

Rock & Pop Exam Centre Best Practice Guidebook

Please read this guidebook for Rock & Pop in conjunction with your contract and Registered Exam Centre Handbook

Trinity College London
www.trinitycollege.com

Charity number 1014792

Patron HRH The Duke of Kent KG

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Published by Trinity College London

First Impression, November 2016

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1. Introduction

1.1 Who should read this guidebook

This guidebook is for everyone involved in the delivery of the Trinity Rock & Pop exams at your Trinity Registered Exam Centre. This includes:

- The Centre Representative (see below)
- Exam coordinators and administrators
- Exam supervisors, invigilators and stewards
- Teachers

1.2 Guidebook contents

When you sign our contract to become a Registered Exam Centre, you agree to provide certain services so that Trinity College London's ('Trinity') exams are properly prepared, delivered and administered. This guidebook contains essential information on how to administer Trinity's Rock & Pop exams, from entering candidates through to distribution of certificates. It details the standards expected by Trinity, provides step by step guidance on how to ensure best practice, and provides information on where to find further material.

1.3 Other useful documents

Other useful documents include:

- Syllabus – these detail the format, content and mark schemes of the exams.
- Teacher support materials – Trinity provides a range of resources to help candidates prepare for their exams including sample papers and sample exam videos.
- Exam posters – to be displayed during your exams (eg Silence – Exam in Progress posters and Exam Centre posters) please contact your Trinity contact for these.

All these documents, except exam centre posters, are available to download from the Trinity website at trinitycollege.com/Music.

1.4 The role of the Centre Representative

So that your centre can operate effectively as a Registered Exam Centre, it will need to appoint a Centre Representative. The Centre Representative will act as the main point of contact between your Registered Exam Centre and Trinity staff, examiners, teachers, and candidates. It is your Centre Representative's responsibility to communicate the procedures and information contained in this guidebook to all staff and contractors involved in the delivery and administration of Trinity exams at your centre, and to monitor and report compliance as needed.

1.5 Trinity points of contact

Trinity exams are coordinated through a global network of Representatives. For most day-to-day queries you will contact Trinity's appointed representative for your area or country or, for markets without a representative, you will be given details of a contact at Trinity's Central office. Throughout this guidebook your principal contact is referred to as 'your Trinity contact'. Please see trinityrock.trinitycollege.com for your Trinity contact details.

1.6 How to use this guidebook

The structure of this guidebook follows the exam process from beginning to end. It also contains other information about working with Trinity. Please use the contents list on page 2-4 to find the information you need quickly.

The following key terms are used throughout this guidebook.

'candidate'	= Any person taking an exam
'centre'	= Trinity Registered Exam Centre
'R&P exams'	= Rock & Pop exams
'Trinity'	= Trinity College London
'your Trinity contact'	= Your contact at Trinity for all day-to-day queries.
'you'	= All those involved with the delivery of Trinity exams at your centre
'Trinity Online'	= Trinity's web-based administration system

1.7 Changes to the guidebook

We will make changes to this guidebook from time to time. Whenever we do so, we will notify your Trinity contact who will then advise you. The changes will become binding on the date specified for the change to take place. We'll make sure that you are given reasonable notice of any change that is likely to have an operational impact on the delivery or administration of Trinity exams at your centre.

Please always ensure that you refer to the most current version of the guidebook which is available from trinityrock.trinitycollege.com.

1.8 Trinity Rock & Pop Exams

Trinity's Rock & Pop exams allow promising rock and pop musicians to improve their musical skills and achieve a recognised qualification.

The Rock & Pop exams include many distinctive features, such as, learning through playing music from classic tracks to more recent tracks, tailor made exams to showcase the candidate's musical personalities and by using the latest technology for backing or demo tracks.

2. Preparing candidates

Preparing candidates for Trinity exams and making the relevant Trinity syllabuses available to teachers

It is your responsibility to make sure that candidates at your centre are fully familiar with the contents of the exam and corresponding rules and regulations.

The Trinity syllabuses for all Rock & Pop exams will give you full information about the exam tasks, procedures and assessments. You can access these documents and other resources on the Trinity website at: trinityrock.com/exams/syllabus

You should ensure all candidates are provided with an appointment slip. The appointment slip will provide the start time and location of the exam. You must also ensure that all candidates understand and abide by the exam rules and regulations by making available Trinity's Notice to Candidates – see appendix 3 for a copy of this notice.

3. Entering candidates

How to enter candidates, pay exam fees and deal with candidate queries and requests.

3.1 Forecasting

Your Trinity contact may ask you to let us know how many candidates you expect to enter over a particular session, and to choose your preferred exam period within the session. These forecasts are not binding but, provided they are reasonably accurate, they help us plan Trinity exam sessions throughout the year so that we can give your centre the best possible service.

