



International  
Qualifications from EDI

## Examination Guide for LCCI Centres

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# 1 Introduction to this guide

This guide has been produced for all centres registered with EDI to deliver LCCI international qualifications and examinations. It includes instructions for administering and invigilating the examinations, whether taken paper-based, online or offline, obtaining results and certificates, malpractice and appeals.

This guide is aimed at the examinations officer within the centre or the person who has responsibility for the administrative and quality assurance processes and procedures.

EDI produces other documentation that should be read in conjunction with this guide, as follows:

- **Centre approval forms** – for new centres or registered centres who wish to offer new qualifications
- **LCCI price list** – codes and prices for all LCCI international qualifications
- **LCCI catalogue** – information about all LCCI international qualifications
- **Campus User Guide** – for centres with access to Campus, EDI's computerised administration system
- **Centre Update** – quarterly bulletins with information about new qualifications or changes to administrative procedures
- **EDI website** – currently being redeveloped, a useful source of information about all the products and services offered by LCCI and EDI
- **Using EDI logos** – instructions for centres on how to use EDI and LCCI logos

EDI also publishes qualification syllabi and related support material which must be referred to by those responsible for delivering the taught content of any LCCI qualifications.

All the forms referred to in this guide can be downloaded from the EDI website ([www.ediplc.com](http://www.ediplc.com)) or requested from the EDI enquiries team ([enquiries@ediplc.com](mailto:enquiries@ediplc.com)).

EDI has also published an Examination Guide for centres registered to deliver EDI qualifications and examinations.

## 2 Registering for LCCI qualifications

Centres register for LCCI qualifications and examinations as follows:

- Centres with access to Campus, EDI's web-based administration system, place their orders directly into Campus following instructions in the Campus User Guide. Campus orders must be placed at least 10 working days before the examination date.
- Centres without access to Campus must complete the appropriate form and send to their LCCI agent or co-ordinating authority, or direct to EDI:
  - On Demand Examination Requisition Form (the centre chooses the date of the examination). This must include details of all candidates and must be received by EDI four weeks before the examination date. Once established, the examination date must not change. If, in exceptional circumstances, postponement is required, centres must re-register candidates.
  - Series Examination Requisition Form (examinations held on the same day throughout the world) to be accompanied by an Excel spreadsheet listing all the candidates. This must be received by EDI by the deadline listed in the Series Timetable.
  - Form E Unit Based Qualifications Candidate Entry Form (for unit-based qualifications such as Contact Centre Operations, Practical ICT Skills and International Retail). This must be received by EDI four weeks before the date of a paper-based examination, or 10 working days before the date of an online examination.

### Dispatch of examination papers

Paper-based examination papers, whether On Demand or Series, are dispatched by EDI to arrive at the centre 5 working days before the date of the examination.

### Receipt of examination papers

Centres must advise EDI Centre Support 5 working days before the examination if papers have not arrived.

### 3 Examination regulations (paper-based, on-screen and offline)

All EDI and LCCI examinations can be taken as paper-based examinations and some are available to be taken online or offline (referred to as on-screen in these regulations). Many of the following regulations apply to all EDI and LCCI examinations, whether taken in paper-based or on-screen format. Please refer to the left hand columns to identify whether a particular instruction applies to paper-based, on-screen or both.

#### Instructions for the centre co-ordinator

#### BEFORE THE DAY OF THE EXAMINATION

##### Question papers and equipment

Paper-based	On-screen	Regulation
✓	X	Check the contents of each package by reading through the envelope. Contact EDI Centre Support if you believe specific question papers are missing.
✓	X	Never open question papers until the time of the examination.
✓	X	Store all question papers in a locked safe, or cabinet, in a locked and secure room. Restrict the number of key holders to two.
✓	X	Never retain or distribute <b>on demand</b> question papers after the examination. Used question papers must either be returned to EDI or securely shredded.
✓	X	Wait 24 hours following the examination before releasing used <b>series</b> question papers to teachers and candidates.
X	✓	Arrange practice tests prior to live tests being taken. Please visit <a href="http://www.ediplc.com/practicetests">www.ediplc.com/practicetests</a> .
X	✓	Check and service all equipment prior to starting tests.
X	✓	Ensure each computer is compatible with EDI's on-screen testing system by visiting <a href="http://www.ediplc.com/diagnostics/">www.ediplc.com/diagnostics/</a>

##### Rules about invigilators

Paper-based	On-screen	Regulation
✓	✓	No person who has taught any of the candidates in the examination subject may act as the <b>sole</b> invigilator.
✓	✓	No relative of, or person directly interested in, a candidate may invigilate an examination when this candidate is present.
✓	✓	Invigilators must be fully aware of their roles and responsibilities.
✓	✓	At least one invigilator must be present throughout each examination.
✓	✓	Where there are more than 25 candidates, one additional invigilator will normally be required for each additional 25 candidates, or part thereof.
✓	✓	In an <i>L</i> or <i>T</i> shaped room at least two invigilators must be present for the whole examination.
✓	✓	When only one invigilator is present this invigilator must be able to contact immediate assistance without disturbing candidates or leaving the room.

