations seeks to support teachers and students in their use of the LAMDA Examinations 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 LAMDA Examinations.

LAMDA Examinations
155 Talgarth Road
Barons Court
London
W14 9DA

Tel: +44 (0)844 847 0520
Fax: +44 (0)844 847 0521

Email: exams@lamda.org.uk

Telephone lines are open from Monday to Friday (with the exception of Public Holidays and Christmas/New Year closure) 09.30–17.30 hours.

Regulations for All Examinations

- 1 Teachers and learners should refer to the 'General Notes and Regulations' printed in each individual unit/grade/level and subject area throughout the syllabus specifications.
- 2 The submission of an entry is accepted as evidence that the learner agrees to the regulations laid down in the specifications.
- 3 Learners may enter for more than one subject at one examination session, but must state this on the entry form. Learners may not enter for more than one grade or diploma in the same subject at one examination session unless written permission is obtained from the Head of Examinations. Learners may not enter for the same grade in both solo and duologue examinations. Learners may not enter for more than one group examination of the same subject and grade.
- 4 Learners must be in attendance and ready for their examination at least 15 minutes prior to the stated time of the examination.
- 5 LAMDA Examinations reserves the right to decline or cancel any entry. LAMDA Examinations does not guarantee to examine at any Centre where the number of learners is insufficient to warrant it. Fees will be returned in such cases.
- 6 LAMDA Examinations reserves the right not to examine a learner if they have a possibly contagious illness, such as chicken pox.
- 7 LAMDA Examinations cannot guarantee to grant requests for specific dates and times.
- 8 No unauthorised person will be allowed to be present during any examination.
- 9 LAMDA Examinations reserves the right to return entries received after the closing date.
- 10 Examination appointments vacated by learners who are sick, or those withdrawing for other reasons, cannot be taken by other learners.
- 11 Should a learner be prevented from attending an examination after their entry has been processed, LAMDA Examinations should receive notification in writing detailing the circumstances, enclosing the blank examination report within 10 working days of the examination date. Under circumstances such as illness, injury or recent bereavement LAMDA Examinations will consider refunding all or part of 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 an entry form enclosing their TCV and any fee balance due.
- 12 Fees cannot be returned except under regulations 5, 6 or 9.
- 13 LAMDA Examinations issues medals in materials other than precious metal. The words 'Bronze', 'Silver', and 'Gold' are used by LAMDA Examinations purely as an academic standard for the medal examinations. LAMDA Examinations reserves the right to change the style and presentation of all awards.
- 14 Total Time Allowance for an examination/unit is defined as the maximum time allocated for the assessment and may include learner set-up, the performance and any verbal or written examiner assessment requirements.
- 15 The decisions of the awarding body (LAMDA Examinations) are final.

Examination Timings

The following are total examination times, which allow for learner performance and time for examiners to complete the written examination report.

Introductory Examinations

Introductory	10 mins
Preparatory	10 mins
Preliminary	10 mins

Speaking Verse and Prose

Entry	10 mins
Grades 1-3	10 mins
Grades 4-5	15 mins
Grade 6 – Bronze Medal	20 mins
Grade 7 – Silver Medal	25 mins
Grade 8 – Gold Medal	30 mins

Reading for Performance

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-8	30 mins

Using Spoken English

Entry	10 mins
Grades 1-3	10 mins
Grades 4-5	15 mins

Speaking in Public

Grade 6 – Bronze Medal	20 mins
Grade 7 – Silver Medal	20 mins
Grade 8 – Gold Medal	25 mins

Acting - Solo

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grade 6 – Bronze Medal	20 mins
Grade 7 – Silver Medal	25 mins
Grade 8 – Gold Medal	25 mins

Acting – Duologue

Entry	15 mins
Grades 1-3	20 mins
Grades 4-5	30 mins
Grade 6 – Bronze Medal	30 mins
Grade 7 – Silver Medal	35 mins
Grade 8 – Gold Medal	35 mins

Acting – Combined

Grades 1-3	25 mins
Grades 4-5	30 mins

Devising Drama – Solo

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-7	20 mins
Grade 8	25 mins

Devising Drama – Duologue

Entry	15 mins
Grades 1-3	20 mins
Grades 4-5	25 mins
Grades 6-7	25 mins
Grade 8	30 mins

