

Drama & Speech Exam Centre Best Practice Guidebook

Please read this guidebook for Drama 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

Copyright © 2016 Trinity College London

Published by Trinity College London

First Impression, February 2017

Guidebook contents

1. Introduction	4
1.1 Who should read this guidebook	4
1.2 Guidebook contents	4
1.3 Other useful documents	4
1.4 The role of the Centre Representative	4
1.5 Trinity points of contact	4
1.6 How to use this guidebook	5
1.7 Changes to this guidebook	5
1.8 Trinity Drama & Speech Exams	5
2. Preparing candidates	6
3. Entering candidates	6
3.1 Forecasting	6
3.2 Exam dates and closing dates	6
3.3 Exam fees	7
3.4 Online entry	7
3.5 Compliance with data protection Laws	8
3.6 Entry requirements	8
3.7 Changes to entries	8
3.8 Late entries	9
3.9 Candidates with Special Needs	9
3.10 Special Consideration Policy	10
3.11 Exam conditions	10
3.12 Equal opportunities policy for exam candidates	11
4. Organising practical exams	12
4.1 Before the exam day	12
4.2 On the exam day	13
4.3 Results and Certificates	14
4.4 Checklist for Practical exams	14
5. Organising Written exams	15
5.1 Before the exam day	15
5.2 Security and storage of exam papers	16

5.3 Supervision and invigilation.....	16
5.4 Materials required for Theory exams.....	16
5.5 Exam conduct	16
5.6 Post-exam administration	18
5.7 Results and certificates.....	18
5.8 Checklist for Theory exams	19
6. Working with Trinity	20
6.1 Exam delivery	20
6.2 Trinity’s Customer Care Statement.....	20
6.3 Support for centres	20
6.4 Feedback.....	20
6.5 Appeals, complaints and re-mark requests	21
6.6 Use of the Trinity centre logo	21
6.7 Access to Trinity branded materials.....	21
6.8 Data collection and video/photo shoots.....	21
7. Trinity’s quality and standards.....	22
7.1 Examiners and markers	22
7.2 Registered Exam Centres.....	22
7.3 Results entry	23
7.4 Malpractice and maladministration	23
7.5 Anti-corruption and bribery	24
7.6 Regulation	24
8. Appendices.....	25
8.1 Appendix 1 – Timetabling guidelines.....	26
8.2 Appendix 2 – Notice to Candidates – Practical Exams.....	28
8.3 Appendix 3 – Notice to Candidates – Written Exams	29
8.4 Appendix 4 – Written exams return form	30
8.5 Appendix 5 – Seating plan template	31
8.6 Appendix 6 – Supervisor’s report form.....	32
8.7 Appendix 7 – Instructions for Supervisors and Invigilators	33

1. Introduction

1.1 Who should read this guidebook

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

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

Throughout this guidebook these personnel are referred to as 'you'.

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 Drama & Speech 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

- 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 guidance documents covering specific tasks and skill areas.
- Admin packs – these contain all the documents you need for running Written exam sessions (eg Instructions for Supervisors and Invigilators and Seating plan templates) see Appendices 5 - 9.
- 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 the posters, are available to download from the Trinity website at trinitycollege.com/drama

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 thereafter.

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 trinitycollege.com/Drama 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. 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
'Drama Exams'	= Drama & Speech Grade, Certificate and Diploma 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
'Exam session'	= A period of time that the exams take place, could be a day or several weeks

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 trinitycollege.com/Drama

1.8 Trinity Drama & Speech Exams

Trinity College London offers an unrivalled choice of qualifications for students and teachers of drama and speech subjects, designed to encourage learners from all countries and cultures to engage with as wide a variety of performance activities as possible. They assess dramatic performance skills, technical ability and understanding of chosen pieces through live practical assessment. They offer the opportunity to measure development as performers against a series of internationally understood benchmarks, taking learners from beginner level to the point at which they can progress to higher education or employment in the field of performing or literary arts.

