

The Leinster School of Music & Drama

Quality Assurance Procedures for Grade Examinations Document

Griffith College

2012-2013



Established 1904

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1. Leinster School of Music and Drama

- 1.1 The Leinster School of Music and Drama (LSMD) was founded in 1904 to promote the teaching and examining of music to exacting standards. Since its foundation, it has continued to provide tuition to students and teachers of music at its school in Dublin and has provided a wide range of examinations to assess learners and teachers of music through its many local examination centres throughout Ireland.

During the early 1940's the school also began its provision of speech and drama tuition and related examinations. Since its foundation, the school has been in continuous operation, with many of its current teachers, directors and managers having 20 or more years of association with the school and its examinations.

In 1998 the LSMD relocated to Griffith College Dublin becoming a fully owned constituent school of the college. Since then it has continued its teaching and examination activities with the support of the college. Currently there is a large network of teachers nationwide teaching the LSMD's various syllabi and preparing students for examinations, with approximately 14,000 students and teachers being examined annually.

2. Scope of Quality Assurance Document

- 2.1 This document outlines the Quality Assurance procedures which apply to the LSMD's examinations and their administration. The document is updated annually following the final Examiners' meeting in June.

The LSMD is also subject to the overall quality assurance procedures of Griffith College, as outlined in the College's Quality Assurance Policies, Procedures, Practices and Guidelines (or QA Manual).

3. Exams and Prerequisites

- 3.1 LSMD exam subjects, awards and medals are listed in the syllabus documents available at www.qcd.ie/lsm�.
- 3.2 There are eleven grades for the graded exams; the Introductory, Primary and Preparatory followed by grades one to eight. *Candidates* (this is a person who is taking an examination with LSMD) may be entered in any grade irrespective of age and without previously having taken any other grade in the same subject.

4. Syllabi

- 4.1 Syllabi (refer to <http://www.gcd.ie/music-syllabuses/>) for the various subjects are updated annually following the final examiners' meeting in June. All new syllabi are valid from September of their year of introduction. There are two types of syllabi: practical and theoretical.
- 4.2 In the first year of any new practical syllabus, candidates may choose to perform pieces as set in the lists of the preceding syllabus, but they may not combine pieces from the preceding and new syllabi (except in the case of items that appear in both). No such overlap period necessarily applies to any new scale requirements, sight-reading and/or aural tests.

5. Applicant Responsibilities

- 5.1 An *applicant* is a person (aged 18 or over) who submits an exam entry and acts on behalf of the *candidate* (or *candidates*) by being LSMD's principal point of contact. Typically an *applicant* is a Music and Drama Teacher, and as such he/she is experienced in this process. This is the general practice. On occasion, a *candidate* aged 18 or over who submits an entry may become the *applicant* for that entry, if he/she submits a written request to LSMD.
- 5.2 The responsibilities of the *applicant* are as follows:
- to read and undertake to abide by the Exam Regulations in the Teachers' Information Pack available from the School or www.gcd.ie/lsmid
 - to ensure *candidates* are ready for an examination
 - to submit the exam entry
 - to ensure the accuracy of the information supplied, including name spellings, grades and subjects of examination, and any special need requests
 - to ensure adequate notification has been communicated by LSMD
 - to make payment for the exam
 - to notify the *candidate* of the exam date, time and venue
 - to ensure the *candidate* has the correct report card at the time of the exam [13.3]
 - to receive the exam mark form/certificate and to pass them on to the *candidate*

- 5.3 LSMD sends all written communication to the *applicant*, this includes:
- All communication relating to the acceptance of an entry
 - Payment information
 - the appointment allocated
 - the result
- 5.4 Responsibility for an entry cannot be transferred to another party without the *applicant's* written consent. While the *applicant* remains LSMD's principal point of contact in all matters, LSMD reserves the right to share information regarding an exam with another party in response to a valid enquiry. This might occur when a *candidate* appoints a new *applicant* who would need to be briefed on examination arrangements.
- 5.5 LSMD does not act as an intermediary between an *applicant* and the *candidate* on whose behalf the entry has been submitted (or the parent/guardian).