## Using word processors for paper-based examinations

Paper-based	On-screen	Regulation
✓	X	Candidates are only permitted to use word processors, typewriters, personal computers and other microprocessors in an examination if this is allowed by the syllabus or has been first agreed as an adjustment for candidates with particular assessment requirements.
✓	X	Candidates using word processors in circumstances where their use might distract other candidates must be accommodated separately from others.
✓	X	The centre must ensure that the word processor is working correctly at the time of examination or assessment.
✓	X	Candidates must have access only to those facilities which have been agreed in advance. Candidates must not be able to gain access to existing files and documents or to the internet browser or search engines.
✓	X	Spell checkers, authorised dictionaries, thesauruses and calculators can all be used by candidates, <b>unless</b> otherwise stated.
✓	X	The frequent saving of work is strongly recommended. Where available, an auto-save facility should be used.
✓	X	Where candidates have access to shared printing equipment, printing may be undertaken after the examination time. Candidates may input printing instructions under the supervision of an invigilator, but only the invigilator may handle the print copies from the printer. All print copies must record the candidate's name and specify clearly which questions the work refers to.
✓	X	If the syllabus permits printing during the examination, the invigilator must supervise candidates' input of printing instructions.

## AFTER THE EXAMINATION

### Scripts

Paper-based	On-screen	Regulation
✓	X	After each examination, pack and seal the scripts, sorting by centre, by subject and by order of the Invigilator Declaration and Attendance Reports. Scripts for different examinations must be packed separately.
✓	X	Store scripts securely before dispatch and post within <b>48 hours</b> of each examination.
✓	X	Dispatch scripts to EDI or your coordinating authority using a secure and traceable method, as EDI can only be responsible for scripts from the point of receipt.
X	✓	For on-screen tests, centres must retain all Invigilator Declaration and Attendance Reports for at least 12 months, unless an irregularity has occurred or special consideration is required, in which case the report must be submitted to EDI.

## ON THE DAY OF THE EXAMINATION

### Arranging the examination room

Paper-based	On-screen	Regulation
✓	✓	Check that any display material that might be useful to candidates has been cleared from the walls.
✓	✓	Check that desks are positioned at least 1 metre apart (if partitions or screen filters are available, workstations may be closer together).
X	✓	To provide back up in case of technical problems, one spare workstation should be allocated for every 10 candidates taking the test.
✓	✓	Check that a wall clock is clearly visible to all candidates.
✓	✓	Display a board showing the centre code, and the examination start and finish times. For examinations requiring answers to be recorded on OMR sheets, the Campus order number must also be displayed.
✓	✓	Make sure that the room is quiet and well lit. The room should also be well ventilated, at a reasonable temperature with sunlight glare blocked out.
✓	✓	Follow any subject-specific invigilation instructions.
✓	✓	Check you have a seating plan for the examination.
✓	✓	Place a notice on the door of the room that says ' <i>Quiet please - examination in progress. No admittance</i> '.
X	✓	Supply each candidate with scrap paper and pencil.
X	✓	Ensure floppy disk, CD or other storage device is available in case of technical emergency.

### Identifying candidates

Paper-based	On-screen	Regulation
✓	✓	Make sure you know the identity of every candidate in the examination room, by checking photo-identity as necessary.
✓	✓	Make sure each candidate signs the Attendance Register and checks the spelling of his/her name.

### Informing the candidates

Paper-based	On-screen	Regulation
✓	✓	Check the front of the question paper so you know what material candidates can use in the examination.
✓	X	Check that candidates have not brought into the examination any material they are not allowed such as revision notes, mobile phones or electronic dictionaries.
✓	✓	Read out the <i>Instructions to candidates</i> .
✓	X	Open the packet of question papers in the examination room.
✓	X	Remind the candidates that they must fill in the details on the front of the answer booklet.
✓	X	Tell candidates to read the instructions on the front of the question paper.
✓	✓	Tell candidates when they may begin and how much time they have to complete the examination.

## Emergency procedures

Paper-based	On-screen	Regulation
✓	✓	The evacuation of the examination room might be necessary in exceptional circumstances, such as a fire alarm or bomb alert.
✓	✓	When there is an evacuation, candidate scripts and question papers must be left on the desks and the room locked.
✓	✓	The leaving time should be noted.
✓	✓	Candidates must not communicate with each other during the evacuation.
✓	✓	It might be necessary to cancel the examination if the disruption lasts longer than 30 minutes.
✓	✓	If the examination can be resumed, the lost time should be granted as additional time.
✓	✓	The details and reason for any emergency or disturbance must be recorded on the Invigilation Report.
X	✓	A technician may remain in the room for the duration of the on-screen test. The technician must not act as an invigilator, but must be noted on the Invigilation Report.
X	✓	For on-screen tests, more detailed emergency procedures are on page 9.