3.2 Exam dates and closing dates

Please check trinityrock.trinitycollege.com/venues for all exam dates and closing dates for Rock & Pop exams. All Trinity exams have closing dates. These are the dates by which all entries and corresponding payments must be made to Trinity or, where applicable, to your Trinity contact for them to send on to Trinity.

3.3 Exam fees

Exam fees vary from country to country. Details of exam fees are available from your Trinity contact.

All exam sessions are subject to a minimum fee to cover the cost of organising the sessions. Fees must be paid to ensure a Trinity examiner is sent to your centre on the days of the session.

Trinity must receive the payment of your candidates' exam fees (or your centre's minimum fee) before we can confirm that we'll send an examiner to your exams.

Once you have entered candidates on to Trinity Online an invoice will be generated for the corresponding exam fees / minimum fee for your centre. You can download and print this. We may not accept the entries, if we're unable to match a payment your centre made with the information that you have entered onto Trinity Online, owing to incomplete candidate data. If we are only able to match a payment received with the data on Trinity Online after the exam closing date, your centre may become liable to pay late entry fees.

Please note that further candidate entries will NOT be accepted from centres with payment in arrears.

3.4 Online entry

All centres must normally use Trinity Online to submit and manage exam entries and sessions, unless an alternative method is agreed with your Trinity contact.

Trinity Online's functionality includes:

- Bookings and forecasting
- Management of entries
- Invoices and payments
- Timetabling
- Printing exam materials
- Examiner itinerary and biography
- Candidate records including results history and analysis
- Contact management.

There is no limit to the number of accounts that can be requested for set up on Trinity Online, as long as each user fills in an application form and accepts our Trinity Online Conditions of Use. Accounts can be set up, for example:

- for administrative members of staff to register candidates and print materials
- for teachers to access their candidate and centre results history
- for finance departments to view and print invoices, and track payment.

Usernames and passwords for Trinity Online are personal and not transferable, and may not be used if the member of staff to whom the account was allocated is no longer employed by you or is no longer involved in administering Trinity exams. You must inform Trinity when there are staff changes so that accounts can be deactivated and new ones set up.

You must use Trinity Online, and conduct all of your other activities as a Registered Exam Centre, in accordance with Trinity's Data Protection Policy, see www.trinitycollege.co.uk/policies. While you are required to be familiar with the contents of this policy, key points are outlined in section 3.5 below.

For details of how to enter candidates on to Trinity Online please refer to your Trinity contact

When you record candidate entries on Trinity Online, **you must ensure that personal details are accurate and up to date**. This is particularly important as the data entered on Trinity Online will be used for candidate verification on the day of the exam, and for the issue of exam certificates. Please note that the name on the certificate will exactly match that entered on Trinity Online.

Once all candidates have been entered on to Trinity Online, it is your responsibility as a centre to ensure that all appropriate arrangements are in place and all paperwork is prepared. Please see Section 4: Organising Rock & Pop exams for further information.

3.5 Compliance with data protection laws

'Personal data' is data that can be used to identify a living person and can be, or is intended to be, held on computer or in manual records.

Your centre contract with Trinity is governed by UK law and, therefore, UK data protection laws apply to the way in which data must be collected and 'processed' by or on behalf of Trinity. Under UK data protection laws, Trinity is a 'data controller' and third parties processing personal data on its behalf, wherever they are in the world, are 'data processors'. This means that both Trinity and your centre must be compliant with UK data protection laws when they collect or process personal data, for example when they organise or use personal data about candidates, Trinity examiners, etc. In addition, your centre will be required to comply with local data protection laws if based outside of the UK. Whenever there is a possible conflict between UK and local data protection requirements, it is usually good practice for your centre to act in accordance with the legal requirement that is the strictest.

3.6 Entry requirements

- There are no age restrictions for candidates entering for a R&P exam.
- Candidates may enter for all grade and certificate exams without having previously taken any other Trinity exam. There are some diplomas where prerequisites are required – please see the latest diploma syllabus for further guidelines.
- When entering a candidate for multiple exams, the candidate numbers MUST match in order for the system to recognise candidate details and keep all records together.
- Candidates may not enter for the same grade in the same subject in one exam session.
- There is no restriction on candidates simultaneously entering for exams from other Trinity exam suites (eg GESE), or on entering for exams of other Awarding Organisations.

It is not possible under any circumstances to enter any candidate(s) for exams retrospectively.

3.7 Changes to entries

Once you have submitted candidates for an exam and the closing date has passed, no changes to entries are permitted. Please see section 3.4

3.8 Candidate Transfer from one centre to another.

Candidates may transfer from one centre to another for a fee. However, they cannot defer to a later session, please see section 3.11 for further details on our Special Consideration policy. In the case of a transfer the candidate must provide full entry details and the appropriate fee must be paid. Please contact your Trinity contact for further information. Please note, appropriate timescales must be considered when transferring a candidate to allow time for all exam administration to take place.