Miming – Solo

Entry	10 mins
Grades 1-3	10 mins
Grades 4-5	15 mins
Grades 6-7	20 mins
Grade 8	25 mins

Miming – Duologue

Entry	15 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-7	25 mins
Grade 8	30 mins

Musical Theatre – Solo

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grade 6 – Bronze Medal	20 mins
Grade 7 – Silver Medal	25 mins
Grade 8 – Gold Medal	25 mins

Musical Theatre – Duo

Entry	15 mins
Grades 1-3	20 mins
Grades 4-5	25 mins
Grade 6 – Bronze Medal	25 mins
Grade 7 – Silver Medal	30 mins
Grade 8 – Gold Medal	30 mins

Group Introductory

Group Introductory	15 mins
Group Preparatory	15 mins
Group Preliminary	15 mins

Group Recital

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-8	30 mins

Choral-Speaking

Entry	10 mins
Grades 1-3	10 mins
Grades 4-5	15 mins
Grades 6-8	20 mins

Group Acting

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-8	25 mins

Group Devising Drama

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-8	25 mins

Group Musical Theatre

Entry	10 mins
Grades 1-3	15 mins
Grades 4-5	20 mins
Grades 6-8	25 mins

The LAMDA Certificate in Speech and Drama: Performance Studies

Unit 2	40 mins
Unit 3	45 mins

The LAMDA Diploma in Dramatic Art (claims until 31 December 2012)

Unit 1	45 mins
Unit 3	50 mins

**The LAMDA Diploma in Speech and Drama Education (claims until 31 December 2012) and
The LAMDA Diploma in Communication, Speech and Drama Education (entries from 1 January
2011)**

Unit 3	40 mins + 30 mins discussion
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Assessment and Grading

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

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

LAMDA Examinations uses various methods of external assessment in its accredited QCF qualifications, which assess the learners' achievement of the qualification's stated assessment criteria. These include:

- practical examinations
- oral examinations
- performance recitals
- written assignments (workbook)
- portfolio of evidence.

All assessment criteria and external assessment methods are located in the qualification's Syllabus Specifications. The content page will indicate where you are able to locate the relevant assessment criteria for each qualification and will detail the type of external assessment that will be required of the learner.

QCF Assessment requirements

All assessment for LAMDA Examinations accredited Qualification and Credit Framework (QCF) 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. To achieve a pass a learner must have satisfied **all** the pass assessment criteria. To achieve a merit a learner must have satisfied **all** the merit grading criteria and to achieve a distinction a learner must have satisfied **all** the distinction grading criteria.

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

In these circumstances the examiner will indicate which assessment criteria/criterion was not met in the Examination report.

Reasonable Adjustments

As an awarding organisation we have a duty to ensure 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 Examinations 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 the DDA 1995 and with any subsequent amendments to the act.

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 basement 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.

Reasonable adjustments must be approved by LAMDA examinations 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 request about the learner's ability to achieve the assessment criteria in relation to reasonable adjustments please contact LAMDA Examinations.

Examples of reasonable adjustments granted:

- allowance of additional time
- assessment material in large format/font
- assessment material in Braille
- assessment material on coloured paper
- practical assistance
- others as agreed.

Special Education Needs

It should be noted that a Statement of Special Educational Needs does not automatically qualify the learner for reasonable adjustments. LAMDA Examinations may refuse on the grounds the statement is not current and does not contain a recent (in the past year) assessment of needs or if the reasonable adjustment requested would compromise the assessment.

Applying reasonable adjustments

Reasonable adjustments must be approved by LAMDA Examinations prior to application. They are intended to enable learner(s) attainment to be demonstrated. A learner does not have to be disabled (as defined by the DDA Act 1995) 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 Examinations will notify centres of the reasonable adjustment granted 10 days in advance of the examination.

How to apply for a Reasonable Adjustment

Examination Entry forms have a section called '*Special Needs or Reasonable Adjustments*' to bring to LAMDA Examinations' attention any special circumstances or needs of a learner. You must make LAMDA Examinations aware of this on the entry form by writing in this section:

- 1 the Learner Name
- 2 the Special Need
- 3 tick the box 'New Application'.

for example

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

For the special circumstances or needs to be considered for a reasonable adjustment to the examination by LAMDA Examinations it must be supported by a formal application.