## During the examination

Paper-based	On-screen	Regulation
✓	✓	Allow late candidates to enter the examination room quietly but only if the examination has been in progress for less than 30 minutes.
✓	✓	Be vigilant and supervise the candidates at all times to prevent cheating.
✓	✓	If you discover cheating, take away any unauthorised material and allow the candidate to continue. This should be reported as malpractice on the Invigilation Report which must be submitted to EDI.
✓	✓	Make sure that a responsible adult is available to accompany any candidates who need to leave the room temporarily.
✓	✓	Make sure candidates do not leave the examination room until at least 30 minutes after the start time.
✓	✓	Tell candidates to stop working at the end of the examination.

## After the examination

Paper-based	On-screen	Regulation
✓	X	Collect all scripts and question papers before candidates leave the examination room ensuring that all details on the front page of the scripts have been completed.
✓	X	Arrange scripts in the order candidates appear on the Attendance Register.
X	✓	Check that all candidates have submitted their responses.
✓	✓	Collect in any scrap paper candidates may have used for making notes.
✓	✓	Sign the Invigilation Report and record any late arrivals, disturbances or malpractice.
✓	X	Make sure that scripts are kept in a secure place before being sent, by a secure, traceable method, to EDI or your coordinating authority within 48 hours of the examination.

## Instructions for candidates

Paper-based	On-screen	Regulation
✓	✓	Arrive for your examination 30 minutes before the start time. Bring with you photo-identity, eg identity card, passport or driving licence. You cannot sit the examination if you do not have this identity.
✓	✓	Only use additional material specified for the examination.
✓	X	Where dictionaries are permitted, you must only use a standard language dictionary. You must not use an electronic dictionary.
✓	X	Do not share question papers or authorised material with other candidates.
✓	✓	Do not bring or use any unauthorised material, books or notes in the examination.
✓	✓	Do not bring a mobile phone into the examination room.
✓	X	Fill in your full name, candidate number and centre details on the answer book cover before starting the examination. Write clearly in BLOCK CAPITALS.
✓	X	Write your answers in blue or black pen. Pencils should only be used for marking multiple-choice test forms and for graphs, charts or diagrams etc.
✓	X	Do not use correcting pens, fluid or tape in your answers unless permitted by the syllabus.
✓	✓	Do not eat or smoke although you may bring in water in a clear bottle with the label removed.
✓	✓	Do not communicate with, or seek assistance from, any other candidate while in the examination room.
✓	X	Do not share any material, calculators or dictionaries with other candidates.
✓	✓	In an emergency, you may temporarily leave the examination room and be re-admitted, although you must be accompanied throughout by a person authorised by the invigilator.
✓	✓	You may only leave the examination room once the examination has been in progress for at least 30 minutes.
✓	X	At the end of the examination, check you have added your candidate details to the front of your script. Remain seated until your answers and the question paper have been collected.
✓	X	You must not take the question paper out of the examination room.
✓	✓	If you break these regulations you may be disqualified from this and other examinations.
X	✓	If you have any problems with your computer, you must put up your hand.
✓	✓	Use the scrap paper for any working out – this will be collected in by the invigilator after the test.
X	✓	It may be useful to take relax your eye muscles by looking away from the screen occasionally.
X	✓	When you have checked all of your answers and feel you have completed the test, click on the submit button.

## 4 Emergency procedures for on-screen tests

The on-screen testing system has a number of features that constantly monitor and guard against potential problems that may be encountered during a test. Once a test has been started, the system will monitor and store all information entered by the candidate so that if a problem does arise, the test can be recovered.

### Recovery procedures

The recovery procedures should be followed whenever a problem arises during an on-screen test. This procedure should be used to address problems arising from the test freezing or crashing, or when the power supply to the computer has been interrupted causing the computer to reboot.

- Switch off the power to the computer using the on/off switch. Please note that the security features of the test may prevent shutting the computer down in the normal manner.
- Turn the machine on and wait for the system to reboot. Login using the same login details as used previously.
- The machine will automatically load Microsoft Explorer and load the recovery program.
- The system will detect the presence of a recovered test and ask 'whether to recover or not'.
- Clicking on 'Yes' to recover, will reload the test with all of the candidate's answers and position in the test. The time remaining will also be accurate.
- Clicking on 'No' to not recover, will remove the test from the computer.

The computer can be rebooted a maximum of 3 times before it will automatically remove a recovered test. If problems arise during the recovery of a test, please call Centre Support on +44 (0)8700 818008 (outside 0830 - 1700 GMT support may be limited) for further assistance. A manual recovery will be necessary.