6. Communication with LSMD

- 6.1 Examination entries shall be submitted by the *applicant* by the published closing date, using either the online entry form or (by post) a paper entry form, e-mail, or fax (this form is available in the Teachers' Information Pack, a copy of which is available at <http://www.gcd.ie/examinations-2/Teachers' Information Pack>).
- 6.2 Postal entry must be made using the current paper entry form.
- 6.3 Entries can be accepted by LSMD only in accordance with syllabus conditions (available at gcd.ie/lsm�) and on the understanding that in all matters the decision of LSMD must be accepted as final.
- 6.4 LSMD reserves the right to refuse, invalidate or cancel any entry and to return any entry received after the closing date has passed. In such cases, the entry fee(s) will be returned.
- 6.5 All documentation required by the applicant for examination purposes is available in the Teachers Information Pack. This is updated annually.

7. Payment for an Exam

- 7.1 Exam fees must be paid in full at the time of entry.
- 7.2 Where the entry is made on behalf of more than one *candidate*, a single payment (i.e. one credit/debit card transaction or cheque) must be made by the *applicant*. LSMD cannot process a separate payment for each *candidate*.
- 7.3 Once an entry and payment have been submitted, the entry fee cannot be refunded other than in accordance with LSMD's regulations for withdrawals and refunds [10].
- 7.4 Any query regarding a payment made, or an outstanding amount, is notified to the *applicant* by LSMD as soon as possible after the entry has been processed. Where any such query has not been resolved by the date of the examination, LSMD reserves the right to withhold the release of exam results/certificates for all candidates entered by the *applicant*. In cases where payment is made with a dishonoured cheque and LSMD is obliged to pursue payment, a fee is incurred to cover administrative costs and bank charges.

8. Examination Centres

- 8.1 LSMD provides exam *centres* for "in house" practical and theory exams.
- 8.2 The *centre* name indicates the general area in which the *centre* is located. The precise exam venue cannot be confirmed until after the examining timetables have been arranged; it is notified to the *applicant* with the exam appointment(s).
- 8.3 LSMD reserves the right not to open a *centre* if the number of entries is insufficient. In such cases, an appointment is offered at an alternative *centre*.
- 8.4 A suitable exam environment, which is quiet as well as properly lit, heated and ventilated, is offered at all centres. For practical exams, *centres* provide: a waiting room (or area); and an exam room, which contains a satisfactory piano (this may be upright or grand) and which is, where possible, out of hearing of the waiting room. For theory exams, an exam room is provided, with tables that allow reasonable spacing of *candidates*. An *invigilator* is present for the duration of the exam.

- 8.5 Space in the waiting room may be limited and *candidates* should therefore bring no more than one escort nor arrive more than ten minutes before the exam appointment.
- 8.6 For practical exams, where possible an additional room (or area) is made available where *candidates* may briefly warm up.
- 8.7 All LSMD *centres* provide a music stand, but *candidates* are welcome to bring their own if they prefer.
- 8.8 The *applicant* is responsible for ensuring the *centre* is suitable, a new *centre* is deemed suitable following a review by LSMD.

9. Examination Visits

- 9.1 A *visit* occurs when LSMD sends an *examiner* to a *centre*.
- 9.2 For a *visit*, the *applicant* must ensure that there are at least TWENTY candidates for examination in any one subject. The *applicant* should also take into account the following parameters used by LSMD when organizing *visit* timetables:
- exams do not normally begin before 9.00 or end later than 17.30
 - each morning and afternoon session normally includes a break of 15 minutes; where the total examining time exceeds 3 hours 45 minutes
 - a lunch break of 30 minutes is included
 - the standard exam day is 6 hours 10 minutes of examining time – entries exceeding this are normally timetabled on consecutive days.
- 9.3 Two or more *applicants* may combine their entries in order to meet the requirement regarding the minimum number of *candidates* [9.2] but the exams must be held at a single venue. An *applicant* wishing to participate in another *applicant's* *visit* must seek permission from that *applicant* before submitting an entry. The *applicant* hosting the *visit* is responsible for the provision of suitable facilities and arrangements and for the receipt of instructions and timetables from LSMD.

