

# LAMDA

## LAMDA Examinations Enquiries about Results (EAR) Policy

### Introduction

This document sets out LAMDA's policy with respect to the management of Enquiries About Results (EAR).

As a Regulated Awarding Organisation, LAMDA must issue only results and certificates which are accurate and complete for the assessment registered to learners who are entitled to that result and certificate.

LAMDA is committed that all learners registered for LAMDA qualifications are awarded their results and certificates accurately and in a timely manner. Where there are concerns that the results awarded by LAMDA are not accurate, relevant parties can challenge the results through the EAR process detailed within this document. All enquiries will be dealt with fairly, courteously, legally and without bias or prejudice.

Those who choose to submit an EAR will not be disadvantaged in any way by so doing.

### Definitions

An **Enquiry About Results (EAR)** is a communication which queries the certificate or result awarded to a learner or group of learners.

EARs will only be accepted from:

- Registered LAMDA learner(s).
- Parents/guardians of a registered LAMDA learner.
- Teachers of a LAMDA learner (UK Public Centre entry).
- Centre Coordinators (Private Centre).

An EAR can be submitted where it is felt that there was an issue with the examination that impacted the results the learner achieved.

**Example Grounds for an EAR** (may not be an exhaustive list):

- Examiner Error.
- Learner was invalidated incorrectly.
- Examiner behaviour impacts learner performance.
- A Reasonable Adjustment has been applied for, authorised but not applied.

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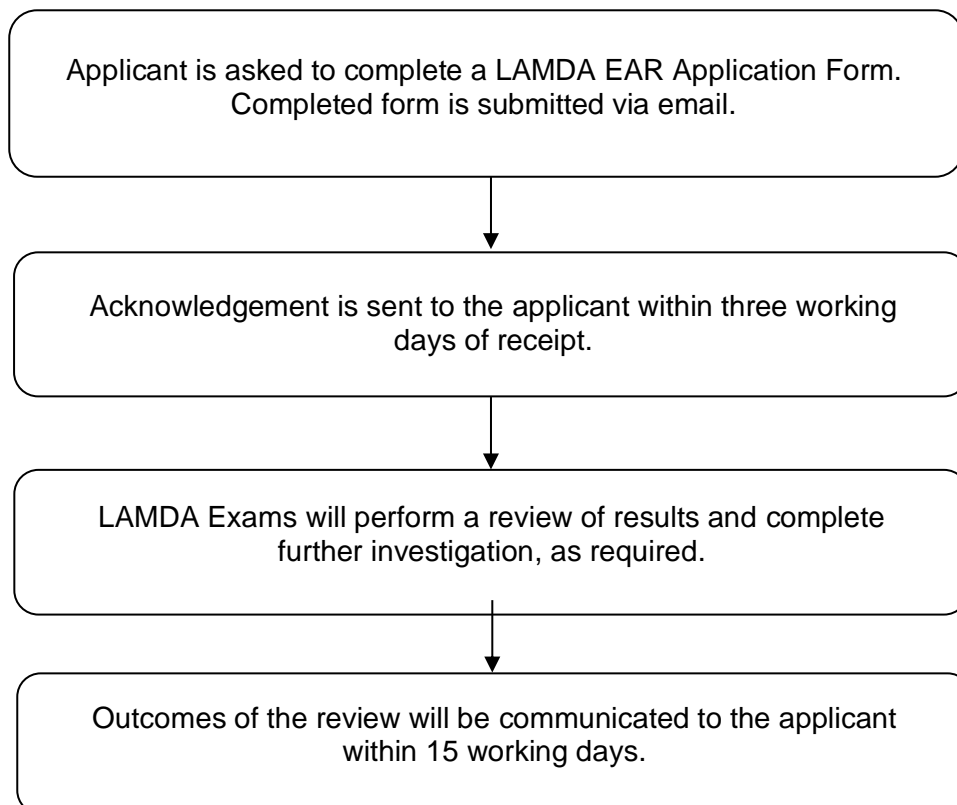
**Please note:** If the Learner temporarily experienced an illness, injury or some other event outside of their control, this would not be considered grounds for an EAR. These events would be defined as a Special Consideration and must be reported to LAMDA, within 10 working days of the assessment, by following the instructions in the Reasonable Adjustment and Special Considerations Policy.

## EAR Procedure

EARs must be submitted via an [Enquiries About Results Application Form](#) by email to: [exams@lamda.ac.uk](mailto:exams@lamda.ac.uk)

Applications must be made within **15 working days** of receipt of the examination result.

Once an initial enquiry has been received, the process below will be followed:



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

- Partially or fully re-examine the affected learner free of charge.
- Reinstate the original marks awarded.
- Refund the examination fee.
- Award a Transfer Credit Voucher (TCV) equal to value of the affected examination to the person who entered the learner.
- Review feed forward commenting.

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

## Written Assessments

In the event that LAMDA receives an EAR for a written assessment, LAMDA will offer to re-mark the submitted written work at a charge of £50 per assessment. Remarking will only occur once payment has been received.

Remarking will be completed by the Chief Examiner's Office and the outcome of this service will be the final result and will stand, irrespective of the mark originally awarded. Please note that results and grades may go down as well as up as a consequence of any re-mark.

A re-mark service is not available for practical examinations.

## Appeals

Applicants who are dissatisfied with an EAR decision may, if they have grounds for doing so, lodge a formal appeal. An appeal may not be lodged until all stages of this policy have been completed, and no later than **15 working days** after receiving the decision. Refer to the Appeals Policy for further information.

## Version control

Version number	Date	Initial	Comments
V1	08.09.2022	KR	New Document
V2	15.06.2023	KR	Updated with Grounds for EARs