Applications for reasonable adjustment must be submitted a minimum of six weeks (8 weeks for Braille documents) prior to implementation of the adjustment by submitting an *Application for Reasonable Adjustment Form* with the required supporting documentation. Applications with required supporting documentation received by LAMDA Examinations outside of these timescales may not be considered as evidence for the learner's immediate examination.

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

Supporting documentation

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

Visual Impairment

Must be supported by a signed qualified optometrist declaration or signed medical practitioner report. (For Braille documents application must be made at least eight weeks in advance of

the first date of the scheduled examination session **to allow for a Braille document to be produced**).

Medical or Physical Disabilities

Must be supported by a signed medical practitioner report.

Psychological, Neurological, Dyslexia, Dyspraxia, Other Learning Difficulties

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(s) given on the *Application For Reasonable Adjustment Form* submitted and state the name and qualifications of the qualified assessor.

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 Examinations 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.

If the supporting documentation is being provided by a school's Special Educational Needs Coordinator (SENCO) or similar and the SENCO **does hold an educational psychologist or a special needs teacher qualification** then the qualified SENCO needs only to submit to LAMDA Examinations a letter confirming the diagnosis of the specific learning difficulty(ies) given on the *Application For Reasonable Adjustment Form* submitted and state their name and qualification.

What do I do if I have previously applied for a Reasonable Adjustment and LAMDA Examinations has recorded this against the learner record on a prior occasion?

If there has been no change to the learner's circumstances since submitting the original application for reasonable adjustment and LAMDA Examinations has granted a reasonable adjustment based on the original application you must make LAMDA Examinations aware of this every time the learner is entered for an examination. All entry forms have a section *Special Needs or Reasonable Adjustments* to make LAMDA Examinations aware of learners being entered in the examination session that have a Special Needs or Reasonable Adjustments. Please write in this section:

- 1 the Learner Name
- 2 the Special Need
- 3 tick the box 'Previously Submitted and Granted'.

for example

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

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

Requesting Special Considerations

Special Considerations requests must be submitted to LAMDA Examinations in writing, detailing the circumstances, within ten 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.

LAMDA Examinations decision will be based on various factors which may vary dependent 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.

If the application is successful the learner's performance will be reviewed in the light of the available evidence.

Complying with the Reasonable Adjustments and Special Considerations Policies

Failure to comply with the arrangements and requirements as set in this guide could result in centre 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 Examinations' approval
- exceeding any allowance granted by LAMDA Examinations.

Appeals

If you would like to appeal against a decision made in relation to a reasonable adjustment and/or special consideration please refer to the appeals process detailed in the Complaints, Enquiries about Results and Appeals procedure found on page 47 of this guide.

LAMDA Examinations 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 a awarding organisation we do not create barriers or access to achievement to all learners.

Code of Practice for LAMDA examinations centres

By registering as a LAMDA examinations centre the centre agrees to comply with the following requirements:

