



Supporting learning  
and performance

## Examination Guide for EDI Centres

February 2012



## Contents

1	Introduction to this guide	4
2	Registering for EDI qualifications	5
3	Examination regulations (paper-based and on-screen)	6
4	Emergency procedures for on-screen tests	11
5	Specific instructions for SIA Awards	12
6	Documents and records retention policy	14
7	Results and certificates	16
8	Enquiries about results of paper-based tests	17
9	Dealing with malpractice, maladministration and misconduct	19
10	Appeals policy and procedure for learners and centres	21
11	Particular assessment requirements	22
12	Permit to re-sit	26
13	Glossary of terms	27
14	Customer service statement and contacts	28
15	Equal opportunities statement	29

## 1. Introduction to this guide

This guide has been produced for all centres registered with EDI to deliver EDI examinations and tests, including Vocationally Related Qualifications (VRQs), technical certificates, key skills, functional skills and national awards. It includes instructions for administering and invigilating the examinations, whether taken paper-based, online or offline, obtaining results and certificates, malpractice, appeals and a glossary of terms.

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
- **EDI price list** - Codes and prices for all EDI qualifications
- **Campus user guide** - For centres with access to Campus, EDI's computerised administration system
- **EDI Qualifications Update** - Monthly bulletins with information about new qualifications or changes to administrative procedures
- **EDI website** - A useful source of information about all the products and services offered by EDI
- **EDI guidance notes for centres on reasonable adjustments for candidates with particular assessment requirements**
- **Using EDI logos** - Instructions for centres on how to use EDI logos

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 Customer Support team, [centresupport@ediplc.com](mailto:centresupport@ediplc.com).

EDI has also published a separate Examination Guide for centres registered to deliver LCCI international qualifications and examinations.

## 2. Registering for EDI qualifications

Centres register for EDI qualifications and examinations through Campus, EDI's web-based administration system.

Campus allows centres to:

- Purchase credits where necessary
- Register candidates (for all qualifications including technical certificates, vocationally related qualifications, on demand examinations, series examinations)
- Apply for extra time by choosing the appropriate PAR option
- Order training materials such as candidate packs
- Schedule tests (paper-based, on-line and off-line)
- View test results and reports
- Schedule re-sits
- Apply proxies and exemptions
- Track registrations
- View a candidate's history

The Campus User Guide, available on the EDI website, [www.ediplc.com](http://www.ediplc.com), explains in full how to perform all of the actions listed above.

Orders for paper-based examinations must be placed on Campus at least 10 working days before the examination date and must take place on the scheduled date.

Orders for on-line or off-line examinations can be placed or modified on Campus up to the day before the examination.

On demand and on-line examinations are valid only for the date scheduled for the examination (unless they are modified in advance).

Off-line examinations are valid for five days from the scheduled date.

### Dispatch of examination papers

Paper-based examination papers 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 Customer Support 5 working days before the examination if papers have not arrived.

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

All EDI and LCCI examinations can be taken as paper-based examinations and some are available to be taken on-line or off-line (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.

To gain approval for knowledge-based assessment, all examination venues must comply with the policy, standards and regulations specified by EDI and the appropriate Qualifications Regulator.

#### Instructions for the examination 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 Customer 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 destroyed.
✓	X	Wait 24 hours following the examination before releasing used <b>series</b> question papers to teachers and candidates.
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.
✓	✓	All centres will need to retain copies of all key documentation for audit purposes to prove sufficient diagnostic testing, approval and candidate registration and individual learner records for at least 3 years.

## Instructions for Invigilators

### 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 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.
✓	✓	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.
✓	X	When there is an evacuation, candidate scripts and question papers must be left on the desks and the room locked.
X	✓	The fire evacuation feature must be activated; if the evacuation lasts less than 30 Minutes, the candidates may resume the test.
✓	✓	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	✓	Detailed emergency procedures for on-screen tests are on page 11.

## 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 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, e.g. 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.
✓	✓	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.
✓	✓	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 that is not required to be shown in the answer book – this will be collected in by the invigilator after the test.
X	✓	It may be useful to 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:** 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 the Customer Support team on +44 (0)8700 818 008 (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.
- Ensure that all candidates activate the fire evacuation feature.
- Take all necessary steps to prevent candidates from communicating with one another during the interruption.
- If the interruption is less than 30 minutes it is possible to resume testing by deactivating the fire evacuation feature.
- If the interruption is more than 30 minutes, the candidates will need to re-sit the test.

