

YOUNG ACTORS ACADEMY

Enquiries About Results & Appeals Policy

(LAMDA Private Examination Centre)

Version: 1.0

Approved by: Centre Director

Date Approved: February 2026

Next Review Date: February 2027

1. Purpose

This policy outlines the procedure for managing concerns about examination results and supporting Learners or parents/guardians who wish to submit an Enquiry About Results (EAR) or Appeal in accordance with LAMDA regulations.

Young Actors Academy does not alter or amend awarding body decisions but supports candidates in accessing the appropriate process.

2. Scope

This policy applies to:

- Learners
- Parents/guardians
- Centre staff
- Administrative personnel

It applies to all LAMDA examinations delivered by the Centre.

3. Principles

The Centre will:

- Treat all concerns respectfully and objectively
- Provide clear information about the assessment process
- Distinguish between internal clarification and formal awarding body appeals

- Ensure requests are handled within required timeframes
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4. Stage 1 – Internal Clarification

If a Learner or parent/guardian is dissatisfied with a result:

1. A written request must be submitted within **5 working days** of receiving results.
2. The Centre Director will review:
 - Examiner feedback
 - Mark allocation
 - Assessment criteria
3. A written response will be provided within **5 working days**, explaining how marks align with assessment criteria.

The Centre does not re-mark examinations internally.

5. Stage 2 – Formal Enquiry About Results (EAR)

If the parent/guardian wishes to proceed:

- The Centre will provide details of LAMDA's official EAR process.
- Required documentation will be completed in line with LAMDA deadlines.
- The application will be submitted to LAMDA within the stated timeframe.

Any fees associated with an EAR will be communicated clearly in advance.

6. Appeals

Where permitted under LAMDA regulations, candidates may escalate concerns through LAMDA's formal appeals process.

The Centre will:

- Provide guidance on documentation
- Submit supporting paperwork where required
- Cooperate fully with any awarding body investigation

7. Logging & Record Keeping

All result enquiries are recorded in a secure digital **EAR Register**, including:

- Date received
- Nature of concern
- Outcome of internal clarification
- Whether escalated to LAMDA
- Final outcome

Data is handled in accordance with the Young Actors Academy Privacy Policy.

8. Monitoring & Review

All enquiries are reviewed annually to identify patterns or areas for procedural improvement.

This policy is reviewed annually or sooner if awarding body requirements change.