Exams can be taken by individuals, pairs or groups. The study strands are Speech and Drama, Individual Acting Skills, Group Performance, Communication Skills, Musical Theatre and Performance Arts.

Candidates enjoy free choice of repertoire in all examinations, and we actively encourage you to explore the literature and drama of your own culture.

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 Drama & Speech exams will give you full information about the exam tasks, procedures and assessments. You can access these documents and other resources such as practice papers and exam videos on the Trinity website at www.trinitycollege.com/drama.

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 2 and 3, pages 28 and 29 for a copy of these notices.

3. Entering candidates

How to enter candidates, pay exam fees and deal with any candidate requests in accordance with Trinity's procedures.

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

For written exam dates see trinitycollege.com/dramadiplomas.

For Drama and Speech exam dates and closing dates please contact your Trinity contact. 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. All exam sessions are subject to a minimum fee to cover the cost of organising the sessions. Details of exam fees and minimum fees are available from your Trinity contact.

Fees must be paid to ensure a Trinity examiner is sent to your centre on the days of the session and to enable Trinity to arrange papers for written exams.

Trinity must receive the payment of your candidates' exam fees (or your centre's minimum fee) before we are able to 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:

- Management of entries
- Invoices and payments
- Timetables
- 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.

Username 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. If you do notice any errors, please contact your Trinity contact immediately.

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 Drama & Speech exams and Section 5: Organising written 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

- For entry age guidance and for grades, please consult the relevant syllabuses.
- Candidates may enter for all grade 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 or for more than one exam in the same subject strand in the same exam session
- There is no restriction on candidates simultaneously entering for exams from other Trinity exam suites (eg Music), 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 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 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

3.9 Candidates with special needs

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.

We treat each learner individually when considering how we can achieve these aims, 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.

Should you need to discuss any candidate requirements please email drama-csn@trinitycollege.com

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'.

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. All requests for reasonable adjustments must be made using the appropriate application form. Please visit trinitycollege.com/radrama to obtain a Special needs provision form. We require a minimum of 28 days' notice prior to the start of the exam date 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 drama-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 a candidate has any particular access requirements on the day of the exam please contact the centre or venue where the exam will be taking place for details of how they can assist with using their building and facilities.

3.10 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 your Trinity contact 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 Exam conditions

- All exams are assessed on the basis of the performance given on the day of the exam without regard to external circumstances (see below for information on special needs' entries and making requests for reasonable adjustments).
- 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/or 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.

3.12 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 attitudes
- its examiners and all associated with its exams apply a fair and just process.

4. Organising Drama & Speech exam sessions

How to organise Drama 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 a confirmation email with 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 22 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 2) 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 the examiner that provides good support. When a Trinity monitor visits (see page 22 for further details) an extra chair will be required for the monitor.

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.

Warm-up room – There should be a warm-up room or quiet space where candidates can go to warm-up for their exam and/or to prepare any tasks that an examiner assigns in advance (e.g. 'words of a song as dramatic monologue' for ATCL Performing (Musical Theatre)).

Notices - Silence posters (available from Trinity) and the Notice to Candidates (see Appendix 2) 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, e.g. knives (or replicas)

Post-session administration – In most cases, the examiner will leave the reports with you at the end of the exam session. Occasionally, it may be necessary for examiners to take the reports away to complete the writing up. In this instance, the reports will be sent on to the centre as soon after the exam session as possible. 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 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 Drama & Speech 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
- Check with teachers/candidates to see if any specific equipment is required for the exam e.g. extra chairs for the performance.
- 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. Organising Written Exam sessions

How to organise written exam sessions

Below is a summary of the procedures that should be followed when organising a Written exam session. For full information, including troubleshooting guidance, please refer to the *Instructions to Supervisors and Invigilators* document, a copy of which is provided in Appendix 7, page 33.