#### **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 Customer 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. Specific Instructions for SIA Awards

The following information is specific only to those awards where validation is needed by the SIA.

### Examination Invigilators guidance notes on completing the candidate answer sheet and ID validation form for security qualifications

Please read the following notes carefully before the examination.

#### **Security Industry Authority (SIA) identification checks – to be completed by the Invigilator before the examination commences:**

These units form part of the requirement for candidates to obtain an SIA licence to practise as a Door Supervisor, a Security Guard or a CCTV Operator. Conclusive proof of identify is therefore required.

Candidates must supply at least **2** items of personal identification:

- one must have the candidate's date of birth
- one must have the candidate's current address
- it is good practice that one of the above has a photograph

The identification documents can include a passport, driving licence, utility bill or credit card bill etc. The acceptable items and the number required are listed on the document, "Acceptable Proof of Identification as Specified by the SIA". Please scrutinise these items carefully for each candidate and satisfy yourself that the items relate to the person who presented them and record each item using the appropriate code in the boxes provided on the ID validation form.

If any candidate cannot prove his/her identify, he/she must NOT be allowed to sit the examination. This applies equally to candidates who are known to you, but who cannot supply materials sufficient to authenticate their identities to someone who does not know them.

Please check that all the candidate personal details on the form, are correct, against the ID provided.

Candidate photograph: the Invigilator must ensure that the photograph is that of the person taking the examination and attach it to the ID validation form, against the correct candidate record, using the adhesive panel provided.

**Please note: The photograph(s) should be the same as that to be used in the candidate's licence application. SIA will compare the 2/3 photographs; licence applications may fail if the photographs are not identical. The photograph must be in colour and conform to SIA licence application requirements.**

Candidate signature – candidates must sign the ID validation form. The Invigilator must check that all candidates have signed this form – missing signatures will jeopardise their licence application and the processing of all results for that order.

**Acceptable proof of identification as specified by the SIA (Security Industry Authority)  
From 1 January 2010 the identification documents requirements are**

- **TWO (2)** identity documents from **GROUP A**. Of these, at least ONE (1) document must show your current address and at least ONE (1) document must show your date of birth.

**OR**

- **ONE (1)** identity document from **GROUP A** and **TWO (2)** documents from **GROUP B**. Of these at least ONE (1) document must show your current address and at least ONE (1) document must show your date of birth.

<b>CODE</b>	<b>GROUP A DOCUMENTS</b>
<b>01</b>	Signed valid passport of any nationality
<b>02</b>	Signed UK photo driving licence (both parts of the full or provisional licence are required)
<b>05</b>	UK birth certificate issued within 12 months of birth, but not a photocopy
<b>06</b>	UK adoption certificate
<b>CODE</b>	<b>GROUP B DOCUMENTS</b>
<b>03</b>	Valid UK firearms licence with photo
<b>08</b>	Valid EU photo ID card
<b>09</b>	Signed UK paper driving licence
<b>10</b>	Marriage certificate or Civil Partnership certificate, with translation if not in English
<b>11</b>	Certified copy (not a photocopy) of a UK birth certificate issued more than 12 months after date of birth
<b>12</b>	Non-UK birth certificate, with translation if not in English
<b>13</b>	P45 statement of income for tax purposes on leaving a job issued in the last 12 months
<b>14</b>	P60 annual statement of income for tax purposes issued in the last 12 months
<b>15</b>	Bank or building society statement issued to your current address, less than three months old, up to 2 statements from different providers are acceptable
<b>16</b>	Mortgage statement issued in the last 12 months
<b>17</b>	Gas, electric, telephone, water, satellite, cable, mobile phone contract or utility bill issued to your current address within the last three months. You can only send us one utility bill.
<b>18</b>	TV licence in your name and current address issued in last 12 months
<b>19</b>	Pension, endowment or ISA statement issued in last 12 months
<b>20</b>	Certificate of British nationality
<b>21</b>	British work permit or visa issued in last 12 months
<b>22</b>	Letter from H.M. Revenue & Customs, Department of Work and Pensions, employment service, or local authority. You can use more than one letter as long as each is issued by different Government department or different local authorities. A local authority is someone you pay council tax to
<b>23</b>	A credit card statement sent to your current address within the last three months. You can use more than one statement as long as each is issued by a different service provider
<b>24</b>	Court summons issued in last 12 months
<b>25</b>	Child benefit book issued in last 12 months
<b>26</b>	A pay slip, with your address and the employer's name or logo, that is less than three months old
<b>27</b>	Second letter, bank or credit card statement providing it meets the requirements specified in <b>15, 22 or 23</b>
<b>28</b>	Council tax statement issued in the last 12 months

