

Undertaking given by LAMDA to the Office of Qualifications and Examinations Regulation (Ofqual), in accordance with Condition B8 of the General Conditions of Recognition, June 2016 (the Conditions).

Undertaking:

In the context of:

- i. a series of Event Notifications (Condition B3.1) submitted during August and September 2015 in respect of events which had occurred substantially before the date of notification;
- ii. an admission that the intervening delay amounted to a failure to comply with Condition B3.1, in that the notification was not prompt;
- iii. an admission that the reported events reflected LAMDA's failure to comply with its Conditions of Recognition, specifically Conditions A5.1(a), A5.2(b), H6.1(e), H6.1(f), H6.1(d), I4;
- iv. a review by LAMDA of its operating processes and resources, which review was in place at the time the notifications were made.

Having already implemented changes to its internal staffing arrangements, operational management and administration structures, and customer services operations, with a view to securing compliance on an ongoing basis with the Conditions, **LAMDA will:**

1. Immediately review and where necessary amend its standard operating procedure for the notification of events to ensure the process allows prompt notification to Ofqual in accordance with Condition B3.1;
2. Review, before 31 July 2016, its internal processes for the management of examination sessions, and implement any necessary changes before 30 September 2016;
3. Implement, before 30 September 2016, its revised IT system;
4. Increase the number of examiners available to:
 - a. 115 before 31 December 2016; and

b. 150 before 31 December 2017;

whilst maintaining the rigour of its approach to recruitment, training, monitoring and retention of examiners.

AND...

With a view to assuring Ofqual that it has complied with this Undertaking, **LAMDA will:**

5. On or before 1 August 2016 provide to Ofqual a Statement of Assurance, signed by the Chair of its Governing Body and the responsible officer, confirming that it has completed the actions set out at paragraph 1. of this Undertaking;
6. On or before 3 October 2016, provide to Ofqual a Statement of Assurance, signed by the Chair of its Governing Body and the responsible officer, confirming that it has completed the actions set out at paragraphs 2. and 3. of this Undertaking;
7. On or before 31 December 2016, provide to Ofqual a Statement of Assurance, signed by the Chair of its Governing Body and the responsible officer, confirming that it has completed the actions set out at paragraph 4a. of this Undertaking;
8. On or before 31 December 2017, provide to Ofqual a Statement of Assurance, signed by the Chair of its Governing Body and the responsible officer, confirming that it has completed the actions set out at paragraph 4b. of this Undertaking.

In giving this Undertaking, I acknowledge on behalf of LAMDA that:

- (1) Ofqual will publish this Undertaking; and
- (2) Ofqual may take enforcement action in respect of any failure to comply with an Undertaking given to it which may include the issue of a Direction, the imposition of a fine, costs or other such action as it deems appropriate.

Signed.....  Date... 

Responsible Officer