- 1 Provide a Centre Co-ordinator as the single point of accountability for the quality assurance and management of LAMDA Examinations delivery at the centre.
- 2 Supply to LAMDA Examinations relevant information as required.
- 3 Ensure that LAMDA Examinations is kept up-to-date regarding centre information retained in Part 1 of this application form.
- 4 Ensure that the centre is using the current and appropriate versions of all documentation including syllabuses and examination regulations and all other documentation including fees, minimum fees and closing dates.
- 5 Ensure that LAMDA Examinations' documentation is disseminated and understood by the appropriate personnel in the centre.
- 6 Adhere to the rules and regulations as outlined in the syllabuses and other guidance documents issued by LAMDA Examinations.
- 7 Meet all the required closing dates and comply with all payment terms and conditions for the centre.
- 8 Check the learner listing to ensure that all information is complete and accurate and inform LAMDA Examinations of any anomalies and changes required.
- 9 Inform LAMDA Examinations six weeks before the first date of an examination session of any learners with special requirements.
- 10 Provide a suitable quiet examining environment.
- 11 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.
- 12 Prepare and present the examiner with a timetable for the entire session at the beginning of the first day of examining. Ensure that the timetable complies with LAMDA Examinations' regulations as found in the Guide for Centres and Teachers.
- 13 Centre Coordinators are required to verify learner identity prior to the examination to ensure learner authenticity and to maintain a record of the identification provided for learners' aged 16 years and over.
- 14 Provide a steward/member of staff for the duration of the examination session to ensure that all learners are present and to provide any administrative support the examiner may require.
- 15 Ensure effective stewarding of learners before and after their examination.
- 16 Ensure the examiner has access to regular refreshments at appropriate points throughout the session(s).
- 17 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 by LAMDA Examinations (including LAMDA Examinations staff).
- 18 Provide disabled access and assistance at all venues.
- 19 Comply with the statutory regulations including Health and Safety, DDA and Data Protection.
- 20 Ensure that learner records and details of achievements are accurate, kept up to date, and securely stored in line with local data protection acts.
- 21 Cooperate in participating with audio recording on request for standardisation and training purposes.
- 22 Report any suspected malpractice to LAMDA Examinations.
- 23 Ensure all relevant members of staff are aware of the Code of Practice and of LAMDA Examinations' policies and procedures and of their responsibility to adhere to them.
- 24 Provide sufficient competent and qualified teachers and other personnel to meet the demand of learners for the examinations.
- 25 Disseminate results, certificates and medal(s) as necessary.
- 26 Notify LAMDA Examinations of any changes which may affect the centre's ability to meet the Code of Practice and/or meet LAMDA Examinations' requirements in its policies and procedures.
- 27 Provide LAMDA Examinations with access to premises, people and records as required and comply with LAMDA Examinations monitoring requirements.

Payment of Fees and Services

All fees are payable in full at the time of submitting your entry. Results will not be issued where the payment of any fee is outstanding in full or in part.

All payments are to be made to **LAMDA Ltd**. Payments can be made using:

- BACS
- Cheque (un-cleared cheques will incur the *Un-cleared Cheque Fee* per cheque)
- Postal Orders
- Debit or Credit Card (plus the *Credit/Debit Card Transaction Fee*)
 - Visa
 - Delta
 - Electron
 - MasterCard
 - Solo
 - UK Maestro.

Private Centres submitting five or more cheques and/or postal orders will incur the *Multiple-Cheque Processing Fee*.

Information to make payments by BACS or electronic or on-line banking

Bank Name	HSBC
Bank Address	21 Kings Mall Kings Street Hammersmith London W6 0QF UK
Account Name	LAMDA Ltd
Account Number	32006987
Sort Code	40-03-21
IBAN	GB64MIDL40032132006987
BIC	MIDLGB2106P

Quote as a reference with your payment

For UK and Overseas Private Centres	The 5 or 6 digit alphanumeric centre code or LAMDA Ltd Invoice Number
For UK and Overseas Public Centres	Your address and Public Centre Name and Learner Family Name or LAMDA Ltd Invoice Number

Send Payment Advice Notes to:

By e-mail: accounts@lamda.org.uk
By fax: +44 (0) 844 8470521

Results, Certificates and Medals

United Kingdom and International

In accordance with the QCF, the following qualifications will be awarded for Graded Examinations in Communication, Graded Examinations in Performance and Graded Examinations in Musical Theatre.

QCF Level	LAMDA Grade	Qualification
Entry level	Entry3	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

Examination reports, results, certificates and medals where awarded will be issued by LAMDA Examinations after the examination session and will be dispatched within six weeks of the last day of the examination session. On receipt, please check that the correct medals and certificates have been issued. If there is an error or a replacement is required, you will need to complete the appropriate Requisition Form and return it with the original certificate or medal within ten days of receiving your results.

Please note that there will be a charge for Replacement Certificates if required due to a submission error.

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

Results will not be issued were the payment of entry fees is outstanding.

Invalidations

LAMDA Examinations operates an Invalidation policy for all its qualifications.

There is a requirement for all learners to follow the regulations stated in the syllabus specifications. If a learner does not perform to the exact requirements as laid out in the syllabus then the examination will be invalidated.

