

# **LAMDA Examinations**

## **Guide for Centres and Teachers**

**From 1 September 2009**

# Contents

About LAMDA	3
About this Guide	4
Publications and materials	4
Ofqual and the Qualifications and Curriculum Authority	5
LAMDA's accredited qualifications	5
The Diploma Catalogue	6
Regulations for all examinations	8
Entering learners for examinations at UK public centres	9
Entering learners at UK private centres	11
Entering learners outside the UK	14
Code of Practice for LAMDA examinations centres	16
Examination timings	17
Results, certificates and medals	19
Reporting omissions and errors	19
Transfer Credit Vouchers	19
Reasonable Adjustments Policy	20
Customer Service Standards	21
Complaints Procedure	22
Appeals Procedure	22
Further Independent Review	24
Complaints regarding written examinations	24
Data Protection	25

## About LAMDA

The London Academy of Music and Dramatic Art (LAMDA) is one of the oldest drama schools in the United Kingdom. Founded in 1861, it quickly established itself as a centre of excellence in performance training. LAMDA has provided theatre and the world of film and television with generation upon generation of first-class actors and expertly trained stage managers across the world.

LAMDA began offering speech 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 largest statutory speech and drama awarding body, LAMDA Examinations has a reputation for excellence across the globe.

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.

LAMDA examinations are designed to equip learners, whatever their age or aspirations, with a range of skills which will serve them throughout life.

Preparation for an examination can:

- unlock imagination and creative-thinking
- develop communication skills
- refine technical skills and artistry
- promote team-work.

The examinations themselves provide learners with an opportunity to :

- measure progress against an international standard
- make contact with expert practitioner assessors outside the immediate teaching environment
- build self-confidence and self-esteem
- acquire skill certification for career development
- receive critical appraisal and guidance for future development.

The range of exam options supports progression and allows the learner to extend personal and vocational skills as well as to realise their potential.

### **Dawn Postans**

Head of Examinations

## About this Guide

This guide is designed to provide administrative and general guidance for schools, centres, teachers, administrators and anyone involved in the delivery and organisation of LAMDA examinations.

## Publications and Materials

The following documents are available from LAMDA Examinations. Most can be downloaded from our website [www.lamda.org.uk](http://www.lamda.org.uk)

- 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)
- Graded Examinations in Musical Theatre Syllabus Specifications (from 1 December 2007)
- PCertLAM Syllabus Specifications (From 1 September 2008)
- LAMDA Diploma Qualifications (From 1 September 2008)
- Customer Service Standards
- Examination Timings
- Entry Forms
- Fee List
- UK Public Examination Centres Date List
- Publications and Merchandise List
- LAMDA Examinations and Key Skills
- Association of LAMDA Teachers leaflet
- VoiceOver: our twice-yearly magazine.

LAMDA offers an extensive range of educational support materials for teachers and centres who work with our examinations. Please refer to our website [www.lamda.org.uk](http://www.lamda.org.uk) 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.

## **Ofqual and the Qualifications and Curriculum Authority (QCA)**

LAMDA Examinations has been accredited as an Awarding Body by Ofqual, the Office of the Qualifications and Examinations Regulator in England, and the corresponding regulatory authorities in Wales (DELLS) and Northern Ireland (CCEA). Ofqual was launched in April 2008 as the new regulator for qualifications. Ofqual will continue to operate as part of the Qualifications Curriculum Authority (QCA) until the passing of government legislation, where it will then be established as an independent, non-ministerial department.

QCA will then shed its regulatory role and assume the role of a development agency for curriculum, assessment and qualifications.

## **The National Qualifications Framework (NQF) and 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. The QCF will replace the National Qualifications Framework (NQF) by 31 December 2010.

## **LAMDA's Accredited Qualifications**

### **NQF-accredited qualifications**

Level 1 – Graded Examinations in Musical Theatre for the Actor/Singer (Solo/Duo/Group)  
Level 2 – Graded Examinations in Musical Theatre for the Actor/Singer (Solo/Duo/Group)  
Level 3 – Graded Examinations in Musical Theatre for the Actor/Singer (Solo/Duo/Group)

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

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

### **QCF-accredited qualifications**

LAMDA's new Graded Examinations in Communication and Performance are now accredited by the regulator, Ofqual, within the QCF and come into effect from 1 September 2009. These have been re-titled to reflect the QCF requirements and minor syllabus revisions and are launched with a new repertoire. Each examination constitutes a single unit qualification.