- 9.4 *Applicants* hosting a *visit* for practical exams are responsible for ensuring the following suitable facilities and arrangements at their own cost:
- a waiting room (or area)
 - an exam room, which is quiet as well as properly lit, heated and ventilated, and which contains a satisfactory piano and is, where possible, out of hearing of the waiting room. The piano must be properly regulated and in tune (a'= 440). An electronic piano may be used, provided it has a clearly recognizable piano tone, a touch-sensitive keyboard with full-size weighted keys, and an action, compass and facilities that match those of an ordinary piano, including a sustaining pedal.
 - a suitable person to act as an assistant outside the exam room for the duration of the exams in accordance with LSMD's instructions
 - transport for the *examiner*, if requested
- 9.5 If requested by the *examiner*, transport between the *visit* venue and a station, hotel or other examining venue must be provided by the *applicant*.
- 9.6 Theory exams are held in a *centre* by LSMD. Completion of the entry form requires the *applicant* to accept responsibility for the safe custody of the papers and proper conduct of the exam.
- 9.7 *Applicants* hosting a *visit* for theory exams are responsible for ensuring the following suitable facilities and arrangements at their own cost:
- an exam room, which is quiet as well as properly lit, heated and ventilated, and with tables that allow the reasonable spacing of candidates
 - a responsible person to act as *invigilator* within the exam room for the duration of the exam in accordance with LSMD's instructions

10. Examination Dates

- 10.1 Examinations take place annually from September to July. There are three exam sessions: Pre-Christmas (deadline for entry: November 1st), Pre-Easter (deadline for entry: February 1st) and Post-Easter (deadline for entry March 1st).
- 10.2 Practical exams
- Where LSMD allocates the exam date, it takes into account, wherever possible, of any date preferences indicated by the *applicant* at the time of entry. However, date

allocations are decided on the basis of scheduling *examiners'* time most efficiently while providing convenient appointments to as many *candidates* as possible, and consequently LSMD cannot guarantee to fulfil any preferences indicated by the *applicant*. The *applicant* must therefore ensure that *candidates* are ready for an exam from the first day of the session in question. LSMD cannot accept entries that are conditional on particular dates being allocated or avoided.

- 10.3 Notification of the exam date, time and venue is sent to the applicant as soon as possible after appointments have been allocated and examiners have been booked, and no later than two weeks before the exam date. If notification has not been received by this timeframe then the applicant should contact LSMD [5.2]
- 10.4 The notification also confirms the names, grades and subjects of candidates entered, and any request for special arrangements/tests. The *applicant* is required to check these details and notify LSMD immediately of any error or correction [5.2].
- 10.5 Theory exams
Theory exams are held on two days (June and December) each year, and at a specified time.
- 10.6 Notification is sent to the *applicant*, confirming names and grades of candidates entered, and any request for special arrangements (see Special Needs [19]). The *applicant* is required to check these details and notify LSMD immediately of any error or correction [5.2]. A Report Card is enclosed for each candidate, which must be brought by the *candidate* to the exam room.

11. Changes of Appointment

- 11.1 It is recognized, on occasion, an allocated appointment will coincide with another important commitment. In such circumstances, LSMD endeavours to offer an alternative appointment, in accordance with the conditions below [11.2].
- 11.2 Any request for an alternative appointment must be made as soon as possible after the notification of appointment has been received, and must state the reason for the request. It should normally be made by the *applicant*; if made by another party, that person must confirm that the *applicant's written* agreement has been given. Notification of any new appointment is sent to the *applicant*.

- 11.3 Alternative appointments can be offered only to individual *candidates* and only in cases of genuine need (e.g. a clash with a school exam, bereavement, illness).
- 11.4 Should LSMD be able to meet a request for an alternative appointment, the appointment offered may be at any time within the exam session in question and at any *centre* within the area.
- 11.5 If the alternative appointment is declined and the *candidate* chooses not take the exam on the date originally allocated, the entry fee can be credited to the *applicant* only under the circumstances outlined in Withdrawals and Refunds [12].