An invalidation can only be made by the appropriate personnel at LAMDA Examinations. It will not be made by the examiner.

Any learner reports judged invalidated will be stamped 'invalid', scanned and retained on file. The invalid reports and a letter explaining the reason for the invalidation will be sent directly to the Centre Coordinator or named accountable person.

Reporting Omissions and Errors

Any omissions or errors to timetables, report cards, spelling of learner names or dates of birth must be reported to the LAMDA Examinations prior to the examination session.

If the omission or error 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 to LAMDA Examinations by the Centre Coordinator for private centre entries or by the Correspondence Contact for public centre entries. All agreed amendments must be communicated to LAMDA Examinations in writing or by e-mail to exams@lamda.org.uk

Enquiries after Results Service

Replacement Certificates and Letters of Attestation

For current syllabus subjects a replacement certificate will be issued. For expired syllabus subjects a letter of attestation confirming the qualification will be issued. To request either, please complete a *Certificate or Medal Requisition Form*. This should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available on request from LAMDA Examinations, then completed and returned to LAMDA Examinations with the appropriate fee.

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

Examination History Transcripts

From registered private centres: the request for learner examination history transcripts must be requested in writing (preferably by email) by the Centre Coordinator from the Private Centre where the learner took their last examination.

From learners, teachers, parents and guardians directly to LAMDA Examinations: all applications must be made by completing an *Examination History Transcript Application Form* and returning to LAMDA Examinations with the appropriate fee. The form should be downloaded from the LAMDA Examinations website www.lamda.org.uk/exams or is available on request from LAMDA Examinations. Please note examination 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.

Transfer Credit Vouchers

Should a learner be prevented from attending an examination after their entry has been scheduled, either due to illness, injury or recent bereavement, LAMDA Examinations will consider refunding half the fee in the form of a Transfer Credit Voucher (TCV). LAMDA Examinations must receive notice in writing of the circumstances, with the unused examination report form, within ten working days following the examination date. A doctor's note or hospital appointment/discharge letter will be required in the event of illness.

Transfer Credit Vouchers are non-transferable and valid for one year only. For re-entry, centres/individuals must complete an entry form, enclosing their voucher and fee balance.

Complaints, Enquiries About Results and Appeals Procedure

This document sets out the policy of LAMDA Examinations with respect to complaints, enquiries about results, and appeals. It supersedes all previous policies connected with these matters, in particular the Enquiries, Complaints and Appeal Policy V4.

We intend that learners, teachers, examiners and others who use our services will have no cause to complain about the quality of the service they receive; but we will act fairly, courteously, legally and without bias or prejudice in all such matters and those who choose to submit a complaint, enquiry about a result, or appeal will not be disadvantaged in any way by so doing.

LAMDA Examinations will endeavour to resolve all problems amicably and efficiently without recourse to the formal appeals procedure; all appeals, if properly lodged, will be dealt with in an impartial and transparent manner.

Definitions

A complaint is any communication which records dissatisfaction with examinations procedures and processes but which does not explicitly question results awarded.

An enquiry about results (EAR) is any communication which questions, on whatever grounds, the result awarded to a learner or group of learners.

If a complaint subsequently develops into an enquiry about a result, the matter will be treated as an enquiry about a result from that point onwards.

Customers who are dissatisfied with the outcome of a complaint or an enquiry about a result may, if they have grounds for so doing, lodge a formal appeal. An appeal may not be lodged until the appropriate initial stages as identified in this policy have been completed.

The Complainant

Complaints will only be accepted from a LAMDA Examinations learner, his/her parent/guardian or the teacher of a LAMDA Examinations learner for a UK Public Centre entry or from a Centre Coordinator at a registered Private Centre. Complaints will not be accepted from other parties.

1 Complaints/Enquiries Procedure

- Complaints may be communicated via e-mail, fax or in writing. If complaints are made verbally by telephone, a written account of the enquiry will also need to be submitted before LAMDA Examinations will investigate it.
- A written acknowledgement will be issued within seven working days of receipt. A full response will be issued within 15 working days of despatch of the written acknowledgement wherever possible.
- The timescales quoted apply to UK centres only and allow for a two working day postage period.
- All complaints, of whatever nature, will be investigated thoroughly and evidence will be gathered from relevant sources. The investigation will be co-ordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.
- If the complainant is dissatisfied with the response, they may lodge an appeal, provided they have grounds for doing so. Please refer to the appeals section in this policy document for further details.