### **If there is an emergency that requires candidates to leave the building:**

- Follow all internal emergency procedures.
- If possible, ensure that all candidates shut down their computers as detailed above.
- Take all necessary steps to prevent candidates from communicating with one another during the interruption.
- If the interruption is short and it is appropriate to resume testing, recover tests as detailed above.
- If it is not appropriate to resume testing, follow the procedure above for removing interrupted tests (Clicking "No" in order not to recover).

### **If a computer fails completely:**

It is unfortunately not possible to recover a candidate's test using another machine. The candidate will need to take another test. If this happens, contact Centre Support for advice.

If the internet connection fails, the program will ask candidates to save their responses on to disk. In this case, use a 3.5-inch floppy disk, CD or other storage device. A single disk is adequate to store all candidates' results, as these are encrypted for security. When the connection is restored, the candidates' responses can be uploaded from the disk via the Administration Tool (Click on 'Help' and select 'Upload Results' option).

## 5 Results and Certificates

### Series Examinations

Results are released to centres 9 weeks after the last examination date in the relevant series. Series results will also be released via EDI's Exam Results Online service 9 weeks after the last examination date in the relevant series. Exam Results Online is available at <http://www.ediplc.com>.

Certificates are processed and dispatched within 4 weeks after results have been released.

### On Demand Examinations

On demand examination results and certificates are dispatched to centres 6 weeks from receipt of scripts.

### Practical ICT Skills

Practical ICT Skills results and certificates are dispatched 6 weeks from receipt of scripts.

### Grading

Most LCCI qualifications are graded Pass, Credit, Distinction. Candidates who fail to reach the minimum standard required for a Pass grade will be recorded as Fail and will not receive a qualification certificate.

### Duplicate Certificates

To order a duplicate or replacement certificate, centres should contact Centre Support by emailing [centresupport@ediplc.com](mailto:centresupport@ediplc.com) or telephoning +44 (0) 8700 818008.

### Missing and Incomplete Results

EDI operates a missing and incomplete results service. This service addresses concerns into the following result types:

- Absent
- Under review
- Disqualified

To query such a result, centres must contact Centre Support by emailing [centresupport@ediplc.com](mailto:centresupport@ediplc.com) or telephoning +44 (0) 8700 818008 within 5 working days of the relevant results release date.

## 6 Enquiries about results of paper-based tests

EDI provides a result enquiry service to centres. On request candidate scripts can be checked to confirm the accuracy of the results issued. The four categories of service available are:

### Service 1 (Clerical re-check)

Re-check of all clerical procedures leading to the issue of a result. This service is also available for on-screen tests and will include:

- a check that all parts of the script have been marked
- the totalling of marks
- the recording of marks
- the application of any adjustment

### Service 2 (Re-mark)

Re-mark of externally assessed components of an examination. This service will include:

- the clerical re-checks detailed in service 1
- the re-assessment of components by a senior examiner
- the provision of an individual candidate report detailing the performance of the candidate in the examination

### Service 3 (Group re-mark)

Re-mark of externally assessed components of an examination for a group of candidates (minimum of 5 candidates). This service will include:

- the clerical re-checks detailed in service 1
- the re-assessment of all scripts within the group by a senior examiner
- the provision of a single report detailing the performance of the group as a whole

### Service 4 (Re-moderation)

Re-moderation of an internally assessed unit, based on the same sample of work originally moderated. The service will include:

- The clerical re-check of marks and adjustments
- The review of the original moderation adjustments
- The provision of a single report detailing the accuracy of the internal assessment

### Submission of requests

- All enquiries about published results must be made using the services described above.
- All enquiries must be submitted by the Head of Centre, an authorised member of staff at the centre or by a private candidate through the co-ordinating authority as applicable.
- The published results enquiry services are the only mechanism by which concerns will be addressed.
- All applications should be made using **Form EAR** to EDI Centre Support and must give full details including centre name, centre code, candidate name, candidate number, examination name, code and level.
- Applications must be made within 8 weeks of the release of the results.
- Fees for enquiries about results are published in the price list and are also available from the Centre Support team.
- If an enquiry raises the results of some or all candidates, revised results slips and certificates will be issued and part or the entire fee refunded.
- EDI will provide an enquiry outcome within 30 days from receipt.

## 7 Appeals against result enquiries

Centres and candidates may appeal against the outcome of an enquiry about a result.

The appeal must be submitted in writing by the individual candidate or the Head of Centre, including the grounds for appeal and any supporting documents. The Appeal must be sent to the Compliance Manager (email [compliance@ediplc.com](mailto:compliance@ediplc.com)).

EDI will acknowledge receipt of the appeal within three working days. Upon receipt of the appeal, the Compliance Manager will initiate an internal review. A fee will be charged (please see current fee sheet). This fee will be refunded if the appeal is upheld.