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

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

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

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)

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)

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

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

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

Presently LAMDA Level 3 Certificates in Communication and Performance and the PCertLAM are recognised within the UCAS tariff for UK university entrance.

LAMDA accredited qualifications are approved for use on publicly funded courses of study. For further information on funding please contact the Learning and Skills Council (LSC) or your Local Education Authority (LEA).

Further information is also available on the Ofqual website: [www.ofqual.gov.uk](http://www.ofqual.gov.uk), QCA website: [www.qca.org.uk](http://www.qca.org.uk) and the National Database of Accredited Qualifications website: [www.accreditedqualifications.org.uk](http://www.accreditedqualifications.org.uk)

## **The Diploma Catalogue**

LAMDA's accredited qualifications at Levels 1 - 3 also feature in the Diploma Catalogue in the UK and as such are accredited as either Additional or Specialist Learning.

### **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 in 2009
- 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.

### **Additional and Specialist Learning (ASL)**

For learners: the subjects you choose as part of the Additional and Specialist Learning offer the opportunity to study a particular topic in more depth or to study something different that widens your experience. Additional and Specialist Learning will broaden your horizons and help to open up different opportunities in future study and employment.

Sourced from [www.ofqual.gov.uk](http://www.ofqual.gov.uk)

## **Position statement on the use of Languages**

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

The language used in all syllabus specifications and assessment materials 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 or Irish (Gaeilge) languages.

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

## Regulations for All Examinations

1. Teachers and learners should refer to the 'General Notes and Regulations' printed in each individual subject area throughout the 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 reserves the right to decline or cancel any entry. LAMDA does not guarantee to examine at any Centre where the number of learners is insufficient to warrant it.
6. LAMDA reserves the right not to examine a learner if they have a possibly contagious illness, such as chicken pox.
7. LAMDA 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 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. Fees cannot be returned except under regulations 5, 6 or 9.
12. LAMDA issues medals in materials other than precious metal. The words 'Bronze', 'Silver', and 'Gold' are used by LAMDA purely as an academic standard for the medal examinations. LAMDA reserves the right to change the style and presentation of all awards.
13. The decisions of the awarding body (LAMDA) are final.

## Entering Learners for Examination at UK Public Centres

Learners may be entered for examination at any LAMDA public centre in the UK. Examination sessions are held at these centres throughout the UK to accommodate those teachers with insufficient learner entries to book a visiting examiner. A list of public centre dates is published each summer for the following academic year. This is circulated automatically to all centres on the LAMDA mailing list and is also available on request, free of charge or can be downloaded from our website. The local representatives, listed on the UK Public Examination Centres Date List, are able to provide further information about their public centre.

### Entry Forms

Entry forms for public centres are available on request from LAMDA Examinations or can be downloaded from the LAMDA website.

1. The communication subjects entry form is to be used to enter a learner for an examination in any of the following subjects
  - Introductory Examinations
  - Speaking Verse and Prose
  - Reading for Performance
  - Using Spoken English
  - Speaking in Public
2. The performance subjects entry form is to be used to enter a learner or duo for an examination in any of the following subjects
  - Acting (Solo, Duo or Combined)
  - Devising Drama (Solo or Duo)
  - Miming (Solo or Duo)
  - Musical Theatre (Solo or Duo)
3. The group subjects entry form is to be used to enter a group for an examination in any of the following subjects
  - Group Introductory Examinations
  - Group Recital
  - Choral-Speaking
  - Group Acting
  - Group Devising Drama
  - Group Musical Theatre
4. PCertLAM entry forms:
  - The LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM) has separate forms for the initial registration of a learner and then one entry form used for all units.
    - i. (PCertLAM) Registration form to register learner
    - ii. (PCertLAM) Unit Entry form

## 5. Diploma entry forms:

- The LAMDA Diploma in Dramatic Art (LDDA) has separate forms for the initial registration of a learner and then one entry form is used for all units.
  - i. (LDDA) Registration form to register learner
  - ii. (LDDA) Unit Entry form
- The LAMDA Diploma in Speech and Drama Education (LSDE) has separate forms for the initial registration of a learner and then one entry form is used for all units.
  - i. (LSDE) Registration form to register learner
  - ii. (LSDE) Unit 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.