5.1 Before the exam day

Exam dates

Details of all Trinity written exam dates and closing dates are published on Trinity's website and are also available from your Trinity contact. All written exams start at 9.30am (local time) or otherwise stated. You can schedule all candidates to start the exam at 9.30am under a particular venue using Trinity Online.

Information for candidates

When you have entered all candidates for the Theory exam, it is your responsibility to communicate to them the correct information regarding the exam. You will be able to print individual appointment slips confirming the candidate number, the start time, date and location of their exam.

Conduct

The regulations governing how candidates must behave during Theory exams are summarised in the Notice to Candidates. Candidates should be encouraged to read this notice, before their exam. The Notice to Candidates informs candidates of the materials and equipment which are not allowed in the exam room and about general conduct on the exam day. This should also be on display outside each exam room on the exam day. The text of this notice may be photocopied and translated if necessary, see Appendix 3, page 29.

Arrival time

Candidates need to arrive promptly, at least 30 minutes before the scheduled exam start time,

What to bring

Candidates need to bring their appointment slip, and a pen.

Receipt and verification of exam papers

The papers for the exam and accompanying 'Admin pack' will normally arrive at your centre no later than three working days before the exam date. They will be sent by courier for the attention of the Centre Representative.

If papers have not arrived 48 hours before the exam date, please contact your Trinity contact immediately.

Please ensure that you take time to read the administration documents, contained in the 'Admin pack' in full and all necessary documents are completed, see Section 5.5.

Each set of exam papers will be sealed in a security bag and papers for different exam levels will be wrapped separately. Check that the exam level indicated on the security bag matches that of the scheduled exam, together with the quantity of each level.

If the quantity or level of papers is incorrect, please contact your Trinity contact immediately.

Please remember that you must **not** under any circumstances open the security bags containing the exam papers until the exam day.

5.2 Security and storage of exam papers

The exam papers must be stored securely in a safe or locked cupboard until the exam day. Papers must not be released to the supervisor in charge more than 30 minutes before the start of the exam.

5.3 Supervision and invigilation

Your centre is required to ensure that candidates in the Theory exam sessions are supervised at all times.

Trinity requires that your centre appoints a supervisor (often the Centre Representative) for each Theory exam session to be in overall charge of the conduct of the exam. The supervisor is counted as one of the invigilators.

Two invigilators are required for the first 25 candidates per room. One additional person is required per room for every additional 15 candidates unless agreed otherwise in writing by Trinity before the exam session.

5.4 Materials required for Written exams

- **Exam papers** – These should not be removed from their secure storage location earlier than 30 minutes before the start of the exam session.
- **Notice to Candidates** – This should be displayed outside of exam room and be available for all candidates to view. A copy can be found in Appendix 3, page 29.
- **Exam posters** – should be displayed on and around the exam room – Available from Trinity.
- **Written Exams Return form** – This will arrive with the exam papers giving the breakdown of exam paper quantities. On arrival of the papers, you should record the number of exam papers received on this form. After the exam, you should record the number of completed, spoiled and spare papers. The completed form should be sent back with all the papers. An example can be found in Appendix 4, page 30.
- **Seating plan** – A seating plan must be completed for each room prior to the start of the exams. A copy can be found in Appendix 5, Page 31.
- **Supervisor's report** – Any incidents that occur should be reported on this form, a copy of which can be found in Appendix 6, page 32.
- **Attendance List** – This will be available to download from Trinity Online once the entries have been processed.
- **Instructions for Supervisors and Invigilators** – All centre staff involved in the conduct of the exams, should be fully aware and understand all regulations for the exams. A copy can be found in Appendix 7, page 33.

5.5 Exam conduct

On the day of the exam you **must** ensure that:

The exam room is set up as follows:

- The exam room is quiet and that candidates will be undisturbed by outside noise – silence posters must be displayed next to the exam room, warning staff and students that an exam is in progress.
- The exam room is reasonably ventilated and maintained at a comfortable temperature.
- Candidates' desks are set up in rows, facing the same direction with at least one metre between them, so that a candidate cannot copy from another's script – on no account should candidates be seated facing one another.
- The Notice to Candidates is posted outside each exam room on the day of the exam –

the supervisor/ invigilator should also have a copy of the notice with them in the exam room for reference.

