

# International British Theatre School (IBTS)

## Enquiries About Results (EAR) Policy

**Reviewed:** 15 November 2025

**Next Review Due:** 15 November 2026

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### 1. Purpose

This policy outlines how IBTS supports parents, guardians, and learners in raising concerns about LAMDA results and provides a transparent, fair, and structured process for submitting an official **Enquiry About Results (EAR)**.

IBTS is committed to ensuring all learners receive accurate, impartial and correctly awarded results.

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### 2. Scope

Applies to:

- All IBTS learners and their parents/guardians
- All staff involved in LAMDA exam preparation or administration
- All LAMDA examination sessions delivered through IBTS

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### 3. IBTS Enquiries About Results Process

#### What is your Enquiries About Results process?

IBTS follows a clear three-stage process:

#### Stage 1 – Internal Discussion and Clarification

1. The parent/guardian contacts IBTS within **10 working days** of receiving the result.
2. The IBTS Examinations Manager or Director reviews:
  - The learner's preparation and rehearsal notes
  - Any internal assessment records
  - LAMDA assessment criteria
3. IBTS provides guidance and explains:
  - How LAMDA marking works
  - Whether the result aligns with LAMDA standards
  - Whether an official Enquiry About Results may be appropriate

## **Stage 2 – Decision to Submit an EAR**

If the parent/guardian still believes the result is incorrect:

1. IBTS explains LAMDA's EAR process, timescales, and fees.
2. IBTS obtains written consent from the parent/guardian to proceed.
3. IBTS helps complete the official LAMDA EAR form and collects payment (if required by LAMDA).

## **Stage 3 – Submission to LAMDA**

IBTS submits the EAR through:

- LAMDA's official Enquiry About Results form or
- Email to [international@lamda.ac.uk](mailto:international@lamda.ac.uk), following LAMDA's instructions

IBTS then:

1. Communicates expected timeframes.

2. Updates the parent/guardian at each stage.
3. Records the outcome on the IBTS Results & EAR Register.

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## 4. Supporting Parents/Guardians and Learners

**What is your organisation's process for supporting parents/guardians/learners to make an Enquiry About Results?**

IBTS provides comprehensive support, including:

- **Clear explanation** of the result, criteria, and where performance matched or differed from expectations
- **Guidance on whether an EAR is justified**, based on evidence and LAMDA standards
- **Administrative support** in completing all LAMDA forms accurately
- **Transparent communication** regarding:
  - LAMDA fees
  - Refund rules
  - Processing times
  - Possible outcomes (mark stays the same, increases, or decreases)
- **Pastoral support** for learners who may feel disappointed or confused

IBTS emphasises that the EAR process is a request for a review of marking—not a guarantee of a grade change.

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## 5. Handling a Concern From a Parent or Guardian

**If a parent/guardian was not happy with their results, how would you handle it?**

IBTS handles concerns with professionalism and sensitivity:

1. **Acknowledge the concern** within two working days.
2. **Offer a meeting** (online or in person) to discuss the result.
3. **Explain the Examiner's comments** and how they relate to the published criteria.
4. **Review IBTS's internal assessment notes**, preparation logs and practice performance videos (if available).
5. **Provide an objective recommendation** on whether an EAR is likely to be beneficial.
6. If appropriate, **guide the parent through the EAR process** step by step.

IBTS ensures parents and learners feel heard, respected and fully informed.

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## 6. Recording and Logging Concerns

### Do you log any concerns raised?

Yes. IBTS maintains an **EAR & Results Concern Register** for every exam session.

Entries include:

- Learner's name
- Exam grade and discipline
- Date concern was raised
- Summary of issue
- IBTS review notes
- Whether an EAR was submitted
- LAMDA outcome
- Any follow-up action

This register is stored securely in the IBTS compliance drive and retained for **five years**, in accordance with UK GDPR.

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## 7. Communication of Outcomes

Once LAMDA provides a decision:

- IBTS informs the parent/guardian within **24 hours**
- A final written summary is added to the Register
- Any adjustments (e.g., certificate reissue) are coordinated promptly

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## 8. Review of Policy

This policy is reviewed annually or earlier if LAMDA changes its EAR procedures.