3.9 Exam conditions

- All exams are assessed on the basis of the performance given on the day of the exam without regard to external circumstances.
- Entry for Trinity exams constitutes acceptance of the professional judgment of the examiners.
- Examiners are not permitted to conduct exams or mark papers for those candidates who have not been registered on Trinity Online prior to the start of the exam session.
- Examiners reserve the right not to examine candidates who are late and arrive after the end of the timetabled exam session.
- Examiners reserve the right not to examine candidates if they are abusive or aggressive in any way.

3.10 Late entries

Entries will not normally be accepted after the given closing date. All requests made after the closing date will be liable for a surcharge. Late entry requests will depend on there being enough time in the examiner's schedule to accommodate additional candidates and/or to arrange the provision of additional exam papers.

The following late fees apply:

Date of request after the booking date	Surcharge Practical exam	Surcharge Theory exams
Between the closing date and 21 days before the exam	50%	50%
Between 20 days and 14 days before the exam	100%	Not possible
Less than 14 days before the exam date	Not possible	Not possible

3.11 Candidates with special needs

Trinity College London is committed to creating an inclusive environment where candidates with special needs are able to demonstrate their skills and feel welcomed. We aim to make our exams accessible to all. We treat each learner individually when considering how we can achieve this aim, recognising that requirements vary. Candidates can be assured that we do not compromise on the standard of marking or allow the quality of exams to be affected in any way.

All special needs requests are treated on an individual basis, should you need to discuss any candidate requirements please email music-csn@trinitycollege.com

Trinity welcomes entries from candidates with particular needs and disabilities. We recognise that many disabled people face barriers to access and achievement and are committed to eliminating discrimination on grounds of disability and promoting equality of opportunity.

We are committed to the following principles:

- encouraging disabled people to declare their disability to us so that we can assist them
- eliminating any discriminatory practices
- enabling individuals to demonstrate their skills by removing unnecessary barriers
- empowering individuals through listening to what adjustments they may need rather than second guessing what will work for them
- engaging with people to develop the right solutions
- ensuring the standards we examine are not compromised in any way.

Please refer to our Disabled Learners Policy at trinitycollege.com/policies

Reasonable adjustments

In order to support access to our qualifications, we will make changes where practical to the way we do things in order to remove any unnecessary barriers. This is called making 'reasonable adjustments'. We will take reasonable steps to prevent a person who has special needs suffering a substantial disadvantage compared with a person who doesn't.

In practice, reasonable adjustments are implemented with reference to:

- the individual's particular need, reflecting their usual method of working
- the assessment requirements
- the guidelines stipulated by regulatory authorities and industry bodies, such as the Joint Council for Qualifications.

The same standard of assessment applies to all candidates, regardless of any particular need/disability, and allowances will only be made, if appropriate, to the conduct of the exam.

Requesting special provision

All requests for reasonable adjustments must be made using the appropriate application form. Please visit trinitycollege.com/musicspecialneeds to obtain a Special needs provision form. Ideally, the form must be completed and submitted to Trinity at least 28 days prior to the exam so we can accommodate the request in good time. Requests for amended exam materials such as Braille require at least six weeks' notice.

Supporting evidence

In certain cases the application must be supported by appropriate documentary evidence. Further details on the type of evidence that can be supplied and when it is necessary to supply this can be obtained by contacting music-csn@trinitycollege.com. Details of medical and psychological reports are not disclosed to anyone, including examiners. If the original evidence is in a language other than English, it must be accompanied by a full English translation. Trinity reserves the right to turn down requests for provision if sufficient information is not submitted in time.

Access arrangements

If you have any particular access requirements on the day of your exam please contact the centre or venue where you will be taking the exam for details of how they can assist with using their building and facilities

3.12 Special Consideration Policy

Special consideration may be given to candidates who are ill, injured or suffer other adverse circumstances at or near the time of the assessment or moderation. Please see trinitycollege.com/policies for further information and please contact music-csn@trinitycollege.com if you believe a candidate has a special consideration request.

Absence through sickness

A candidate who is sick and cannot take the exam may apply to Trinity's central office for a half-fee re-entry permit, enclosing a medical certificate. Applications for re-entry permits must be made within 30 days of the exam date. Trinity will issue a re-entry permit for an exam at the same level, which can be used for an exam within 12 months of the original exam date on payment of half the current entry fee. If a re-entry permit is used towards entry for a higher-level exam, the difference in fee is also payable, eg the full fee of the higher-level exam less half the fee of the lower level exam.

Examiners are not permitted to accept either notice of withdrawal or medical certificates.

Trinity reserves the right to consider other special cases for absence on their individual merits. Such cases are covered under Trinity's Special Consideration Policy which is available to download from the Trinity website at: trinitycollege.com/policies.

Exceptional circumstances

If a candidate wishes to postpone an exam, the original fee will not be refunded. There are special arrangements in case of genuine exceptional circumstances. For further information please see Trinity's Special Consideration policy at trinitycollege.com/policies.