### Internal Review

A review of the Appeal will be undertaken by the Compliance Manager, another independent member of staff and an Examiner where appropriate. The purpose of the review will be to consider whether the original result was sound and may include the following:

- A discussion with centre staff and/or learners and EDI personnel
- A request for further information from the centre, learners or EDI personnel
- A check of the examination questions and mark scheme
- Any other action that EDI deems appropriate to resolve the case.

The outcome of the review will then be communicated to the centre or candidate within 10 working days stating justification for the decision.

### External Review

If centres or candidates are dissatisfied with the outcome of the internal review, they may apply to the Appeals Panel. The Appeals Panel will comprise three independent members of the Standing Committee, the Head of Education Development (UK) and the Head of Standards and Compliance. One of the independent members shall be appointed chair of the Panel.

The EDI Appeals Panel will consider whether the procedures that have been followed are fit for purpose. This consideration will lead to one of two decisions:

- EITHER**        the Appeals Panel rejects the appeal and supports the original result  
**OR**                the Appeals Panel upholds the appeal and appoints an Independent Evaluator, who subsequently reports his/her findings to the panel.

**The decision of the Appeals Panel will be final.**

## 8 Dealing with malpractice

- 1 In order to safeguard the consistency and integrity of its examinations, EDI works with its centres to maintain rigorous quality assurance and control arrangements. These arrangements ensure the accuracy and consistency of assessment decisions in EDI awards.
- 2 Malpractice is deemed to be those deliberate actions and practices that threaten the integrity of any EDI award.
- 3 The following are examples of malpractice by centre staff:
  - moving the time or date of a fixed examination without permission from EDI
  - failing to keep examination papers secure prior to the examination
  - obtaining unauthorised access to examination material prior to an examination
  - assisting or prompting candidates with the production of answers
- 4 The following are examples of candidate malpractice:
  - misuse of examination material
  - introduction of unauthorised material into the examination room, for example: notes, study guides and personal organisers, own blank paper, calculators and dictionaries when prohibited, personal stereos, mobile phones and other similar electronic devices
  - obtaining, receiving, exchanging or passing on information which could be examination related (or the attempt to) by means of talking or using written papers/notes
  - copying from another candidate
  - collusion: working collaboratively with other candidates
  - disruptive behaviour including the use of offensive language
  - failing to abide by the instructions or advice of an invigilator, supervisor, or EDI in relation to the examination rules and regulations
  - impersonation: pretending to be someone else, arranging for another to take one's place in an examination
- 5 Any malpractice identified by a centre, irrespective of the nature of that malpractice or the method of assessment, must always be reported to the EDI Compliance Manager who is independent of the management of normal working relationships with centres. Details should be sent to the EDI Compliance Manager within seven days, email [compliance@ediplc.com](mailto:compliance@ediplc.com).
- 6 Anonymous reports of malpractice will be acted upon only if there is supporting evidence, or if the nature of the report warrants it.
- 7 EDI will seek to establish the full facts and circumstances of any alleged malpractice and, where appropriate, the candidate's conduct in other assessments before deciding to initiate an investigation. A centre report and centre records may be required but an investigation will only be initiated if *reasonable* suspicion of genuine and deliberate malpractice exists.
- 8 If the investigation includes alleged centre malpractice, the Compliance Manager will suspend the centre from making any claims for registration or certification in the assessment concerned and if the qualification is regulated, the relevant regulatory authority will be notified.
- 9 Candidates or centre staff accused of malpractice should be made fully aware in writing at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven.
- 10 Candidates or centre staff accused of malpractice must be given the opportunity to respond in writing to allegations made. Centres should ensure all actions taken as part of the investigation are fully documented.

- 11 Candidates or centre staff accused of malpractice should be made aware of the process of appealing should a judgement be made against them.
- 12 Where it is necessary for EDI to interview candidates in pursuance of an investigation, EDI undertakes to do this only in the presence of a senior member centre staff. A friend or representative may accompany the candidate. In cases of alleged staff malpractice, the member of staff being interviewed may be accompanied by a friend or union representative, if permitted by the centre's disciplinary procedures. In all cases a careful record of interview should be kept.
- 13 EDI will determine:
  - whether the EDI regulations have been adhered to
  - where the culpability lies for the breach in regulations
  - appropriate measures to be taken to protect the integrity of the award and to prevent future breaches
  - the nature of any penalty to be applied
- 14 Each case of suspected malpractice will be considered and judged on an individual basis in the light of all the information available.
- 15 EDI imposes penalties on individuals found guilty of breaking examination regulations in order to:
  - maintain the integrity of the award
  - create a remedy, so that there is no advantage to be gained from breaking the regulations
  - deter others from doing likewise
- 16 Penalties applied against centres for centre malpractice will include:
  - disallowing the future involvement of a member of centre staff in EDI, eg as an invigilator
  - suspension of registration/certification for either the award concerned or for all other examinations
  - withdrawal of centre approval for the specific award
  - withdrawal of centre approval for all EDI awards
- 17 Penalties applied against candidates will include:
  - the candidate will be issued with a warning
  - the candidate loses marks gained for a component or assignment
  - the candidate loses all marks gained for a unit
  - the candidate loses all marks gained from all units in a single qualification taken during the series
  - the candidate is disqualified from the whole qualification in that series
  - the candidate loses all the marks gained from all units in all qualifications taken during the series
  - the candidate is disqualified from all qualifications taken in that series
  - the candidate is barred from entering for one or more assessments for a set period of time
  - the retrieval and cancellation of certificates already issued
- 18 Penalties will be based only on the evidence presented and all penalties must be justifiable and reasonable in their scale and consistent in their application.
- 19 When a decision is taken to invalidate certificates, the Compliance Manager will, wherever possible, take action to protect the interests of candidates.
- 20 Heads of centres will be informed of decisions in writing as soon as possible after decisions are made. It is the responsibility of the centre to communicate the decision or warning to individuals concerned.
- 21 Where EDI requires further action, the Compliance Manager will establish an action plan with the centre.