- At least one clock is visible to all candidates — there should be at least one clock at the front of the exam room, facing the candidates.
- You remove or cover any display material in the exam room (wall charts etc.) that might assist or distract candidates.
- You designate a secure area where candidates can leave bags, mobile phones, and all other electronic equipment (including smart watches) and belongings — this must be in an area away from candidate desks, ideally outside the exam room.
- You have a supply of spare pens for candidates to use if needed.

You must ensure that the supervisor and invigilators comply with the following procedure.

- Ensure that all candidates are seated in the exam room in good time for the beginning of the exam.
- All candidates MUST follow the registration process before entry into the exam room.
- Ensure that all candidates switch off their mobile phones and all other electronic equipment, and that they leave their possessions in the secure area, only keeping on their desks their pens and appointment slips.
- Brief candidates on the premises' emergency procedure in case of an emergency. Point out the fire emergency exit routes from the premises, and fire assembly points.
- Only open security bags containing the exam papers in front of the candidates, when they are all seated.
- Distribute the exam papers to candidates, placing each exam paper face-up, with the front cover displayed. Instruct candidates not to open the paper until told to do so.
- When all exam papers have been distributed, tell candidates to read the front cover, reminding them to check that they have received the correct exam paper for their exam, and ask them to fill in the details required on the front cover.
- Remind candidates of the rules about leaving the room, cheating, using a mobile phone or other electronic device, and communicating with other candidates once the exam has started. Explain that if a candidate is found breaking the exam rules and regulations, they will have to leave the exam room and will not be re-admitted.
- Ensure that no one is in the exam room from the start of the exam other than the candidates and those allowed to remain in accordance with the exam's rules and regulations, for example Trinity examiners, moderators, helpers of those candidates with disabilities, etc.
- At the appointed time, tell candidates to begin the exam, confirming and displaying the start and finish times.

Candidates must never be left unsupervised once they are in the exam room.

During the exam

- If a candidate arrives after the registration has closed, but before the exam has started, the candidate may enter. However, they will have to complete registration without a delay to the start of the exam.
- Do not allow candidates to leave the exam room in the last 15 minutes of the exam. If candidates wish to leave before this time, check that their candidate details on the exam paper are complete before allowing them leave.
- 15 minutes before the end of the exam, warn candidates that they are coming to the end of the exam's allocated time. If candidates at different levels are seated in the same exam room, different announcements should be made 15 minutes before the end of each exam, with a clear explanation of which exam each announcement is for.
- For all unforeseen issues, please see Troubleshooting guidelines within the *Instructions for Supervisors and Invigilators*, Appendix 7.

At the end of the exam

- Prohibit any further writing after the end of the exam.
- Candidates must remain seated and must not talk until they have left the exam room.
- Collect the exam papers from each candidate, ensuring that they have completed their details, including name, candidate number and centre name.
- Collect any spare papers and materials, and allow candidates to leave the exam room once all the exam papers have been counted.
- If other exams are still in progress, supervise leaving candidates to ensure that remaining candidates are not disturbed.

5.6 Post-exam administration

- All exam papers and materials, including any answer sheets and unused scripts, must be placed in the plastic envelope(s) supplied. Your supervisor is responsible for checking that all materials are enclosed and, in particular, for checking that the numbers of papers collected for each exam level match the entry records for the exam. The *Written Exams Return form* should be filled in once all papers have been counted.
- The supervisor must ensure that the exam seating plan is completed with all the required details, and that the Attendance List has been fully completed, with all absences noted.
- The supervisor must complete a Supervisor's report and enclose all documents in the plastic envelope(s), together with the exam papers.
- The plastic envelope(s) must be sealed with the supervisor's signature written across the seal.
- Please refer to your Admin Pack received with your exam papers for full instructions for returning packages securely to Trinity. If there is any delay your centre should contact Trinity's central office immediately. Failure to do so may result in the exam papers being voided.
- Centres are not permitted under any circumstances to take copies of blank or completed exam papers.

