

**Second Undertaking given by the London Academy of Music and Dramatic Art (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).**

This Second Undertaking supersedes and replaces LAMDA's First Undertaking given in August 2016, and incorporates the actions set out therein to the extent that they remain relevant.

**Undertaking:**

In the context of:

- (A) Event Notifications (Condition B3.1) submitted by LAMDA during August and September 2015 in respect of events that had occurred before the date of notification;
- (B) Ofqual's investigation into LAMDA's alleged non-compliance with the Conditions between October 2015 and May 2016;
- (C) a first Undertaking given by LAMDA to Ofqual in August 2016, the terms of which required LAMDA to immediately review and where necessary amend a number of its key internal processes and operating procedures in relation to its examinations operations (the First Undertaking);
- (D) an annual Statement of Compliance for 2015/16 (Condition B2) in which it declared a failure in the preceding 12 months to fully comply with Conditions A4.5; A4.7; A5.1 (a) and (b); A5.2; A5.3 (a); A6.2 (a) and (b); B3.2; H6.1 (d), (e) and (f); and I4.1 (d) and (e) and a potential failure to comply with Conditions A5.1, A5.2, A5.3, A6.2(a), A6.2(b), H6.1(d), H6.1(e), H6.1(f), I4.1(d) between the date of that statement and 31 March 2017
- (E) Event Notifications (Condition B3.1) and updates thereto submitted by LAMDA between May and November 2017 in respect of events that had occurred during the 2015/16 and 2016/17 Examinations years; and
- (F) ongoing external and internal reviews commissioned by LAMDA of its operating policies, procedures and resources in light of Event Notifications and associated correspondence with Ofqual,

AND

after an associated review of its internal staffing arrangements; operational management and administration structures; customer service operations; and operational policies and procedure which was undertaken with the objective of securing compliance with the Conditions by **31 March 2017** and thereafter on an ongoing and sustained basis,

AND

noting that all timings in this Second Undertaking are expressly subject to the terms of any existing or subsequent agreement with Ofqual,

**LAMDA will:**

- (a) Review, and amend where necessary, so as to ensure that it has a business model that is fit for purpose and compliant with Ofqual's Conditions:
  - (i) its operating procedure for reporting Event Notifications to Ofqual, including carrying out training for all staff to effect its implementation (Condition B3.1);
  - (ii) its operating procedure for issuing timely results in accordance with its published Service Level Agreement timeframes (Condition H6.1(e),(f));
  - (iii) its operating procedure for issuing accurate results and certificates (Condition H6.1(d) and Condition I4.1(d));
  - (iv) its operating procedure for issuing a timely response to Complaints and Enquiries About Results within its published Service Level Agreement time frames (Condition D4);
  - (v) its contingency planning for examinations operations, including for the absence of key staff and related resource capacity issues, so as to ensure there is adequate provision for avoiding and/or mitigating any potential Adverse Effect that might otherwise result from resourcing issues (Condition A5);
  - (vi) its risk review process in accordance with assurances made in the 2015/16 Statement of Compliance (Condition A6.2(a),(b));
  - (vii) its internal communications, escalation and whistle-blowing procedures; and
  - (viii) all other examinations operational procedures,and document all such processes.
- (b) Carry out an external governance review, in accordance with the terms of reference set by its Audit Committee, and take reasonable steps to implement the resultant recommendations.
- (c) In accordance with paragraph 4 of the First Undertaking, and the examiner recruitment plan specified in the 2015/16 Statement of Compliance, increase the number of examiners available to 115 by 31 December 2016 and 150 by 31 December 2017 whilst maintaining the rigour of its approach to recruitment, training, monitoring and retention of examiners,

AND

with a view to securing Ofqual's guidance in connection with securing sustainable compliance with the Conditions and appropriately satisfying Ofqual that it has complied with the terms of this Second Undertaking,

**LAMDA will:**

1. On or around 31 January 2017, arrange for its operational staff to be available to meet with, and review with supervising representatives of Ofqual, including members of its Standards Team and/or

Enforcement Committee (to be determined by Ofqual), its progress against the Compliance Action Plan sent to Ofqual on 4 January 2017, which set out all proposed action with a view to obtaining compliance with the relevant Conditions by 31 March 2017;

2. On or around 21 February 2017, provide to Ofqual a further updated Compliance Action Plan;
3. On or around 28 February 2017, meet with, and review its compliance progress with, supervising representatives of Ofqual including members of its Standards Team, Executive and/or Enforcement Committee (to be determined by Ofqual);
4. On or around 21 March 2017, meet with and provide to Ofqual's Standards Team, Executive and/or Enforcement Committee (to be determined by Ofqual) detailed evidence of its compliance with the relevant Conditions, and its projections for sustained compliance going forward .
5. Between March and August 2017, meet with Ofqual's Standards Team, Executive and/or Enforcement Committee (to be determined by Ofqual) on such occasions as may reasonably be agreed.
6. On or around 14 August 2017, meet with and provide to Ofqual's Standards Team, Executive and/or Enforcement Committee (to be determined by Ofqual) updated evidence of its compliance with the relevant Conditions, details of its performance during the Awarding Year 2016/2017 and its projections for compliance going forward including but not limited to projected compliance with paragraph (c) of this Second Undertaking to the reasonable satisfaction of the Ofqual (the Compliance Presentation); and
7. On or before 31 August 2017, provide any such further information and/or evidence of compliance as may be required by Ofqual to make its final determination as to its discharge of this Second Undertaking.

**In giving this Undertaking I acknowledge on behalf of LAMDA that Ofqual will publish the Undertaking**

Signed .....J. Lawton..... Date: 7 March 2017

Responsible Officer