### **Closing Dates and Fee Payment**

Completed entry forms together with the *full fee payment* must be received by LAMDA *six weeks in advance* of the first date of the centre. Closing dates may be earlier for selected public centres, so please check the UK Public Examination Centres Date List for details. Any late or incomplete entries will be returned.

All cheques should be made payable to LAMDA Ltd. Please write your name and address on the back of cheques.

### **Administration**

- We are unable to guarantee examination date or time requests. Learners must be prepared to attend on any date in a public session. Some dates in a session may be marked as provisional and will only be used if there are sufficient learners.
- If entry forms are submitted for more than one centre, please indicate clearly that this is the case.
- Entry forms for family members or friends, who need to be examined within a similar timeframe, must be stapled together.
- Receipt of entry forms and fees will only be acknowledged if a stamped, self-addressed envelope is enclosed.
- The examination details will be sent by LAMDA at least 14 days prior to the scheduled examination session. Dates and times of examinations cannot be

changed once a centre has been scheduled nor are refunds available. Examiners will not be able to accept any changes on the day.

- LAMDA reserves the right to cancel any date.

## **Entering Learners at UK Private Centres**

### **How to become a LAMDA examination centre**

To become a LAMDA examination centre you must complete the new centre registration form which is available to download from the website or from LAMDA Examinations. The form must be returned to LAMDA Examinations Head Office. The registration process is normally completed within 2 weeks and is available free of charge.

Teachers with sufficient learner entry fees may hold a private centre at their own venue as long as they satisfy our current minimum fee requirement, details of which can be found on the Administration Fees and Charges sheet, available from LAMDA Examinations Head Office. 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 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 regional Public Centre or alternatively join with another private centre.

### **Booking Examination Dates**

Requests for exam dates must be submitted to LAMDA Examinations in writing with at least 10 weeks notice using a private centre date booking form.

Please inform LAMDA of an estimate of the examining hours you require for your whole session. If you have multiday sessions, please also outline how you wish the hours to be allocated. LAMDA will then allocate the correct number of examiners in relation to the total examination hours.

Please note that examination sessions are scheduled for 6.5 hours of examining per day per examiner (excluding breaks). For example, where the total examining hours on 1 day is 15.5, LAMDA Examinations will allocate 3 examiners. When you receive confirmation of your booking, please check the number of examiners for each day carefully.

A booking fee is required, which you should then deduct from the total examination fees payable.

If for any reason you do not deduct the booking fee from your examination entry fees, LAMDA will issue you with a Transfer Credit Voucher (TCV) for the balance amount of the booking fee. The TCV can be redeemed against future bookings or examination entry fees within one year of the date of issue.

## Online Entry System (OES)

Many 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:

- details for existing learners can be selected from a dropdown list
- learner details only need to be entered once as OES will automatically recall them for future examination sessions
- examination fees are calculated automatically
- 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. Please telephone LAMDA Examinations for further information on how to register.

## Entry Forms

Entry forms for private centres 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 same teacher at a private centre.
2. PCertLAM Entry forms:
  - The LAMDA Certificate in Speech and Drama: Performance Studies (PCertLAM) has separate forms for the initial registration of a learner and then one entry form used for all units.
    - i. (PCertLAM) Registration form to register learner
    - ii. (PCertLAM) Unit Entry form
3. Diploma Entry Forms:
  - The LAMDA Diploma in Dramatic Art (LDDA) has separate forms for the initial registration of a learner and then one entry form is used for all units.
    - i. (LDDA) Registration form to register learner
    - ii. (LDDA) Unit Entry form
  - The LAMDA Diploma in Speech and Drama Education (LSDE) has separate forms for the initial registration of a learner and then one entry form is used for all units.
    - i. (LSDE) Registration form to register learner
    - ii. (LSDE) Unit 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.

## Closing Dates and Fee Payment

Completed entry forms together with the *full fee payment* must be received by LAMDA at least *6 weeks in advance* of the first date of the scheduled examination session. Any late entries will be returned.

