**Jam Youth Theatre**

**Enquiry About Results Policy**

**Introduction**

This document sets out JAM YOUTH THEATRE’s policy with respect to the management of Enquiries About Results (EAR). As a Regulated Awarding Organisation, we 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.

JAM YOUTH THEATRE 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 us 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.

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.

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 us, within 10 working days of the assessment.

**EAR Procedure**

EARs must be submitted by email to: STACEY’s EMAIL 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:

* Acknowledgement is sent to the applicant within three working days of receipt.
* JAM YOUTH THEATRE will work with LAMDA to perform a review of results and complete further investigation, as required.
* Outcomes of the review will be communicated to the applicant within 15 working days.

In situations where an EAR has been successful, we 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 us will bring the matter to a close and no further correspondence will be entered into.

**Written Assessments**

In the event that we receives an EAR for a written assessment, we 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.