



## LAMDA Exams Credit Note Policy and Procedures

### 1. Introduction

When a Learner is not able to attend their exam as scheduled, the exam registrant may be eligible to receive a credit note for all or part of the exam fee. The purpose of this Credit Note Policy is to provide clear guidelines on the issuance, processing, and management of credit notes within LAMDA Exams.

Note: Please refer to our [Reasonable Adjustments and Special Considerations Policy](#) if the Learner attended their exam as scheduled, but there were unexpected circumstances which may have impacted their performance on the day. Please refer to our [Cancellation Policy](#) if you wish to cancel an exam.

### 2. Credit Note Eligibility

This section outlines the various scenarios under which a customer may be eligible to receive a credit note.

#### 2.1 Illness or Injury

- **Learner Illness or Injury:** If a Learner is unable to attend an exam due to a serious illness or injury, the person who registered them for the exam may be eligible for a credit note.
  - Note: Exam stress or anxiety are not accepted forms of illness unless the Learner has a pre-existing diagnosis.
- **Immediate Family Illness or Injury:** If the illness or injury of an immediate family member (e.g. spouse, child, parent) directly impacts the Learner's ability to attend their exam they may be eligible for a credit note.
- **Teacher Illness or Injury:** If the illness or injury of the Learner's teacher directly impacts the Learner's ability to attend their exam (e.g. the teacher is ill for a long period of time resulting in the Learner not having enough preparation) they may be eligible for a credit note.

#### 2.2 Bereavement

- **Death of an Immediate Family Member:** In the unfortunate event of the death of an immediate family member (e.g. spouse, child, parent), the person who registered the Learner is eligible to receive a credit note. The death of a more distant relative will be assessed on a case-by-case basis.



## 2.3 Exceptional Circumstances

- **Unforeseen Events:** Learners who are affected by unforeseen events such as natural disasters, government-imposed travel restrictions, or other exceptional circumstances beyond their control may be eligible for a credit note.
- **Other Valid Exceptional Circumstances:** Any other extraordinary situations that severely impact the Learner's ability to attend their exam as scheduled may be considered. These will be assessed on a case-by-case basis.

## 2.4 Company Errors

- **Mistakes or Cancellations by LAMDA:** If there is an error in the exam session provided by the company (e.g., Examiner cancellation, equipment failure, facility issues), the customer is eligible for either a credit note or a rescheduled exam without the need for additional documentation.

## 2.5 Entry Fee Overpayment

- **Overpayment of Fees:** If a customer has overpaid an entry, they are eligible for a credit note reflecting the amount of the overpayment. They may also request a refund.
- **Requirements for Eligibility:**
  - **Proof of Payment:** If we are unable to locate the payment, the customer will be asked to provide evidence of the overpayment, such as a receipt or bank statement showing the transaction.
  - **Verification by the Company:** LAMDA Exams will verify the overpayment through internal records. Once confirmed, a credit note will be issued for the overpaid amount.

## 3. Timescales

### 3.1 Notification of absence timescales:

- **Notification:** If a Learner is unable to attend their exam due to illness, injury, or bereavement, the customer must notify LAMDA as soon as possible, ideally before the exam.
- **Credit Note Request Deadline:** In order for LAMDA to consider a credit note request, the customer must have notified us of the absence prior to the exam. If we are notified after the exam, we will not be able to issue a credit note, except in cases of entry fee overpayment. This request must be made by the person who entered the Learner within 10 working days of the missed exam.



## 4. Credit Note Request Requirements

### 4.1 Process:

- **Email:**
  - We must receive an email from the person who entered the Learner for the exam notifying us of the name of the Learner and the reason for their absence.
  - We will not accept email correspondence from any other party as evidence.
- **Outstanding Balances:**
  - If the Private Centre or Customer requesting the credit note has an outstanding balance with LAMDA, the credit note may not be issued until either the debt is resolved, or a payment plan is arranged.

## 5. Issuance

### 5.1 Email Notification

- Credit notes will be issued to the customer/centre by email.
- If LAMDA determines that the request does not meet the eligibility requirements, the customer will be notified of this by email.

### 5.2 Credit Note Values

- **Standard Credit:** LAMDA Exams will issue a credit note valued at 50% of the original exam fee paid for Learners unable to attend their exam due to illness, injury, or bereavement.
- **Contagious Illness Exception:** For Learners unable to attend due to a contagious illness, a Credit Note valued at 100% of the original exam fee paid will be issued.
- **Entry Fee Overpayment:** The credit note will be valued at 100% of the overpayment amount.
- **Exceptional Circumstances:** The amount of the credit note will be determined on a case-by-case basis.
- **Company Errors:** When a Learner cannot take their exam as scheduled due to an error on the part of LAMDA Exams, either a credit note valued at 100% of the original exam fee will be issued, or LAMDA will reschedule the exam free of charge.
  - Note: If the absent Learner was scheduled to take a Duologue or Combined exam containing scripted scenes, the credit note will only be issued for the absent Learner's portion of the exam fee. This is because the other Learner will be able to complete their exam with the aid of a substitute reader. For qualifications which are unscripted, such as Miming or Devising Drama, the credit note values will be applied to the exam fees for both Learners.

### 5.3 Processing Timeline:

- **Issuance Timeline:** Credit notes will be issued within 10 working days after the exam event.
- **Issuance To:**
  - **Private Centre Exams:** Credit notes will be issued to the Centre.
  - **Public Centres Exams:** Credit notes will be issued to the Customer (the person who registered the Learner for their exam.)



## 6. Credit Note Redemption

### 6.1 General Terms:

- **Validity:** The credit note is valid for one (1) year from the date of issue.
- **No Cash Value:** The credit note has no cash value and cannot be exchanged for cash.
- **Usage:** The credit note can only be applied to exam fees and may not be used as payment towards any other services such as LAMDA publications or courses and workshops. They also may not be used to pay for replacement/duplicate certificates, replacement medals, history transcripts, or letters of attestation.
- **Recipient:**
  - Private Centres: The credit note is issued to the Centre, not the individual Learner.
  - Public Centres: The credit note is issued to the Correspondence Contact (the person who registered the Learner for their exam), not the individual Learner.

### 6.2 Transferring Credit Notes:

- **From Private Centre to Public Centre:**
  - If a Private Centre customer wishes to use a credit note for a Public Centre exam, they must email LAMDA confirming the name of the Learner, the credit note number, and the reason why they would like their credit note applied to a public centre exam.
- **From Public Centre to Private Centre:**
  - If a Public Centre customer wishes to use a credit note at a Private Centre event, they must email LAMDA confirming the name of the Learner, the credit note number, and the reason why they would like their credit note applied to a Private Centre exam.
  - LAMDA will then follow up with the Centre Coordinator at the Private Centre to confirm if they wish for this credit note to be applied to their event balance.
- **From one Public Centre to another Public Centre:**
  - Credit notes issued to a Public Centre customer may be used at any LAMDA Public Centre events. No email needs to be sent to move the credit note from one Public Centre to another.
  - If a Public Centre customer wishes to give their credit note to another Public Centre customer, they must email us to inform us that they are giving their credit note to another customer.
- **From one Private Centre to another Private Centre:**
  - If a Learner who was originally booked to take their exam at one LAMDA Private Centre is re-entered for their exam at a different Private Centre, we must receive emails from both Centre Coordinators confirming the name of the Learner, the credit note number, and their approval for the credit note to be transferred from one centre to another.

# LAMDA

## Version control

Version number	Date	Initial	Comments
V1	29/11/24	SP	New Document