- All documents from group A and group B must be **ORIGINALS** and in your current name unless accompanied by a deed poll document that confirms a change of name, or a valid adoption certificate.
- Please ensure that one document shows the candidate's current address and one the candidate's date of birth; it is good practice for one document to have the candidate's photograph.
- Multiple forms of ID are not permitted unless otherwise stated.

## 6. Documents and records retention policy

To ensure compliance with EDI and the qualification regulators' requirements, centres need to retain a number of documents. These can be split into three areas: Regulatory documents, EDI documents and centre documents and records.

### **Regulatory documents:**

- Centre approval documentation and relevant supporting evidence submitted
- Ofqual General Conditions of Recognition (2011)
- Ofqual Regulatory Arrangements for the QCF (2008)
- The NVQ Code of Practice (2006)<sup>1</sup>
- SQA Awarding Body Criteria (2007)<sup>2</sup>

### **EDI documents**

Centre guidance documents are available to download on the EDI website and centres will need to hold copies indefinitely (for the life of their approval):

- Centre Approval and Data Protection document
- Examination Guide for EDI Centres
- SVQ Guide for EDI Centres<sup>3</sup>
- EDI Sanctions Policy
- EDI Appeals Policy
- Guidance Notes for Centres on Reasonable Adjustments for Candidates with Particular Assessment Requirements (PAR)
- Online Test Invigilation Procedures
- Quality Advisor Visit Reports and Annual Quality Assurance Plan
- Subject specific updates and guidance

### **Centre documents and records**

These must be held for a minimum of three years and, where relevant, in accordance with the Data Protection Act 1998:

- Health and Safety Policy
- Equal Opportunities Policy
- Internal Appeals Procedure
- Internal Quality Assurance Policies and Procedures
- Relevant Assessment Strategies and National Occupational standards
- Centre enrolment records
- Learner database (electronic or manual) to include:
  - Name
  - Date of birth
  - Contact address
  - Learner workplace and contact details
  - Assessor(s) name
  - Internal Quality Assurer's name
  - Initial assessment
  - Date of enrolment
  - Date of registration with EDI
  - Qualification(s) title and level
  - EDI learner number
  - Scottish Candidate Number (SCN)
  - Unique learner number (where available)
  - Assessment records detailing who assessed what and when, the assessment decision, the assessment methods used for each unit/component and the location of the supporting evidence

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<sup>1</sup> The following parts still apply: Paragraphs: 4, 5, 22, 23, 24, 40-70, and appendices 1 and 2.

<sup>2</sup> Including the Centre Approval Criteria (2005) contained within this document

<sup>3</sup> Scotland only

- Records of certificates claimed (including unit certificates) including who claimed the certificate and when
- Records of course materials, registers and schemes of work
- Records of learner attendance and any individual learning plans
- Records of tutor monitoring, classroom observations and CPD
- Records of internally marked/moderated work
- Centre staff details:
  - Assessor/Internal Quality Assurer vocational competence and continuing professional development (CPD) records, to include CVs showing how staff satisfy assessment strategy requirements
  - Assessor/Internal Quality Assurer original D/A/TAQA unit achievements
  - Monitoring records of unqualified Assessor/Internal Quality Assurer progress towards the relevant A/V/TAQA unit achievement
- Records of internal quality assurance activity detailing who assured/verified what and when, with details for the sample selected and its rationale
- Records of assessor and internal verification/assurance standardisation meetings and activities, including observations
- Records of any internal appeals

Centres with Direct Claims Status must retain/have access to learner portfolios at least until the Quality Advisor visit has taken place following certification.

Where centres have been carrying out on-line tests, the invigilation records must be retained until they are viewed by the Quality Advisor.

Centres must make sure that these records are available to the Quality Advisor and that they provide an audit trail which can clearly substantiate the authenticity of claims for certification.

Where a centre fails to comply with these requirements, EDI will take the necessary action, which will be consistent with the tariff of sanctions, and penalties as laid down by the Regulatory Authorities and found in the EDI Sanctions Policy.