12. Withdrawals and Refunds

- 12.1 If a *candidate* withdraws from an exam, or does not attend, the *applicant* must notify the LSMD's office in Dublin immediately in writing, and no later than the day of the exam. Notice given only to an *examiner* or invigilator is not sufficient to qualify for a credit.
- 12.2 In the event of a withdrawal or non-attendance due to extenuating circumstances [12.2, 12.3, 12.4], paid exam fees act as credit toward a further examination. This remains in the *applicant's* name.
- 12.3 Illness or injury: the exam fee can be transferred, provided that the written notification is supported by documentary evidence, i.e. a medical certificate (an official letter from someone in authority, e.g. a head teacher or school nurse, confirming the candidate's illness or injury may also be accepted). The documentary evidence must be sent no later than four weeks after the exam date.
- 12.4 Exceptional personal circumstances: a discretionary refund may be given on compassionate grounds in cases such as bereavement, family crisis or personal trauma, provided that the written notification is supported by full details substantiating the application.
- 12.5 Death or serious indisposition of *applicant*: a discretionary refund may be given to a *candidate* whose exam preparation is severely curtailed by the *applicant*: death or long-term serious illness. Application for such a credit may be made by someone other than the *applicant*. LSMD may request details of an independent person who

may be contacted by LSMD to verify the application. The LSMD may in this case arrange for the exams to take place with another *applicant/centre*.

- 12.6 Extenuating circumstances: where a practical exam is missed due to circumstances beyond the *candidate's* control (e.g. a major travel incident or damage to the *candidate's* instrument immediately before the exam), as a first recourse LSMD tries to offer an alternative appointment at the earliest opportunity within the current exam session (this may be at any *centre* within the area). Should this not be possible, the fees may be transferred to the next available exam session, provided that the conditions in 12.1 are met and that the written notification is supported by full details substantiating the application. Where a theory exam is missed due to circumstances beyond the *candidate's* control, the exam fees may be transferred, provided that the conditions in 12.1 are met and that the written notification is supported by full details substantiating the application.
- 12.7 A *candidate* who is withdrawn from an exam may be re-entered in the next exam *period*. In such cases, a new entry and transfer fee must be made, as entry details/payment cannot be transferred from one period to the next. Payment can only be transferred provided that the conditions in 12.1 are met.
- 12.8 A *candidate* in quarantine for any infection must be withdrawn. If exams are cancelled owing to quarantine, alternative appointments/fee refunds may be offered at LSMD's discretion.

13. Theory Exams

- 13.1 Timings for the Theory exams are:

Pre-Grade 1:	1 hour
Grades 1–2:	1 1/2 hours
Grades 3–4:	2 hours
Grade 5:	2 1/2 hours
Grades 6–8:	3 hours

- 13.2 *Candidates* with sensory impairments, learning difficulties or particular physical needs may qualify for an additional time allowance (see Special Needs [21]).

- 13.3 *Candidates* are advised to attend 10 minutes before the start of the exam and to bring the report card previously sent to the *applicants*.
- 13.4 No *candidate* arriving more than 35 minutes after the start of the exam will be admitted.
- 13.5 An *invigilator* is present for the duration of the exam.
- 13.6 The *invigilator* opens the sealed packet of exam papers in the exam room in the presence of the *candidates* distributes the exam papers, and informs them of that;
- 13.7 *Candidates* must complete their question paper without help and without reference to notes, musical calculators, or books of any kind. Any *candidate* infringing this rule or helping another will be disqualified;
- 13.8 *Candidates* must fill in their name at the top of their paper
- 13.9 *Candidates* must write their answers clearly and legibly, otherwise marks may be lost;
- 13.10 *Candidates* are not allowed to take copies of the papers nor their rough notes from the room; the time allowed is printed at the top of each question paper.
- 13.11 LSMD provides plain ruled manuscript paper on which *candidates* may do any rough work. *Candidates* should bring their own pens or pencils. They may not bring any unauthorized material or equipment (such as their own manuscript or other paper, any representation of the piano keyboard or any recording device) into the exam room. Mobile phones or other electronic devices are not permitted in the exam room. Any *candidate* infringing this rule may be disqualified.
- 13.12 *Candidates* may hand in their papers at any time after 40 minutes from the start of the exam but, having done so, must leave the room and may not return. Once *candidates* have left the exam room, they are no longer under the *invigilator's* supervision or LSMD's temporary care (see Child Protection [22]).
- 13.13 As each paper is handed in, the *invigilator* ensures that the *candidate's* full name appears legibly at the top.