Payment Forms: Payment may be made using credit cards or cheques. All cheques should be made payable to LAMDA Ltd. Please write your name, address and centre code on the back of cheques. Please note that LAMDA levies an administration charge for multiple cheque submissions of 5 or more cheques per examination session.

## Administration

- You will need to calculate the total length of your examination session using the examination timings listed in the syllabuses and on the Examination Timings sheet. If you have more than 6.5 hours of examinations per day per examiner then you will require either an additional day or an additional examiner. Please contact LAMDA immediately if you have not already arranged this. The length of the day includes 2 x 15-minute morning and afternoon breaks and 60 minutes for lunch.
- When completing your 'Bulk Entry Timetable' form think of it not only as a list of your learners but also 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. This will be your timetable. The order in which learners are listed on the entry form will be the order in which they are scheduled.
- Use a separate 'Bulk Entry Timetable' form for each room and or day.
- A typical day will start at 09:00 and finish at 17:00
- Learners who are taking more than one examination should be indicated with an asterisk.
- Receipt of entry forms and fees will only be acknowledged if a stamped, self-addressed envelope is enclosed.
- The examination details will be sent by LAMDA 14 days prior to the scheduled examination session to the named centre coordinator. Appointments cannot be changed once a centre session has been scheduled. Examiners will not be able to accept any changes on the day without written authorisation from LAMDA.
- You will be given a centre code which can be found at the top of your examination schedule. Please quote this code in all correspondence with LAMDA.
- List your learners on the entry form in the order you want them to be examined. Think of your entry list as your timetable.

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

### **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 discuss transport arrangements. It is always preferred if examiners can be collected from the station or their hotel. If the examiner is driving, you should provide a map, directions and parking arrangements.
- In the interests of health and safety, there must be a responsible person and designated 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 should also keep the examiner informed of any absentees.
- 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.
- 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.

### **Timetabling rules for Centres**

- In line with the procedures for LAMDA examinations, all centres must provide a timetable for the examiner and for the steward who ensures that the next learner is waiting to enter the exam room.
- There are two elements to the timetable creation: timetabling of learners and timetabling of examiner breaks. A timetable must be prepared for each examiner visiting your centre. Use your bulk entry timetable form to do this.
- All learners should be timetabled sequentially; there must be no gaps other than the scheduled examiner breaks.

### **Footnote**

LAMDA Examinations reserves the right to visit any examination session unannounced. We reserve the right to record the session for quality purposes. For purposes of Training and/or Standardisation, there may be two examiners present in an examination.

### **Entering learners outside the UK**

LAMDA examinations are also 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 directly.

Examination dates, specifications, entry forms and fee lists are available from the LAMDA 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 to the local representative three weeks prior to the scheduled examination session. The representative will distribute these to centres / teachers and, where appropriate, learners.

Please note that international centres are subject to a minimum fee requirement for each examination session. LAMDA are unable to schedule examinations if there are insufficient learners to meet the minimum fee requirement.

## Code of Practice for LAMDA examinations centres

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

The centre agrees to:

- Ensure that LAMDA is kept up-to-date regarding address and contact details
- Ensure that the centre is using the current and appropriate versions of all documentation including syllabuses and examination regulations and all current documents regarding fees, minimum fees and closing dates
- Ensure that all LAMDA documentation is disseminated to the appropriate personnel at the centre, i.e. fees to the finance department and syllabus information to the teachers
- Adhere to all other rules and regulations as outlined in the syllabuses and other guidance documents issued by LAMDA
- Meet all required closing dates and comply with all payment terms for the centre
- Provide a single centre coordinator to receive all correspondence, report cards and results and to liaise with LAMDA with regard to any travel directions and/or arrangements for examiners visiting the centre
- Check the learner listing to ensure that all the information is complete and accurate and inform LAMDA immediately of any changes
- Inform LAMDA six weeks before the first date of an examination session or at the point of learner enrolment of any learners with special needs
- Provide a quiet examining environment, with posters warning staff and students that an examination session is in progress
- Provide a waiting space and an examination room. The examination room must be suitable and quiet, at reasonable temperature and furnished with adequate seating for all participants
- Prepare and present the examiner with a timetable for the entire session at the beginning of the first day's examining. Ensure that the timetable complies with LAMDA regulations
- Provide a steward / member of staff for the duration of the examination session to check the identity of learners, ensure that all learners are present and provide any administrative support the examiner may require
- Ensure effective stewarding of learners before and after their examination
- Make sure that examiners have access to regular refreshments at appropriate points throughout the session
- Ensure that no one else is present in the examination room apart from the learner and the accompanist or technician (for Musical Theatre) (and any other member of LAMDA's professional team)
- Provide disabled access and assistance at venues
- Comply with all statutory regulations including health and safety and data protection
- Ensure that all relevant members of staff are aware of this Code of Practice and their responsibility to adhere to it
- Disseminate results, certificates and medals as necessary.