3.11 Equal opportunities policy for exam candidates

Trinity is committed to equality of access to exams. This commitment applies to all candidates, regardless of gender, age, racial origin, nationality, creed, sexual orientation, marital status or employment status. Trinity endeavours to provide exams for candidates with special needs but owing to the nature of the exam some special needs, such as the inability to speak, will prevent the candidate from fulfilling the requirements of the exams.

Trinity seeks to ensure that:

- the content and assessment of its exams are non-discriminatory and are appropriate to the knowledge and skills specified
- the style and language of its documentation are readily understood and do not reflect stereotyped or biased attitude sits examiners and all associated with its exams apply a fair and just process.

4. Organising Rock & Pop exam sessions

How to organise the session of Rock & Pop exams – Examiner visits to your centre

4.1 Before the exam day

Exam venue

You are responsible for choosing and booking a suitable exam venue. This should be organised as far in advance as possible and must meet all Health and Safety requirements.

Examiner

Once an examiner has been allocated to an itinerary, you will receive an automatic email confirming the name of the examiner and their details.

Examiners will also make contact with you before the day of their exam visit to confirm arrangements, eg how to get to the exam venue and the exam timetable.

Trinity will occasionally send a second examiner to sit in the exams for training and quality assurance purposes. Please see page 21 for further details.

You will be notified in advance if a second examiner is to attend and will be given signs to display at the centre so that candidates are aware. Where more than one examiner is present in the exam room, the candidate report forms will always be completed by the original examiner who was booked. You will need to provide a second set of blank report forms for the other examiner, but these will not be issued to the candidates.

Timetabling

For practical exams, it is your responsibility to ensure that an exam timetable is prepared before the Trinity examiner visits your centre. You should use Trinity Online to do this. For sessions with multiple examiners, you will need to prepare a timetable for each examiner. There are two elements to creating a timetable for an exam – the timetabling of candidates' exam time and the timetabling of examiner breaks. Please see Appendix 1 for Timetabling guidelines.

Candidate information

When you have prepared exam timetables on Trinity Online, it is your responsibility to communicate the correct information regarding the exam to the candidates. You will be able to print individual appointment slips confirming the exam time, the candidate number, and the date and location of exam. You will also need to advise the candidates of the exam rules (Appendix 3) and anything they will need to bring along on the day of the exam, eg their appointment slip.

Exam materials

You must make sure that all required exam materials are ready for the examiner on the exam day. Please check arrangements with your Trinity contact as procedures vary from country to country. Centres in some countries may need to download and print exam materials from Trinity Online, while in other countries, materials may be sent to the centre before the exam day by the local Trinity contact. Use the checklist below to ensure you have all the materials required for each candidate and that they are sorted into timetable order.

Trinity Online Materials checklist

- Appointment slip – one per candidate, distributed to candidates in advance
- Attendance List – one copy, for the exam registration area
- Individual Report forms - one per candidate/group
- Composite marksheets – one set per examiner
- Timetable - one each for examiner and steward

4.2 On the exam day

Materials - You should ensure that all the following materials are ready.

Exam registration

- Attendance List
- Timetable for steward(s)

Examiner

- Timetable – one per examiner
- Composite marksheets – one set per examiner
- Report forms – arranged in timetable order

Candidate

- Appointment slip – distributed to candidates in advance

Exam room - The exam room must be quiet, reasonably ventilated and maintained at a comfortable temperature. The room should be lit with natural light if possible. The exam room must contain at least one good-sized table and a chair for the candidate and the examiner that provides good support. When a Trinity monitor visits (see page 16 for further details) an extra chair will be required for the monitor. See appendix 3, for further details regarding Rock & Pop exam room set up.

Waiting room – (Where possible) There should be a waiting room for candidates to use when they arrive. This should not be directly next to the exam room.

Notices - Silence posters (available from Trinity) and the Notice to Candidates (see Appendix 3) must be displayed around the waiting room and exam room area.

Stewarding - You must provide a steward for the exam day who will greet candidates, show them to the waiting room and exam room, and ensure that all runs smoothly. Stewards should supervise and manage the waiting room area and escort candidates to their individual exam at the appropriate times. They should ensure that candidates leaving their exam do not converse with those still waiting to take their exam.

Examiner refreshments - Drinking water should be made available for the examiner.

Prohibited items

The following are NOT permitted in the exam room:

- eating or smoking (bottled water is permitted)
- mobile phones or other electronic devices
- audio- or video-recording your exam
- live animals or weapons/dangerous objects, eg knives (or replicas)

Post-session administration – The examiner will leave the reports with you at the end of the exam session. You should distribute these to the candidates immediately. Please note for large sessions that continue for several weeks, the examiner will release the reports on a weekly basis.

4.3 Results and certificates

Your candidate's results are confirmed when their result status changes online from 'entered' to 'approved'. Once results are approved by Trinity, results will be available to access from Trinity Online.