13.14 The *invigilator* dispatches the papers to LSMD in accordance with the instructions issued by LSMD, having first sealed them in secure envelopes before leaving the exam room.

13.15 LSMD does not accept responsibility for the loss of any papers in the post after their dispatch to LSMD by the *invigilator*. In such cases, the entry fees are returned.

14. Practical Exams

14.1 Timings for the practical graded exams are approximately as follows:

Pre Grade 1	10 mins
Grades 1-2	15 mins
Grades 3-4	20 mins
Grades 5-6	30 mins
Grades 7-8	40 mins

14.2 These timings indicate the approximate duration of each exam and allow for the candidate's entry and exit, any tuning time, as well as time for the examiner to complete the mark form between exams. Examiners may, at their discretion, take more or less time than the specified timings.

14.3 Candidates with sensory impairments, learning difficulties or particular physical needs may qualify for an additional time allowance (see Special Needs [21]).

14.4 Candidates are advised to attend 10 minutes before the start of the exam.

14.5 Candidates may not bring any unauthorized material or equipment (such as recording devices) into the exam room, and mobile phones must be switched off. Any candidate infringing this rule may be disqualified.

14.6 Generally, one examiner only is present in the exam room. At LSMD's discretion, a second examiner may be present, for reasons of examiner training or quality assurance

14.7 For monitoring, training and moderation purposes, exams may, from time to time, be recorded. Exams may also be recorded for use in public seminars and for marketing

purposes. Such recordings become the property of LSMD but remain strictly anonymous.

14.8 The examiner sends the mark forms to LSMD in accordance with the instructions issued by LSMD. LSMD inform the examiners during initial training sessions, examiners' meetings and in the Examiners Information Pack that is issued to all examiners.

14.9 LSMD does not accept responsibility for the loss of any mark forms in the post after their dispatch to LSMD by the *examiner*. In such cases, LSMD arranges for duplicate mark forms to be provided by the *examiner* with minimum delay.

15. Candidate List

15.1 LSMD Centres

The *examiner* is provided with a *candidate* list showing the timetable for each day, including each *candidate's* appointment time. If a *candidate* is withdrawn from an entry (or given an alternative appointment), the appointment times for other *candidates* in the same entry must remain the same, i.e. later candidates may not be brought forward.

15.2 Visits

Any *applicants* hosting a *visit* are sent a *candidate* list showing the timetable for the *visit approx. 2 weeks prior to the exam date*). The list indicates the start and end times and any scheduled breaks.

15.3 Should any *applicants* hosting a *visit* wish to alter the order in which *candidates* are examined, the following instructions must be observed: the overall time allocated to the *visit* must not be changed; the timing of any scheduled lunch break and 15-minute morning/afternoon break must not be affected; the revised *candidate* list (indicating precisely the new appointment time for each candidate) must be presented to the *examiner prior to the exam, for example on the morning of the exam*; any other *applicants* whose candidates are participating in the *visit* must be duly notified.

16 Page-turners and Accompanists

- 16.1 *Candidates* must provide their own accompanist, who may remain in the exam room only while engaged in accompanying. The applicant may act as accompanist; under no circumstances will the *examiner* do so.
- 16.2 With the exception of an accompanist, the *candidate* is normally not permitted to bring another person into the exam room with him/her.
- 16.3 *Candidates* are normally required to make any page-turns in their music themselves. Under no circumstances will the *examiner* act as page-turner. However, *candidates* taking a Grade 7 or 8 exam may apply to bring a page-turner where this is absolutely essential and other means of managing difficult page-turns are not possible. In such cases, permission must be requested in writing from LSMD at the time of entry, giving details of the piece containing the difficult page-turn and the edition to be used. LSMD's letter granting permission should be brought to the exam room.
- 16.4 If necessary, a candidate's accompanist is permitted to act as page-turner to assist with difficult page-turns in the piano part; prior permission is not required.