**Note for centres using electronic assessment records and/or portfolios**

As with traditional paper-based records, these must be kept in accordance with EDI and the regulatory requirements. Please refer to the EDI e-assessment guide for centres for further information.

## 7. Results and certificates

### On-screen

Centres can download their candidates' results and feedback reports through Campus within 24 hours of the test. These results are provisional and are confirmed through official result slips which are dispatched within seven days of the exam date.

### On demand

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

### Duplicate certificates

To order a duplicate or replacement certificate, centres should contact Customer Support by emailing [centresupport@ediplc.com](mailto:centresupport@ediplc.com) or telephoning +44 (0) 8700 818 008.

### 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 Customer Support by emailing [centresupport@ediplc.com](mailto:centresupport@ediplc.com) or telephoning +44 (0) 8700 818 008 within 5 working days of the relevant results release date.

## 8. 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

### Service 5 (Priority service for Project and Principal Learning)

For Level 3 qualifications where a candidate's place in Higher Education is dependent upon the outcome of a post-results review of marking, a priority service is available. Centres must supply evidence to support the application for priority service.

Centres and candidates must be aware that results for these awards may be confirmed, raised or lowered for marked 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 centre as applicable.
- The published results enquiry service is the only mechanism by which concerns will be addressed.
- All applications should be made using **Form EAR** to EDI Customer 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.

## Appeals against result enquiries decisions

Centres and private candidates may appeal against the outcome of an enquiry about a result within 10 working days of the outcome being given. The EDI Appeals Policy and Appeals Application Form can be found on the website [www.ediplc.com](http://www.ediplc.com).

## 9. Dealing with malpractice, maladministration and misconduct

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 Quality Assurance Manager who is independent of the management of normal working relationships with centres. Details should be sent to the EDI Quality Assurance Manager within seven days, email [qualityassurance@ediplc.com](mailto:qualityassurance@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 Quality Assurance 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, e.g. 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 Quality Assurance 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 Quality Assurance 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.

## 10. Appeals policy and process for learners and centres

The EDI Appeals Policy and the Application Form can be found on the website [www.ediplc.com](http://www.ediplc.com)

## 11. 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 Invigilation Declaration and attached to the examination papers or assessment material. This form 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 Re-sit.

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, e.g. 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.

When registering candidates in Campus, there is a PAR option. If this is changed to say that the candidate has "physical or mental disability", 25% extra time will be automatically added to any on-screen test the candidate sits. If it transpires after registering the candidate that they need extra time, this will need to be requested by emailing the PAR 1 form to [qualityassurance@ediplc.com](mailto:qualityassurance@ediplc.com).

## 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, please 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

<b>Proposed reasonable adjustments</b>	<b>Approval needed</b>	<b>Approval not needed</b>
Temporary disability	✓	
Special consideration	✓	
Extra time up to 25%		✓
Extra time over 25%	✓	
Supervised rest periods		✓
Practical assistant during external assessment	✓	
Practical assistant for in-house assessment		✓
Readers or scribes	✓	
Communicators or interpreters	✓	
Low vision aids, overlays etc		✓
Braille 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 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 by contacting Quality Assurance.

## Appeals against assessment decisions

If approval for a reasonable adjustment or alternative assessment methodology is refused, centres and candidates may appeal against that decision within 10 working days of the outcome being given. The EDI Appeals Policy and Appeals Application Form are available on the website [www.ediplc.com](http://www.ediplc.com).

## 12. Permit to re-sit

### What is a Permit to Re-sit?

In the context of the delivery of the EDI portfolio of examinations, a permit to re-sit 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 Re-sit?

A Permit to Re-sit 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 Re-sit valid?

A Permit to Re-sit 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 Re-sit?

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 Re-sit on his/her behalf. Requests for a Permit to Re-sit must be received and approved before the scheduled results release date of the examination session missed.

### How is a Permit to Re-sit processed?

Where a permit to re-sit is granted, the candidate will receive a result slip stating a result of 'Permit to Re-sit'. 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 re-sit, 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.