Trinity's Central Office does not give results out by telephone. Centres and Representatives should also follow this policy.

Certificates for your successful candidates are dispatched within six to eight weeks after the completion of the practical session. You can track the progress of the certificate dispatch on Trinity Online.

On receipt, please check all of the Certificates carefully. If any corrections are necessary, please follow the procedure outlined under Trinity's Certificate Replacement policy - see trinitycollege.com/Certificateform for full details.

4.4 Checklist for organising Rock & Pop exam sessions

Before the exam day

- Book a suitable venue/exam room
- Use Trinity Online to enter all candidates by the closing date.
- Ensure all entries are accurate and that any requests for a candidate's particular need provision has been submitted with the necessary accompanying documents
- Use Trinity Online to prepare a timetable
- Inform candidates of their exam time, the exam rules and what to bring
- Appoint a steward and ensure they know what to do
- Ensure you have printed all the necessary exam materials
- Confirm exam day arrangements with the examiner

Exam day

- Provide the examiner with all the relevant information and materials for the exam
- Set up a registration area with an attendance list to confirm candidate attendance
- Assist the examiner if necessary and supervise/steward candidates

After the exam day

- Distribute results in a timely manner
- Distribute certificates in a timely manner
- Complete Trinity's online customer feedback survey

5. Working with Trinity

Upholding the terms and requirements of Trinity's Syllabus, regulations, information and guidance notified to you from time to time as applicable, and ensuring these are communicated to candidates and teachers as appropriate.

5.1 Exam delivery

Trinity works with you to ensure that the exam session is delivered at the mutual convenience of the centre and the examiner. During the planning process, you may be approached regarding alternative dates for delivery.

Trinity reserves the right not to conduct an exam session in the following circumstances:

- exam entries are not received prior to the specified deadline
- exam fees are not paid in full by the closing date

Trinity takes every effort to ensure the delivery of its exams on the dates and at the locations planned. However, there may on occasion be exceptional circumstances that mean we are not able to meet our commitment. This would include, for example, lack of examiner availability, national strikes, labour disputes or industrial disruption, natural disasters, widespread disruption of travel, terrorist attacks or acts of war.

5.2 Trinity's customer service statement

Trinity College London is committed to providing a high-quality support service for all our users from initial enquiry through to certification. Please see www.trinitycollege.com for the full Customer Service Statement.

This statement will help us monitor and continually improve our service to you. If you wish to feedback on this statement, please do so through Trinity's online customer feedback survey or your Trinity contact.

5.3 Support for centres

Academic support

Trinity supports centres with their academic queries. Free support materials including sample papers and exam videos to help with preparing candidates are available online at www.trinitycollege.com/Music. In the first instance you should raise any queries you have with your Trinity contact. Trinity organises regional academic support sessions including workshops and training meetings for teachers.

Trinity also plays an active part in the academic community and regularly participates in focused events to which teachers and Centre Representatives are welcome. We strongly encourage you to take part in these events.

Administration and general support

This guidebook, your Registered Exam Centre Handbook and Centre Contract provide valuable guidance on organising Trinity exams. In addition, Trinity provides training materials relating to using Trinity Online which you can access from Trinity Online. Your designated Trinity contact is also available to give support in all administrative matters.

5.4 Feedback

Trinity is always keen to gain feedback from its centres and candidates so we can improve our services. We need to know what we're doing well and what we could improve on. Following an exam session, all centres are sent an invitation to complete an online customer feedback survey. We would be grateful if you could take the time to complete this when you receive it.

5.5 Appeals, complaints and re-mark requests

We strive to ensure that all our candidates and centres have a positive exam experience. However, we recognise that occasionally things do not always run as smoothly as we would like. If you are unhappy with any aspect of Trinity's service, please contact us. You should raise your concern with your Trinity contact in the first instance who will either be able to solve the problem or advise you how to take your complaint further.

If you would like to provide feedback regarding your experience with Trinity, visit trinitycollege.com/contact where you will find links to information and guidance on how to contact us regarding [Appeals](#) and [Complaints and feedback](#).

To make a formal enquiry about the result of an exam, please visit [Enquiries about results](#) to complete a submission form. Please note that there is now a charge for this service.

Any candidate has the right to see the personal data held on him/her by Trinity and can make requests about using and correcting that data, provided that the request is in writing and a fee of £10 is paid to Trinity. There are prescribed times and ways to respond to these requests, which your centre might need to comply with if you are required to help Trinity with such a response. Please refer to trinitycollege.com/policies for more information. Please note, exam scripts and recordings do not fall into the category of personal data. They remain the property of Trinity College London and will not be made available to centres or candidates.

More information about Trinity policies can be found at trinitycollege.com/policies.