The full Regulations for the conduct of all written exams can be found in the *Instructions to Supervisors and Invigilators* in Appendix 7.

5.7 Results and certificates

Your candidate's results are confirmed when their result status changes online from 'entered' to 'approved'. Result slips are available to download once the certificates have been generated.

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 usually dispatched up to twelve weeks after the completion of the Diploma Theory sessions. You can track the progress of the certificate dispatch on Trinity Online.

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.

5.8 Checklist for organising Written exams

Before the exam day

- Book a suitable exam room
- Use Trinity Online to enter all candidates before the closing date
- Ensure all entries are accurate, payment is made in full and that any requests for a candidate's particular need provision has been submitted with the necessary accompanying documents
- Inform candidates of their exam time, date and location, the exam rules and what to bring
- Prepare a seating plan
- Appoint a supervisor and the appropriate number of invigilators and ensure they know what to do
- Check all papers and accompanying documentation on arrival. Contact Trinity's Central office immediately if anything is missing or incorrect.
- Store all exam papers securely until 30 minutes before the start of the exam.

Exam day

- Set up the exam room and registration area
- Register all candidates, ask them to switch off their mobile phones and ensure they leave their belongings in the secure area. Seat candidates and distribute the exam papers.
- Remind all candidates of the exam rules and procedures (see Invigilator's script)
- Invigilate throughout the exam and ensure that candidates are not left unattended at any point once in the exam room.
- Report any incidents on the Supervisor's report and mark all absences on the Attendance List.
- Collect all exam papers, complete all paperwork and return it with all papers to Trinity immediately after the exam session.

After the exam day

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

6. 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.

6.1 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, examiner illness, national strikes, labour disputes or industrial disruption, natural disasters, widespread disruption of travel, terrorist attacks or acts of war.

6.2 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.

6.3 Support for centres

Academic support

Trinity supports centres with their academic queries. Free support materials to help with preparing candidates are available online at www.trinitycollege.com/Drama. 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.

We also offer a range of academic and professional support services including webinars, workshops and events, which teachers and Centre Representatives are encouraged to participate in.

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.

6.4 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.

6.5 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

6.6 Use of the Trinity centre logo

Centres have access to a unique centre logo 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.

6.7 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.

6.8 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.

7. Trinity's 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.

7.1 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).

Exam paper double marking

Trinity double marks a random sample of 10% of all written scripts. This is an automatic and random procedure and has no significance for the individual candidates whose scripts are selected. This process helps us to ensure that standards are being accurately applied by different markers, as well as by the same marker over a period of time.

7.2 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.

Written exam inspection visits

Trinity conducts regular inspection visits of written exam sessions. These are carried out by trained Trinity inspectors who monitor centre compliance with Trinity procedures. Exam centres are not given prior notice of an inspector's visit. Exam centres are expected to cooperate fully in order to allow the inspector to conduct their duties. Inspectors are present in an observing capacity only and would not normally intervene with the running of the session (except in exceptional circumstances). Inspectors complete a written report which is returned to Trinity detailing what they have observed.

7.3 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.

7.4 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* (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 its 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* (trinitycollege.com/policies).

7.5 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, all of your members of staff involved in the delivery or administration of the Trinity exams must comply with at all times.

7.6 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 Drama 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

8.1 Appendix 1 – Drama & Speech Timetabling guidelines

Exam timetabling

It is 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 trinitycollege.com/Timetables for full instructions

A standard start time is anywhere between 9:00 and 10:00 am. Deviations from this standard must be cleared with Trinity no less than four weeks in advance of the examination date.