17 Practical Exam Performance Requirements

- 17.1 The individual sections of the exam may be attempted in any order, at the *candidate's* choice (although, ideally, accompanied pieces should be performed consecutively). If an accompanied exam begins with any section other than the pieces, the *examiner* should be advised in advance so that the accompanist can be summoned at the appropriate time.
- 17.2 *Applicants* and *candidates* are advised to pay close attention to the requirements indicated in the current lists of syllabus pieces <http://www.gcd.ie/music-syllabuses/>
- 17.3 A 'piece' comprises all the music set under one number-heading in the syllabus lists (unless an option is specifically indicated). Therefore, a 'piece' may comprise more than one movement from a work or more than one item from an album.

- 17.4 *Candidates* failing to observe specific syllabus requirements or regulations (i.e. performing a piece not listed in the syllabus, or not being prepared to perform the full extent of a piece as indicated in the syllabus) may be penalized, or, in certain cases, disqualified.
- 17.5 LSMD offers a limited overlap period, during which pieces from a preceding syllabus may, under certain conditions, be performed [4.2].
- 17.6 *Candidates* may use any edition (in or out-of-print or downloadable) of the pieces listed in the syllabus, except where a specific arrangement or transcription is indicated. The editions quoted in the syllabus are given for guidance only and are not obligatory. However, easier arrangements of the same pieces will not be accepted.
- 17.7 *Candidates* may use their discretion regarding indications or markings (particularly editorial) in the music – e.g. metronome marks, fingering, bowing, phrasing, the interpretation of ornaments, etc. – which need not be strictly observed. Where no such indications are present in the music, candidates should use their discretion to achieve a musical performance. However, fingering for scales should be adhered to.
- 17.8 *Candidates* should observe *da capo* and *dal segno* indications, but other repeats of more than a few bars should not be played in the exam, unless stipulated in the syllabus.
- 17.9 Performing from memory is optional (except for singers, who must perform all items from memory, other than items from oratorios or other large-scale sacred works, or any other works specifically indicated in the lists). The *examiner* is at liberty to review a copy of the music before or after the performance of any piece; therefore, *candidates* performing from memory must ensure that a copy of the music is available for the *examiner's* use.
- 17.10 *Examiners* may, at their discretion, stop the performance of any piece when they have heard enough to form a judgment.
- 17.11 The Copyright and Related Rights Act Ireland, 2000 does not permit the making or use of photocopies (or other kinds of copies) of copyright works. LSMD reserves the right to withhold the exam result of any *candidate* where it has evidence of the use of an illegal copy (or copies) in connection with that exam.

18 Special Consideration of Extenuating Circumstances

- 18.1 Special consideration may be given, at LSMD's discretion, to a *candidate* whose performance in an exam is felt to have been affected by, or who does not complete an exam owing to circumstances beyond the *candidate's* control (e.g. a personal trauma shortly before, or at the time of, the exam, such as bereavement or family crisis; a minor injury immediately before, or illness occurring during, the exam; instrument failure/malfunction immediately before, or during, the exam; a serious disturbance or disruption at the time of the exam, such as power failure, fire alarm or noise from nearby building work).
- 18.2 Application for special consideration should be made only by the *applicant* and must be sent in writing to the LSMD as soon as possible, and no later than seven days, after the exam. Where appropriate, the application should be supported by documentary evidence, i.e. a medical certificate or a statement from an involved party. Should the *applicant* be unavailable in the seven days after the exam, an initial application may be made in writing by another concerned party (e.g. the accompanist or a parent/guardian) but must be followed by formal confirmation by the *applicant* as soon as possible, in accordance with the conditions outlined immediately above.
- 18.3 *Candidates* can be assessed only on the performance given during an exam and consequently an application for special consideration will not normally result in an adjustment to marks. Where a section of an exam is not attempted, marks for that section cannot be awarded, but a *candidate* may still be successful and be awarded a certificate, provided that the marks awarded for the sections attempted total 65% or more in a practical exam or in a theory exam.
- 18.4 Should an application for special consideration prove successful, the following possible outcomes will be considered by LSMD in consultation with the *applicant*:
- discussion of the provisional outcome (i.e. informal notification by LSMD whether or not the candidate has passed) and a decision by the *applicant* to accept the result, with a written acknowledgement from LSMD that external circumstances may have affected the *candidate's* performance;
 - invalidation of the exam result and the opportunity for the *candidate* to retake the exam at the earliest opportunity and at no extra cost (for practical exams, within the same exam session where possible, although this may mean attending at an alternative venue);