2 Enquiries about Results (EAR)

- Enquiries about Results may be communicated via e-mail, fax or in writing. However all Results Enquiries must be submitted within 15 days of receipt of results.
- A written acknowledgement will be issued within seven working days of receipt of an enquiry. A full response will be issued within 15 working days of despatch of the written acknowledgement wherever possible.
- The timescales quoted apply to UK centres only and allow for a two working day postage period.
- All Enquiries about Results will be investigated thoroughly, and evidence will be gathered from relevant sources. The investigation will be co-ordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.
- The investigation will be conducted in a fair and impartial manner and will normally include, but need not necessarily be limited to:
 - statistical and contextual analysis of the results;
 - communication with the examiner and statement of examiner's feedback;
 - detailed consideration of any points raised by the person raising the enquiry.
- Enquiries about Results will only be accepted from a LAMDA Examinations learner, his/her parent/guardian or the teacher of a LAMDA Examination learner (Public centre entry) or private centre co-ordinator. Enquiries about Results will not be accepted from other parties.
- The possible outcomes of the investigation are as follows:
 - unsubstantiated - no further action to be taken
 - substantiated - an offer is made to re-examine.

This will take the form of a Transfer Credit Voucher specific to the level of the examination. Acceptance of the TCV will bring the matter to a close and no further correspondence will be entered into.

In the event that an Enquiry about Results for a written examination is received a remark service is available. This is not an appeals system but an opportunity for learners to gain a second opinion. The outcome of this service will be the result that stands, irrespective of the mark that was originally awarded. A charge of £50.00 will be levied. This amount, payable to LAMDA Ltd, is paid irrespective of the final outcome. A remark service is not available for practical examinations.

If the complainant is dissatisfied with the response, they may lodge an appeal, provided they have grounds for doing so. Please refer to the appeals section in this policy document for further details.

3 Appeals

In the event that the person(s) is dissatisfied with an outcome relating to complaint or an enquiry about results then the Appeals Procedure is available for the person(s) to take the matter further. Appeals can only be accepted from the original person(s) who lodged the original enquiry. Appeals will not be accepted from other parties.

Appeal Procedure

Allowable grounds for appeal

An Appeal may be lodged following the completion of either the Complaints or Enquiry about Results procedures as detailed in this policy and where at least one of the grounds for appeal as cited below is available.

The appellant has grounds for appeal if s/he alleges, contends, or can provide evidence that:

- there have been procedural or professional irregularities, bias, prejudice or lack of professional standards in an examination.
- there have been circumstantial irregularities, which have led to an unfair or inaccurate decision having been made which disadvantages a learner or learners.

Appeals which are made solely on the basis of disagreement with an examiner's professional judgement will not be accepted.

An appeal must be lodged within 15 days of receipt of the complaint outcome.

Appeal Submission and Format

The appeal should be submitted in writing on LAMDA Examinations Appeals Form and marked for the attention of the Head of Examinations, accompanied by the relevant fee. The communication from the appellant must clearly set out the grounds for appeal and include all relevant documentary evidence. Submissions should reach LAMDA Examinations no later than 15 working days of receipt of the complaint/enquiry outcome. A written acknowledgement will be issued within seven working days of receipt of the appeal request.

Stage 1 Appeal

Investigating Officer

Stage 1 of the appeal involves an examination of the case by an investigating officer of LAMDA Examinations who has not had any previous involvement with the matter. This investigation will take into account the written submission from the appellant. It will also include a check on all the awarding body's procedures that were followed in arriving at the outcome, whether those procedures were compliant and applied fairly. After the investigation the appeal will be either rejected or upheld. A letter detailing the findings of Stage 1 Appeal investigation will be sent to the appellant within 15 working days of its submission.

Appeal Fee

A charge of £50.00 will be levied. This amount, payable to LAMDA Ltd, is only refundable if LAMDA Examinations is found to be at fault.