- 22 EDI will prepare a final report of each investigation to be forwarded to the regulatory authorities as necessary. The report will include details of the origin of the complaint or mode of discovery of the alleged irregularity; the investigations carried out; the evidence secured; the conclusions drawn and the recommendations for action.
- 23 EDI has established procedures for considering appeals against penalties arising from malpractice. Appeals against a decision made by EDI will normally only be accepted from heads of centres.

## 9 Particular assessment requirements

Every EDI centre has a responsibility to ensure that **all** its candidates are able to reach their full potential. When candidates have

- physical, sensory or mental impairments
- emotional behavioural problems
- temporary disability or sudden onset of a condition/circumstance requiring special consideration

reasonable adjustments frequently have to be made so that they are given every opportunity to achieve.

Adjustments to assessments

- should not invalidate the assessment requirements of the qualification
- should reflect the candidate's normal way of working
- should be based on the individual need of the candidate.

### Definition and proof of disability

Candidates are deemed to have a permanent physical, sensory or mental impairment if they can prove that they have had the particular condition for a period of at least a year. Examples of the proof required include medical reports from doctors, psychiatrists, educational psychologists, specialist teachers, funding agencies etc. Where medical reports may not be available, EDI will expect to see documentary evidence that the candidate's particular assessment requirements have been identified during initial assessment and accommodated throughout the programme of work.

Once a candidate has been proved to have a particular physical, sensory or mental impairment, reasonable adjustments may continue to be made even if there is improvement or remission in the identified disability.

### Temporary disability

Candidates who have a physical, sensory or mental impairment that is under one year's duration, are deemed to have a temporary disability and centres need to be sure that reasonable adjustments really are necessary. For example, reasonable adjustments might not need to be made if the candidate is sitting a test that is available on demand or at monthly intervals. Examples of temporary disability would include broken limbs, sickness or hospitalisation where it might be necessary for candidates to sit examinations or assessments in hospital or their own homes. Approval should be sought from EDI on these occasions.

### Special consideration

Special consideration is given to disadvantaged candidates in instances that could not possibly be predicted. This ensures that candidates who suffer temporary illness, injury or indisposition at the time of independent/external assessment are treated fairly.

*Candidates who are present for the assessment but disadvantaged:*

A note should be made on the supervision report attached to the examination papers or assessment material. This report then goes forward with the candidates' scripts or answer books and EDI will make the appropriate allowance, in accordance with agreed criteria.

For on-screen tests, the Invigilator Declaration and Attendance Report should be submitted to EDI with details of special consideration.

*Candidates who are absent from an on-demand or time-tabled examination:*

Candidates who have missed an examination for acceptable reasons, and can produce medical evidence to support the absence, are eligible to apply for special consideration through their centre. Where the availability of the examination means that re-entry is possible within a reasonable length of time, centres should apply for special consideration enabling the candidate to re-enter for the qualification free of charge at the next available opportunity. For full details, see Section 10 Permit to Resit.

Types of reasonable adjustments: **full details are available from the *EDI guidance notes for centres on reasonable adjustments for candidates with particular assessment requirements***. This guidance is available from [www.ediplc.com](http://www.ediplc.com) and includes the required notification and application forms and cover sheets.

### Extra time

If it is necessary to allow extra time for a candidate, eg candidates with dyslexia, centres should monitor the candidate's progress to see exactly how much extra time is required. Centres may give up to 25% extra time without consulting EDI, but must notify EDI of all arrangements approved.

### Supervised rest breaks

Alongside extra time, it is frequently necessary to give supervised rest breaks. Separate approval need not be sought for this, but the centre should confirm to EDI and anyone else involved in the assessment the length of such rest breaks and the nature of supervision. The supervision report attached to external examination or assessment material should be used for this purpose.