## 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
Gold 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

### 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

**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 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**

Unit 1	45 mins
Unit 3	50 mins

**The LAMDA Diploma in Speech and Drama  
Education**

Unit 3	40 mins + 30 mins discussion
--------	------------------------------

## Results, Certificates and Medals

### United Kingdom and International

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

QCF Level	LAMDA Grade	Qualification
Entry level	Entry	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

Examination reports, results, certificates and medals where awarded will be issued by LAMDA, after the examination session and will be dispatched within six weeks of the last day of the examination date. 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 centre error.

### Duplicate Certificates and Letters of Attestation

For current syllabus subjects a replacement certificate can be applied for by completing a Certificate or Medal Requisition Form, available from our website and returning to LAMDA with the appropriate fee. For expired syllabus subjects a letter of attestation confirming the qualification will be issued.

### 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 office 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 the LAMDA office by the centre coordinator. All agreed amendments must be communicated to LAMDA in writing or by e-mail to [exams@lamda.org.uk](mailto:exams@lamda.org.uk)

### Transfer Credit Vouchers

Should a learner be prevented from attending an examination after their entry has been processed, due to illness, injury or recent bereavement, LAMDA will consider refunding half the

fee in the form of a Transfer Credit Voucher (TCV). LAMDA 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 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.

## **Reasonable Adjustments Policy**

LAMDA offers open access to all examinations, irrespective of ethnicity, nationality, gender, religion, sexual orientation, disability, creed or marital status.

LAMDA will comply with the terms of all relevant UK legislation, including the Disability Discrimination Act, with regard to access arrangements and reasonable adjustments to the examination process.

Such adjustments must be agreed before an examination to enable learners who might not otherwise be able to do so to demonstrate their attainment or competence.

Learners, Teachers and/or Centres on behalf of learners with particular needs, may apply for reasonable adjustments to be made to examination requirements by marking the learner entry form and submitting with the entry an 'Application for Reasonable Adjustment Form' and the required supporting documentation.

Examination Entry forms provide space for teachers and/or learners to bring to LAMDA's attention any special circumstances or needs which the learner wishes to be considered. The learner will still be examined against standard criteria, which will remain unchanged. The examination procedure or the environment may however be adjusted to accommodate the specified circumstances.

In granting reasonable adjustments to the examination, cases will be judged on an individual basis.

Adjustments to the examination must not give the learner an unfair advantage over other learners.

Adjustments to the examination must not compromise the integrity of the examination or reduce its reliability or validity.

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.

Learners requiring access to a Braille text for examinations that require a sight-reading should submit their Application for Reasonable Adjustment 8 weeks before the examination session to allow for a Braille document to be produced.

All public examination centres have wheelchair access.

LAMDA Examinations will notify centres of the special consideration granted 10 days in advance of the examination.

## 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 June
- 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](http://www.lamda.org.uk)

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

LAMDA Examinations  
155 Talgarth Road  
Barons Court  
London  
W14 9DA

Tel: 0844 847 0520  
Fax: 0844 847 0521

Email: [exams@lamda.org.uk](mailto:exams@lamda.org.uk)

Telephone lines are open from Monday to Friday (with the exception of Public Holidays, Christmas/New Year closure) 0930 – 1730 hours.

## **Complaints procedure**

LAMDA Examinations aims to provide efficient and effective services and whilst every care will be taken to ensure that these are of good quality, LAMDA Examinations accepts that, on occasions, complaints will be made. Should our level of service fall below your expectations, we want to understand what happened so that we can prevent a recurrence. LAMDA Examinations welcomes feedback from customers on how we can improve the delivery of our services.