If the appellant remains unsatisfied with the outcomes of the Stage 1 Appeal, a written request to conduct a Stage 2 Appeal must be submitted in writing and marked for the attention of the Head of Examinations no later than 15 working days of receipt of the Stage 1 Appeal outcome.

Stage 2 Appeal

Appeals Panel

The Head of Examinations will convene an Appeals Panel, consisting of one LAMDA Exams Sub-Committee member and one member independent to LAMDA with a current association to the educational sector.

Appeals Panel Meeting

The Appeals Panel will meet within 28 days of receipt of the appeal to discuss the appeal in detail. The meeting will only conclude once a unanimous decision has been reached. The decision will be forwarded to the person(s) who have lodged the appeal by the Head of Examinations within seven working days. Consideration by the Panel will lead to one of two outcomes: either confirmation of the assessment result or an at fault finding. In the event of an at fault finding, a full TCV will be issued and the appeal fee will be refunded.

Appeal Fee

A charge of £100.00 will be levied. This amount, payable to LAMDA Ltd, is only refundable if LAMDA Examinations is found to be at fault.

Outcome of appeals

1. Appeals against the response to a complaint: The possible outcomes are as follows:

- the appeal is declined.
- the appeal is upheld, and suitable action is recommended by the Panel in accordance with the nature and circumstances of the complaint and the grounds for appeal.

2. Appeals against the outcome of an enquiry about a result: The possible outcomes are as follows:

- the appeal is denied
- the appeal is upheld and an offer is made to re-examine learner, a full TCV will be issued and the appeal fee will be refunded. The examiner for a re-examination will not be the examiner who conducted the original examination.

In all cases, a letter will be sent to the appellant which clearly sets out the detail of the investigation, and includes a full explanation of the outcome.

Further Independent Review

In the exceptional circumstance that the original complainant does not accept the decision of the Appeals Panel, they may, as a final arbitration, seek an independent review of the appeals process and outcome. An independent person not connected with LAMDA Examinations will conduct the review.

The new submission should be from the original complainant and marked for the attention of the Head of Examinations, reaching LAMDA Examinations no later than 15 working days from the date of the appeal decision.

The findings of the review will be final.

Further Independent Review Fee

A further charge of £100.00 will be levied for each individual appeal. This amount, payable by cheque to LAMDA Ltd, is only refundable if LAMDA Examinations is found to be at fault.

Other Grounds for Appeal

As a recognised awarding organisation we are required to provide an appeals process for decisions regarding Reasonable Adjustments/Special Considerations and decisions relating to any action to be taken against a learner or centre following an investigation into Malpractice or Maladministration. If you would like to appeal against a decision made either in relation to Reasonable Adjustments and/or Special Considerations or a decision relating to any action following an investigation into Maladministration/Malpractice please submit your appeal in writing within 15 days of any

decision/action from LAMDA Examinations. It should outline in detail the reasons why the matter is being pursued further. Appeals can only be accepted from the original individual who previously submitted the Reasonable Adjustment/Special Considerations request or the original individual involved in a Malpractice/Maladministration decision. Appeals cannot be accepted from other parties. An Appeal may only be lodged following the completion of either LAMDA Examinations Reasonable Adjustments/Special Considerations or Malpractice/Maladministration procedures.

Appeals relating to Reasonable Adjustments and Malpractice/Maladministration decisions follow the same procedures as those detailed in the complaints procedure

Monitoring and Data Protection

All communication related to complaints, enquiries and appeals will be treated confidentially and details will only be disclosed to those directly concerned in the process.

The records of any communication will be kept on file and destroyed at a time appropriate and in line with the data protection policy of LAMDA Examinations.

In accordance with the requirements of the UK qualifications regulators, information and records related to complaints, enquiries about results and appeals may be made available to the regulators on request.

Vexatious Correspondence

LAMDA Examinations will not engage with abusive complainants or continue to accept persistent and repeated contacts from complainants. When a complainant becomes abusive in the manner with which he or she deals with LAMDA Examinations, or persistently and repeatedly contacts LAMDA Examinations with no new evidence or information to bring to the investigation, LAMDA Examinations will cease all communications with the complainant.