### Use of readers and scribes

The use of readers or scribes is permitted provided that it does not compromise the nature and content of the test. For example, in English examinations, the use of a scribe may be inappropriate if spelling and punctuation is part of the examination. Approval must be sought from EDI before a reader or scribe is used (see full guidance on [www.ediplc.com](http://www.ediplc.com)).

### Use of communicators and interpreters

A communicator is required to communicate questions to a candidate upon request. A communicator should use a means of communication that is appropriate to the needs of the candidate; this may include saying a word or phrase, rephrasing orally or use of the appropriate signing mode or writing. The communicator should give the essence of the candidate's signed response on the examination paper or assessment without inferring any meaning that was not clear in the signed response.

*A relative of the candidate may not act as a reader, scribe, communicator or practical assistant.*

### Use of word processing or keyboards

The term word processing should be taken to include word processors, personal computers and other microprocessor controlled devices. The most appropriate method of answering should be the one that will enable the candidate to demonstrate his or her attainment as quickly and fluently as possible.

It is anticipated that candidates who are able to produce work for assessment by handwriting or drawing will do so. Candidates with disabilities may be permitted to produce their answers via a word processor in cases where their disability means they cannot present answers in the usual way.

## Reasonable adjustments which may be made without awarding body approval

The following adjustments may be made without seeking approval from EDI but the nature and extent of such support should be stated explicitly and reported to everyone involved in the assessment of the candidate. For example, Form PAR1 should be returned to EDI before the date of assessment in the case of external tests or assessments. For in-house assessments, the moderator or verifier should be informed.

- Low vision aids, overlays etc
- Braille of non-secure assessment material
- Amplification, taped questions and responses
- Supervised rest breaks
- Extra time up to 25%
- Bilingual translation dictionaries (with an allowance of extra time up to 25% if the candidate has been in the UK for less than two years)

## Other considerations

Braille or large print examination papers or assessment materials may already be available from EDI and centres should write to EDI requesting these.

**Sufficient time should be allowed for EDI to produce modified examination papers or assessment materials and a period of 4 months is usually necessary. All requests for reasonable adjustments should be made at least 8 weeks before the date of assessment.**

Centres may wish to photocopy test or assessment materials on coloured paper and this is permissible without approval from EDI. **Such test or assessment materials may only be opened one hour before the start of the test or assessment. The packet containing original and photocopied test or assessment materials must be resealed and stored securely.**

## Summary of when approval is/is not needed for reasonable adjustments

Proposed reasonable adjustments	Approval needed	Approval not needed
Temporary disability	✓	
Special consideration		✓
Extra time up to 25%		✓
Extra time over 25%	✓	
Supervised rest periods		✓
Practical assistant during external assessment	✓	
Practical assistant in in-house assessment		✓
Readers or scribes	✓	
Communicators or interpreters	✓	
Low vision aids, overlays etc		✓
Brailled or large print exam papers or assessment materials	✓	
Braille of non-secure assessment material		✓
Amplification, taped questions and responses		✓
Bilingual translation dictionaries		✓
Word processing	✓	
Photocopying of assessment material on coloured paper		✓

Where it is identified above that approval from EDI is not necessary, it is important that centres report in to EDI where reasonable adjustments have been made which fall into those categories. This assists examiners, moderators etc and also helps EDI to monitor its commitment to helping all candidates to achieve.

If there is the slightest doubt about whether a reasonable adjustment is permissible or not, the centre should seek clarification from EDI.

## 10 Permit to resit

### What is a Permit to Resit?

In the context of the delivery of the EDI portfolio of examinations, a permit to resit is an official free of charge transfer of an examination entry from a scheduled exam date to a future date.

### What constitutes a Permit to Resit?

A Permit to Resit is granted on the basis that a candidate is unable to sit an examination on the grounds of:

- ill health - a doctor's certificate is required as evidence
- special circumstances, e.g. family bereavement – appropriate evidence must be provided

### How long is a Permit to Resit valid?

A Permit to Resit is valid for a maximum period of six months from the date of the scheduled exam for which the candidate was originally entered.

- Series Exams – valid from one series to the next scheduled series exam
- On-demand Exam – valid for a maximum of 6 months from the original exam date

### How do I claim a Permit to Resit?

As soon as a candidate is aware that he/she will be unable to attend a scheduled examination due to a recognised reason (see above), he/she should contact his/her registered centre/local Co-ordinating Authority providing a copy of the required supporting evidence and request that the centre/local Co-ordinating Authority applies to EDI for a Permit to Resit on his/her behalf. Requests for a Permit to Resit must be received and approved before the scheduled results release date of the examination session missed.

### How is a Permit to Resit processed?

Where a permit to resit is granted, the candidate will receive a result slip stating a result of 'Permit to Resit'. This result slip must be retained by the candidate and presented to the centre/local co-ordinating authority in order to re-schedule the examination.