5.6 Use of the Trinity centre logo

Centres have access to a unique Trinity Registered Centre logo featuring your centre number, which may be used on your website, letterheads and marketing materials as permitted in your contract. So long as you follow the brand guidelines that accompany the logo, there is no need for Trinity to approve designs for such items. However, please email images/artwork of items you have produced to brand@trinitycollege.com for our records.

5.7 Access to Trinity branded materials

You may request Trinity branded materials to support promotional activities at your centre. Please contact your local Trinity contact for further details.

5.8 Data collection and video/photo shoots

When your centre collects personal details from actual or potential customers, they should be notified that their data will be shared with Trinity for marketing and academic purposes.

Whenever your centre gets involved in making videos for Trinity (filming a performance or participating in pre-testing), you should request written consent from all participants.

6. Quality and standards

Your centre is required to participate fully and regularly in Trinity's quality assurance programmes, which are designed to preserve Trinity's good reputation and the good standing of its exams. Some of Trinity's initiatives in this area are outlined below.

6.1 Examiners and markers

Examiner and marker training

All Trinity examiners and markers must complete regular training and standardisation and are monitored on a regular basis to ensure Trinity's standards are maintained.

Monitoring of live exams ('Live monitoring')

A proportion of exam sessions are attended by a Trinity monitor. The purpose of the monitor's visit is to observe the examiner's conduct and adherence to Trinity procedures. The monitor reports back to the examiner and to Trinity on the exam and assessment process. He or she takes no part in the exam process and will not influence the interaction between the candidate and examiner. Centres do not receive feedback from the monitor. Centres will be notified in advance of a monitoring visit by the examiner. (Please note, you will need to make another chair available in the exam room for the monitor).

Monitoring of exam recordings ('Audio monitoring')

Trinity examiners audio record all Music and Rock & Pop exams for monitoring and research purposes. This ensures the consistency of administration by its examiners and is in no way detrimental to the candidate. A proportion of exam recordings are reviewed by Trinity monitors who report back to Trinity and to the examiners on the exam and assessment process.

6.2 Registered Exam Centres

Inspections

Trinity reserves the right for its representatives (and those from any regulatory bodies by whom it is governed) to visit any exam centre unannounced. Trinity's representatives check that all prescribed measures for security and exam conduct are in place and of the required standard. Trinity reserves the right to withdraw registration of any centre found not to be following stated procedures for the delivery of Trinity exams.

6.3 Results entry

Clerical checking

Trinity's exam results are routinely checked at Trinity's central office. Please note that the results are provisional and that final exam results are not confirmed until the validation process is completed and, where an overall pass has been obtained, the certificate issued.

6.4 Malpractice and maladministration

There are various types of behaviour that would be considered malpractice, either on the part of an exam centre or on the part of a candidate. Malpractice is an extremely serious matter for Trinity.

If any such incident occurs or is alleged to have occurred, Trinity will carry out an investigation and take appropriate steps. Centres are expected to fully cooperate in any such investigation by providing all information requested.

Malpractice by candidates

You should record any actual or suspected behaviour that is intended to give or has the effect of giving an unfair advantage to a candidate, or which could cause a distraction to other candidates during the exam. Examples of candidate behaviour which would be the subject of an investigation can be found on page 2 of Trinity's *Malpractice and Maladministration Policy* (www.trinitycollege.com/policies).

Conduct reported in this way may lead to disqualification of candidates and to the withholding of their results. The supervisor/invigilator has the authority to ask the offending candidate(s) to leave the exam room.

If, during the marking process for any exam, reasonable suspicion or firm evidence of irregular conduct such as copying is detected by examiners/markers, Trinity reserves the right to take appropriate action. This may include requiring the candidate to take a re-sit, or disqualifying the candidate and withholding his/her results.

Malpractice or maladministration by a Registered Exam Centre

Malpractice by a centre is when a centre is complicit in helping candidates cheat and/or gain unfair advantage. Maladministration is when a centre fails to run an exam session according to Trinity guidelines. Examples of centre behaviour which would be the subject of an investigation into centre malpractice or maladministration can be found on pages 2-3 of Trinity's *Malpractice and Maladministration Policy* (www.trinitycollege.com/policies).

A centre may not use its Registered Exam Centre status to misrepresent or mislead the public or to gain an unfair advantage.

Trinity collects information about the service delivery levels of exam centres and the conduct of their Trinity exams. Trinity examiners are required to report any incidence of suspected malpractice or maladministration. Trinity also systematically checks supervisor reports, seating plans, attendance registers and inspection reports from written exam sessions. Exam paper markers also report all suspicious scripts for investigation.

Actions taken by Trinity

Where malpractice or maladministration is suspected and an investigation is necessary, Trinity may:

- suspend the issue of all results for the session until the investigation has been completed
- suspend future entries at your centre until the investigation has been completed
- request information for its investigation
- scrutinise any written exam papers, using a second marker and relevant Trinity personnel
- present the case to the relevant team at Trinity for a final decision
- contact you, setting out the action to be taken
- void some or all results for that exam session (and, as appropriate, withhold certification)
- de-register your centre.