- in exceptional circumstances, consultation with the *examiner* and possible minor adjustment to the marks awarded, if an identifiable event or circumstance has affected the performance in any section or sections.

18.5 Application for special consideration may delay the release of the exam result while an investigation is carried out.

18.6 For a *candidate* who has fallen ill or suffered injury in advance of the exam, the recommended course of action is withdrawal, followed by application for a partial refund [12]: it is not advisable for a candidate who is unwell to attend an exam, nor for a *candidate* suffering illness or injury to attempt an exam under disadvantageous circumstances that cannot be taken into account by the *examiner*.

19 Certificates and Results

19.1 LSMD's marking schemes are outlined in the individual syllabus booklets available on <http://www.gcd.ie/music-syllabuses/>

19.2 *Examiners* report directly to LSMD and are not permitted to divulge any information regarding exam results to any other person.

19.3 Results for practical exams are usually issued two to three weeks after the exam date. Results for theory exams are usually issued approximately six weeks after the exam date. Prior to their issue, results are subject to various standard checks and quality-assurance processes – the *examiner* updates a Result List with any updates e.g. change of spelling grades etc., then when the form reaches the LSMD office where details are updated before results are issued. Additional checks and updates mean that, in some instances, the release of results takes longer, but every effort is made to keep any delay to a minimum.

19.4 A *Report Card* is issued for each *candidate*. For practical exams, the *report card* gives a breakdown of the marks awarded for each section and the total number of marks as well as the *examiner's* comments. For theory exams, the *report card* gives a breakdown of the marks awarded for each question and the total number of marks. Theory papers are not returned to candidates or the applicant after marking.

- 19.5 All successful *candidates* receive a certificate, which specifies the subject and grade in which they have been examined. The level of proficiency of each grade is detailed in the individual syllabus <http://www.gcd.ie/music-syllabuses/>. Grade certificates do not certify that the holders are qualified to teach, nor do they entitle them to append any letters to their names.
- 19.6 Unless the *applicant* requests otherwise and in writing, the results (*report cards/certificates*) are posted to the *applicant*, whose responsibility it is to pass them on to *candidates*.
- 19.7 Results are issued only in accordance with the procedures described in [19.2], [19.3], [19.4].
- 19.8 LSMD does not accept responsibility for the loss or non-receipt of any results after their dispatch by post. If results have not been received within the expected time (28 days) the *applicant* should notify LSMD and, if they are confirmed to have been dispatched, contact the local sorting office in case they are being held for collection following unsuccessful delivery. LSMD allows a period of 28 days after the original dispatch date in order to allow for undelivered or wrongly delivered results to be returned; during this time, written confirmation of marks may be requested by the *applicant*. If after this period results are still missing, the *applicant* should notify LSMD and arrangements will be made for replacement mark forms/certificates to be issued.
- 19.9 While LSMD's policy is to release results only to the *applicant* [19.6] LSMD reserves the right to confirm results to another concerned party (e.g. a parent/guardian or head teacher) under the following circumstances: serious illness or death of the *applicant*; failure by the *applicant* to pass on results within eight weeks of their dispatch by LSMD. LSMD will try to verify any such circumstances, following which written confirmation of results and/or duplicate certificates may be issued.
- 19.10 On application, the result of a past exam may be confirmed in writing to a concerned party (e.g. an *applicant*, *candidate*, parent/guardian). On payment of a fee, a duplicate certificate is provided, if requested.