### **What is a Complaint?**

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by LAMDA Examinations, or our staff, affecting an individual customer or group of customers.

The Complaints Procedure is also the first stage procedure for Results Inquiries. All Results Inquiries must be in writing and must be submitted within 15 days of receipt of results.

### **Complaints Procedure – First Stage**

LAMDA Examinations has published this complaints procedure to ensure that you have access to your rights.

There are several ways in which you can register your complaint:

Complaints may be communicated via e-mail, fax or in writing. Please note that if complaints are made verbally by telephone, a written account of the complaint will also need to be submitted by the complainant.

We undertake to listen to our customers' requests, respond positively to them and to resolve queries the first time they are raised with us.

Complaints will only be accepted from a LAMDA candidate, his/her parent/guardian or the teacher of a LAMDA candidate/examination centre co-ordinator.

A written acknowledgement will be issued within seven working days of receipt of a complaint. A full response will be issued within fifteen 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.

### **Appeals Procedure – Second stage**

#### **Allowable grounds for appeal**

Appeals questioning the marks awarded will not be accepted. Only the two following categories of appeal will be considered.

- Claims of irregular procedure on the part of the examiner(s) eg questions outside the syllabus specification
- A significant mismatch between the comments for one or more items in the Examination Report and the marks awarded.

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

The Appeals Procedure is available to customers who are dissatisfied with the response from the Complaints Procedure.

Entry to LAMDA examinations is deemed to constitute acceptance of the professional judgement of examiners. Appeals relating to the outcome of practical examinations should use the following procedure. In any other dispute concerning the conduct of the examination the decision of the Head of Examinations shall be final.

### **The Complainant**

Appeals can only be accepted from the original complainant, either a LAMDA candidate or the teacher/examination centre or parent of that candidate. Appeals will not be accepted from other parties.

### **Appeal Submission and Format**

The appeal should be submitted in writing by the complainant and marked for the attention of the Head of Examinations. It should outline in detail the reasons why the matter is being pursued further. The appeal fee must be attached. The original examination report should be enclosed where appropriate and this will not be returned until the matter is resolved.

### **Appeals Committee**

The Head of Examinations will convene an Appeals Committee, consisting of at least one LAMDA Executive Board member and one member independent to LAMDA who currently works in the educational sector.

### **Appeals Committee Meeting**

The Appeals Committee will meet within twenty-eight days of receipt of 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 complainant by the Head of Examinations within seven working days. Consideration by the Committee 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.

## **Further Independent Review – Final Stage**

In the exceptional circumstance that the original complainant does not accept the decision of the Appeals Committee, the submission will be sent to an independent reviewer who is currently part of the educational sector.

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

If the independent reviewer finds LAMDA to be at fault, re-examination will be offered to the candidate at no further charge at the candidate's usual examination centre (Please refer to the fees section below) and both appeal fees will be returned.

## **Complaints regarding Written Examinations**

The complaints procedure remains the same for written examinations.

Complaints that fall into the following categories will require further review:

- Claims of irregular comments on the Examination Report prepared by the examiner
- A significant mismatch between the comments for one or more items in the Examination Report and the marks awarded.

The review procedure for written examinations allows a re-mark service. This is not an appeals system but an opportunity for candidates to gain a second opinion. The outcome of this service will be the result that stands, irrespective of the mark that was originally awarded. This will be the final stage of the complaint and will bring the matter to a close. No further correspondence will be entered into.

## **Fees**

**Appeal Fee:** A charge of £40.00 will be levied. This amount, payable to LAMDA Ltd, is only refundable if LAMDA is found to be at fault.

**Further Independent Review:** A further charge of £50.00 will be levied for each individual appeal. This amount, payable by cheque to LAMDA Ltd, is only refundable if LAMDA is found to be at fault.

**Review of Written Examinations:** A charge of £50.00 will be levied. This amount, payable to LAMDA Ltd, is paid irrespective of the final outcome.

## **Record of Complaints, Appeals and Reviews**

LAMDA Examination Customer Service will maintain accurate records on the number, nature and outcomes of the complaints, appeals and written examination remarks received. An annual report will be prepared to monitor and evaluate the records.

## **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.