For further information, please refer to Trinity's *Malpractice and Maladministration Policy* (www.trinitycollege.com/policies).

6.5 Anti-corruption and bribery

In the UK, robust laws exist to prevent bribery and corruption. These laws apply not only to Trinity staff, executives and trustees, but also to persons associated with Trinity working on its behalf anywhere in the world. Therefore, Trinity must have policies and systems in place to prevent any associated persons from committing bribery. Associated persons include anyone providing services to Trinity such as its National, Area or Local Area Representatives.

Under UK law it is illegal:

- To pay or offer to pay a bribe
- To receive or agree to receive a bribe
- To bribe a foreign public official.

Trinity has developed an Anti-Corruption and Bribery Policy (trinitycollege.com/policies), which, as a Registered Exam Centre, all of your members of staff involved in the delivery or administration of the Trinity exams must comply with at all times.

6.6 Regulation

In line with your centre contract, you should take all reasonable steps to ensure that Trinity can comply with the conditions of recognition of any regulatory body either recognising or governing Trinity's Music qualifications.

An example of one of these 'reasonable steps' would be agreeing to representatives of regulatory bodies visiting your centre to inspect exam arrangements or to provide information/documents as and when requested by the regulator.

Trinity's regulatory bodies include the Office of Qualifications and Exams Regulation (Ofqual) in England, the Qualification Wales and the Council for Curriculum, Exams and Assessment (CCEA) in Northern Ireland. Trinity is also a registered charity regulated by the Charity Commission.

Appendices

7.1 Appendix 1 – Rock & Pop Timetabling guidelines

Exam timetabling

It your responsibility to timetable the exam, which should be completed using Trinity Online. A timetable should be prepared for each examiner visiting your centre. Please see www.trinitycollege.com/Timetables for full instructions

Work out your timetable by allocating the students' time as follows:

	Rock & Pop
Initial	13
Grade 1	13
Grade 2	15
Grade 3	15
Grade 4	20
Grade 5	20
Grade 6	25
Grade 7	25
Grade 8	30

Timetabling rules

- Do not add time for the candidates to enter and leave the room.
- Timetable the exams so that the same grades and instruments are together starting from the lowest and ending with the highest.

Examiner hours and breaks

The total number of examining hours per day must not exceed the limit of 6 hours.

Centres must also observe the rules for examiner breaks* as follows:

0-2 hrs:	No breaks
2-4 hrs:	1x 15 minute break
4-5 hrs:	1x 15 minute break + 1x 60 minute break
5-6 hrs:	1x 15 minute break + 1x 60 minute break + 1x 15 minute break

*Please note these are the maximum number of hours an examiner can examine without a break, and must not be exceeded. However, breaks can be taken earlier as convenient, for example the first break could be taken after 1.5 hours to enable the breaks to be more evenly spread throughout the day.

The total number of hours an examiner spends at the centre in one day should not exceed 8 hours (this includes both exam time and breaks).

Changes to the timetable

Every effort must be made to ensure that the candidates are on time for their session. Sessions are booked according to examiner time and examiners cannot be kept waiting to complete the session.

There will be exceptional occasions where candidates are not available to attend at the time allocated to them. You must ensure that candidates inform you before the exam day so that you can alter the timetable accordingly.

7.2 Appendix 2 – Rock & Pop Exam room set up

Exam Room

The room must have sufficient space for candidates to be able to perform effectively and accommodate all instruments included in the examiners timetable.

There must be a mains power supply within the room and an extension lead maybe required, depending on the positioning of the equipment in relation to the power supply.

Required equipment at venue – This may vary depending on what has been entered for each session.