## 13. Glossary of terms

In EDI's administrative documents, 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 qualification or examination
<b>Centre</b>	A training provider, college, school or organisation approved by EDI for delivering EDI 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 (e.g. 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 qualification or examination
<b>Malpractice</b>	Deliberate actions or practices that threaten the integrity of an EDI qualification
<b>NVQ</b>	National Vocational Qualification, a competence-based qualification based on National Occupational Standards
<b>Off-line</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>On-line</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 re-sit</b>	An official free of charge transfer of an examination entry
<b>Portfolio</b>	A collection of evidence demonstrating how a candidate's work meets the standards required by the qualification.
<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.
<b>SVQ</b>	Scottish Vocational Qualification, a competence-based qualification based on National Occupational Standards
<b>VRQ</b>	Vocationally Related Qualification

## 14. 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 Customer Support Teams immediately. Complaints are responded to within 3 working days.

Our Enquiries or Customer 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: 08707 202 909  
Fax: 02476 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

### Customer Support Team (Campus and Administration Enquiries)

Telephone Helpline: 08700 818 008  
Fax: 02476 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: EDI, International House,  
Siskin Parkway East,  
Middlemarch Business Park,  
Coventry CV3 4PE, UK

## 15. Equal opportunities statement

### Definition

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.

In the context of qualifications, equal opportunities means that all qualifications should be:

- Based on assessment of the outcomes of learning, arrived at independently of any particular mode, duration or location of learning.
- Available to all those who are able to achieve the required standards, by whatever means, and should be free from barriers that restrict access and progression.
- Free from overt or covert discriminatory practices with regard to gender, race and creed, and should pay due regard to the special assessment requirements of individuals.

Particular assessment requirements can be defined as follows:

***People with special requirements include those with physical or sensory disabilities or learning difficulties, which may require support to undertake assessment. Such support could include physical, mechanical or technical aids, extra time for assessment or specially devised or adapted methods of assessment.***

EDI is committed to equality of opportunity for all who participate in its programmes. To this end, we aim to ensure that:

- Our programmes are free from barriers that restrict access and progression, i.e. they are attainable by all who can demonstrate the required standard by whatever means.
- Our programmes and publications are free from discriminatory practices and/or stereotypes with regard to gender, race, age, creed, sexual orientation and special needs.
- Assessment tasks and tests are sufficiently varied and flexible to ensure that no particular group of students or would-be students is placed at any disadvantage.
- All possible provision is made to cater for the particular requirements of those with special needs.
- Assessment is valid and reliable to ensure that all students receive fair and equitable treatment.

### Communication

In order to ensure that its approval and assessment policies take full cognisance of equal opportunities, EDI publicises its equal opportunities statement internally to employees and externally to all interested parties, and undertakes to monitor the effectiveness of this policy.

## Implementation strategies

- EDI monitors promotional materials for the use of sexist or racist language and bias and uses its marketing strategy to promote positive images of traditionally under-represented learner sectors.
- EDI requires Centres to offer open access to awards. Centres are obliged to operate an equal opportunities programme, i.e. to practise a positive policy of making schemes available to learners who are prone to being disadvantaged in their aspirations by reason of their gender/ethnic/religious/social background or physical/psychological disability.
- EDI monitors the level of External Verifier, Examiner and Moderator representation by gender, ethnic origin and disability. Verifiers receive awareness training in equal opportunities in order to inspect Centre assessment strategies for consistency and for bias.
- EDI promotes the principles of credit accumulation and the accreditation of prior achievement to learners as an incentive to undertake further training.
- EDI supports Centres by offering assessment materials and guidance on the conduct of flexible assessment strategies to meet the needs of learners with disabilities.
- EDI has a published appeals procedure, which is made known to all learners and undertakes to acknowledge and investigate all complaints.
- EDI recognises the need for improved statistical data to monitor participation rates and intends to increase resource allocation for this purpose.

## Learners with particular assessment requirements

In addition, EDI undertakes research for the purpose of building up a central fund of knowledge relating to special assessment requirements on which its staff, external verifiers, centres and learners may draw.

This research and the central fund relates to:

- problems relating to learners with particular assessment requirements encountered by EDI centres and learners
- how the requirements of learners with particular assessment requirements may be met through the application of new technology, mechanical aids or variations in assessment techniques
- liaison with both statutory and voluntary organisations concerned with learners with particular assessment requirements and with the Regulatory Authorities

EDI certifies basic core competencies relating to numeracy, literacy, information technology and life-skills, which will enable people with particular assessment requirements to progress more easily to the acquisition of appropriate awards.

**EDI**

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Supporting learning  
and performance