Upon receipt of the result slip confirming eligibility of the permit to resit, the centre/local co-ordinating authority must notify EDI, presenting a copy of the results slip, in order for EDI to process the registration free of charge.

## 11 Glossary of terms

Within this guide, unless the context otherwise requires, the following terms shall have the following meanings:

<b>Assessor</b>	A person appointed by the centre to assess candidates' work against the standards required
<b>Campus</b>	The web-based administration management system used by EDI
<b>Candidate</b>	A person registered for an EDI or LCCI qualification or examination
<b>Centre</b>	A training provider, college, school or organisation approved by EDI for delivering LCCI qualifications
<b>Communicator</b>	A person appointed by the centre to communicate questions to the candidate using a means of communication appropriate to the candidate's needs
<b>Diagnostic tool</b>	A tool used to diagnose any problems (eg a tool for checking a centre's computer to make sure it is compatible with EDI's online testing system)
<b>Examiner</b>	A person who marks an examination script
<b>Interpreter</b>	See "Communicator"
<b>Invigilator</b>	A person in the examination room responsible for the conduct of a particular examination session
<b>Learner</b>	A person registered for an EDI or LCCI qualification or examination
<b>Malpractice</b>	Deliberate actions or practices that threaten the integrity of an EDI or LCCI qualification
<b>Offline</b>	Not connected to the internet. For example, EDI online tests can be downloaded to a laptop and taken to a remote location where the candidate sits the test without an internet connection.
<b>On-demand</b>	Not subject to a specified timetable
<b>Online</b>	Connected to the internet. For example, EDI online tests can be taken by candidates entering their answers electronically rather than using pen and paper.
<b>On-screen</b>	General term for online and offline
<b>Permit to resit</b>	An official free of charge transfer of an examination entry
<b>Practical assistant</b>	A person appointed by the centre to provide practical help for a candidate during an exam
<b>Reader</b>	A person appointed by the centre to read out loud, on request, all or part of a test or assessment
<b>Series</b>	Paper-based test, taken on a particular day specified by EDI
<b>Scribe</b>	A person appointed by the centre to write out answers dictated by a candidate
<b>Script</b>	A candidate's completed examination paper

## 12 Customer service statement and contacts

EDI is committed to the highest possible level of customer service. The following customer service statement aims to provide a summary of the service levels that we offer to our centres and candidates.

All requests for information will be responded to within 3 working days of receipt. Verbal enquiries are usually dealt with by EDI's Enquiries or Centre Support Teams immediately. Complaints are responded to within 3 working days.

Our Enquiries or Centre Support teams can be contacted between the hours of 0830 and 1700 Monday to Friday by using the contact details below or outside those hours by leaving a message on our voicemail service. **All messages will be returned the next working day.**

### Enquiries Team (general enquiries)

Telephone Helpline: +44 (0) 8707 202 909  
Fax: +44 (0) 2476 516559  
Email: [enquiries@ediplc.com](mailto:enquiries@ediplc.com)

Our Enquiries Team will be happy to assist you with any general enquiries that you may have. For example:

- Information relating to new or existing products and services, including launch dates, award content and links with existing products
- Enquiries regarding qualification structures and content
- Pricing enquiries including price lists requests
- Support on the use of EDI's websites e.g. [www.ediplc.com](http://www.ediplc.com)
- International customer service queries
- General information requests including, address, fax number etc
- Initial enquires from new centres interested in working with EDI
- Maintaining accurate contact details for centres

### Centre Support Team (Campus and administration enquiries)

Telephone Helpline: +44 (0) 8700 818 008  
Fax: +44 (0) 2476 516566  
Email: [centresupport@ediplc.com](mailto:centresupport@ediplc.com)

Our Centre Support Team will be happy to assist with any administration related enquiries you may have. For example:

- Enquiries relating to EDI Centre Approval
- Centre induction and training
- Campus user guidance
- Queries relating to external verifiers
- Campus technical support, including IT support for online and off-line examinations
- The progress of an order or a query relating to a candidate registration
- The progress of results, issues with claims including manual claims and certification queries
- Invoice queries

EDI logs and monitors response times to all queries to Customer Services in order to achieve ongoing customer service standard improvements.

EDI can also be contacted by post to EDI, International House, Siskin Parkway East, Middlemarch Business Park, Coventry CV3 4PE, UK.

## 13 Equal opportunities statement

EDI fully supports the principle of equal opportunities and opposes all unlawful or unfair discrimination on the grounds of ability, age, colour, culture, disability, domestic circumstances, employment status, gender, marital status, nationality, political orientation, racial origin, religious beliefs, sexual orientation and social background.

EDI's Equal Opportunities Statement in full is available upon request.

**EDI**

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Siskin Parkway East  
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