Amplifiers suitable for Bass, Guitar, Keyboards and Vocals

CD Players, speakers/ sound system for backing tracks

Digital piano

Jack to Jack and mic leads

Table, chairs and Music stand

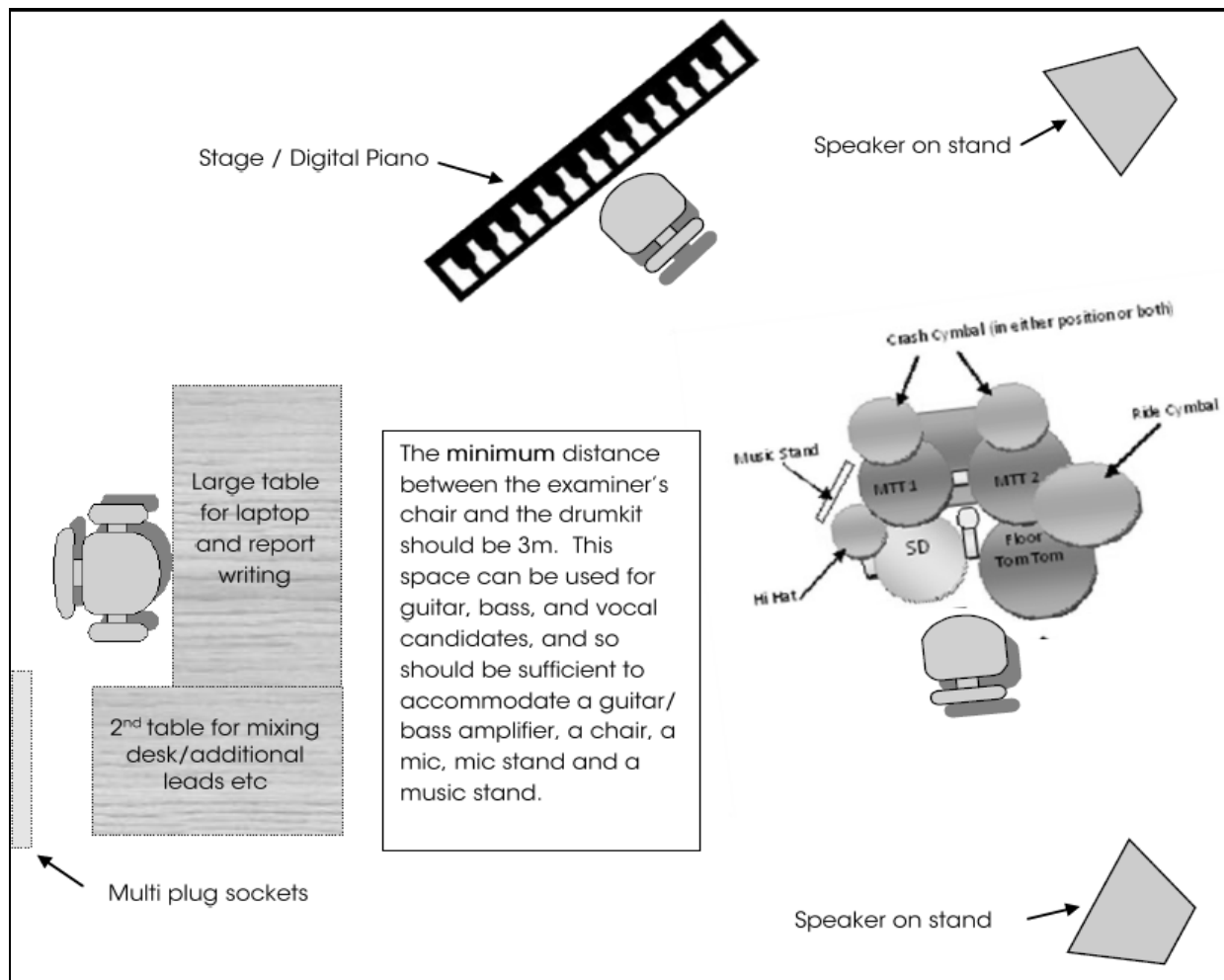
Vocal microphone and adjustable microphone stand

Adjustable piano stool

A good quality drum kit which comprises the following:

- Snare Drum with adjustable drum kit size stand
- Toms (three minimum) high/medium/low
- Bass drum (18-22")
- Hi-hat (12-14")
- Ride cymbal (18-22")
- Crash symbol (14-18")

Exam Room layout



7.3 Appendix 3 – Notice to Candidates – Practical Exams

TRINITY

COLLEGE LONDON

Notice to Candidates (Practical exams)

To be made available to candidates prior to their exams and displayed in the exam waiting room.

Please Read Carefully

Arrival

- You should arrive at the exam venue at least 30 minutes before your exam time and report to the exam supervisor/exam registration desk.
- If you are late, you may not be able to take the exam.

What to bring

You should bring the following items:

- Your exam appointment slip
- Any supporting items you require for your exam (Topic form, photos, objects, brief notes etc) – ask your teacher or see the relevant specifications for more details.

Conduct/Behaviour

You SHOULD:

- register and wait quietly in the waiting area
- follow any instructions given by the exam supervisor or steward
- go to the exam room when told to by the steward, leaving your belongings in the designated secure area
- after your exam, return to the waiting room, collect your belongings and leave quietly without talking to other candidates.

You MUST NOT:

- take unauthorised material into the exam room (see below)
- attempt to cheat in any way
- use threatening language or behaviour towards exam centre staff or the examiner

Prohibited material

The following are NOT permitted in the exam room:

- eating or smoking (bottled water is permitted)
- mobile phones or other electronic devices
- language aids, eg dictionaries, written scripts etc.
- audio- or video-recording your exam
- live animals or weapons/dangerous objects, eg knives (or replicas)

Help and guidance

If you have any questions about your exam, ask the exam supervisor or steward. If you feel your performance may be affected by ill health or any other reasons, tell the supervisor.

Disqualification warning!

If you cheat, use unfair practice, or break the exam rules in any way, your conduct will be reported to Trinity College London and you will be disqualified from the exam.