20 Appeals and Complaints

20.1 Appeals

- Practical exams: To make a formal marking appeal against the results awarded for a graded exam, an appeal/feedback form should be completed, signed by the *applicant* and submitted together with the relevant *report card* to LSMD. The appeal should be made to LSMD as soon as possible, and no later than six weeks after the date of the exam. If LSMD's initial investigation of an appeal proves to be inconclusive, LSMD may request the *applicant* to submit an unedited recording of the *candidate* performing the exam pieces and a selection of the technical requirements (<http://www.qcd.ie/music-syllabuses/>). No marks can be amended retrospectively as a result of a formal marking appeal. LSMD aims to acknowledge receipt of appeal correspondence within three working days and to resolve all appeals within three weeks of the acknowledgement. If a formal marking appeal remains unresolved by the deadline for entry to the next exam session, *candidates* intending to retake should be entered in the normal way, meeting the entry deadline (postal or online).
- Theory exams: Appeals concerning the validity of results should be made in writing. Appeals can only be made by the *applicant* and must be addressed to the Head of Faculty, LSMD, Griffith College Dublin, SCR, Dublin 8. Such appeals should be made by the day after the examination was taken. The LSMD aims to acknowledge receipt of appeal correspondence within three working days and to resolve all appeals within three weeks of the acknowledgement. If the appeal is unsubstantiated, a fee will be charged. If the appeal is substantiated, no charge will be made and an amended result will be issued.

20.2 Complaints

Complaints concerning either i) the examiner's conduct of an exam or ii) environmental issues to do with the exam, venue, or facilities for exams, should be made in writing within seven days of the exam. In order for LSMD to investigate complaints fully and promptly prior to the dispatch of results, it is essential that the Head of Faculty, LSMD is made aware of any relevant issues immediately upon exam completion, by telephone or e-mail. Details of the complaint must be confirmed in writing (by e-mail or post) and received within seven days of the exam. LSMD aims to acknowledge such complaints within three working days.

21 Special Needs

- 21.1 LSMD try to make its exams accessible to all *candidates*, although it should be understood that, while the *examiner* is informed of each *candidate's* needs, no special concession or allowance in marking is made, and each *candidate's* performance is judged according to the standard normally expected. The *examiner* will take into consideration the *candidate's* special needs.
- 21.2 When making an entry, the *applicant* should record the relevant special need in writing. For entries made online, any additional information should be e-mailed separately to LSMD or sent by post. Some provisions require supporting document to be submitted, which is accepted if dated within the preceding three years (and is retained until those three years have elapsed). In such cases, if the LSMD does not receive the relevant supporting document in advance of the exam, results may be withheld or a penalty imposed.

22 Child Protection

- 22.1 LSMD acknowledges that it has a responsibility for the safety and welfare of children taking its exams or otherwise under its temporary care. All LSMD teachers and examiners are committed to practices that protect children from harm through the LSMD's Child Protection Policy Guidelines <http://www.gcd.ie/drama-communication-2/> Child Protection Guidelines.
- 22.2 All LSMD examiners and in-house teaching staff are Garda vetted. The Policy includes a Code of Practice for all who work on behalf of the organization. The LSMD is committed to reviewing its Child Safeguarding and Protection Policy and Code of Practice on an on-going basis and in line with any new legislation that may come into place.
- 22.3 The National Guidelines for the Protection and Welfare of Children-Children First, which was published by the Department of Health and Children in 1999 is also available to download at - <http://www.gcd.ie/drama-communication-2/> National Guidance for the Protection and Welfare of Children – Children First

23 Equal Opportunities

- 23.1 LSMD is committed to providing equality of opportunity and treatment for all, and will not unlawfully or unfairly discriminate directly or indirectly on the basis of gender, age, ethnic origin or disability in its dealings with any *candidate*, parent/guardian, teacher, examiner or representative.