Up to date timings for each Drama & Performance exam are included in the appropriate syllabus. The list below is correct as of March 2015. Work out your timetable by allocating the students' time as follows:

Level	Timings to be allocated for Solo/Pair*/Group exams
Initial	8 minutes
Grade 1	10 minutes
Grade 2	12 minutes
Grade 3	14 minutes
Grade 4	16 minutes
Grade 5	18 minutes
Grade 6	20 minutes
Grade 7	23 minutes
Grade 8	25 minutes
In production exams	Any length
Diplomas - Performance units	
ATCL Unit 1	45 minutes
LTCL Performing Unit 3	50 minutes
LTCL Teaching Unit 3	60 minutes
FTCL Unit 2	60 minutes

* When scheduling **pair exams** it is essential that you allow additional time between exams to enable the examiner to complete the reports:

- Extra 5 minutes for Grades 1-5
- Extra 8 minutes for Grades 6-8.

Candidates should observe the timings listed in the syllabus. Please make candidates aware that the examiner may ask a candidate to move on to their next task, curtailing a long performance piece in order to ensure that there is sufficient time to complete all remaining sections of the exam.

Appendix 1 continued.

Timetabling rules

- Do not add time for the candidates to enter and leave the room.
- Timetable the exams where possible so that the same grades 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 6.5 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.

8.2 Appendix 2 – Notice to Candidates – Drama 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 15 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 (copies of performance pieces, 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.

8.3 Appendix 3 – Notice to Candidates – Written Exams

TRINITY

COLLEGE LONDON

Notice to Candidates (Written exams)

To be displayed outside each exam room

Please Read Carefully

Arrival at the exam room

You should arrive at the venue at least 30 minutes before the start of the exam. If you arrive after the start of your exam, you should report to the supervisor/invigilator. If you are late, you may not be able to take the exam.

Identification

Make sure you have proof of your identity with you (Please check Trinity's Candidate ID policy).

Materials

- You may only have pens, and your ID on your desk for this exam.
- You will write your answers in pen in the exam booklet. You must not bring any other pieces of paper into the exam room.
- You may not use a dictionary during the exam.
- Correction fluid and erasable pens must not be used in your answer booklet.

Conduct

You must not do anything during the exam which disturbs other candidates or might give you an unfair advantage over other candidates:

- a) If you have a mobile phone, make sure it is switched off and placed with your personal belongings in the area designated by the supervisor or invigilator, they **MUST NOT** be in your pockets.
- b) You must not talk to or distract other candidates once the exam has started
- c) You cannot borrow anything from another candidate during the exam.
- d) You must not eat or smoke in the exam room. You may bring water into the exam, but this must not be placed on the table in case of spillage
- e) If you attempt to cheat, you will be disqualified from the exam.

Listen carefully to the Invigilator/supervisor who will give you instructions. Tell the Invigilator/supervisor:

- If you receive the incorrect question paper for your exam.
- If the question paper is incomplete or badly printed.
- If your details are incorrect on your appointment slip – you should notify your Trinity contact before the exam day.

Read carefully and follow the instructions printed in your question paper/answer sheet.

Fill in any details required on the front of your question paper/answer sheet before you start the exam. Do not open your booklet until the supervisor tells you to begin.

Advice and assistance during the exam

If during the exam you are not sure what you should do, raise your hand to attract the Invigilator/supervisor's attention. You may not ask for, and will not be given, any explanation of the questions. If on the day of the exam you feel that your work may be affected by ill health or any other reason, tell the supervisor.

Leaving the exam room

You may not leave the exam room without the permission of the Invigilator/supervisor. On completing your exam you must remain seated until permission is granted from the invigilator to leave the exam room. You must leave the exam area quietly so as not to disturb candidates who have not yet finished.

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.

8.4 Appendix 4 – Written Exams Return form – Example



Trinity College London - Written Exams RETURN FORM

Centre number 1234

Centre name London

Paper Title	Total Papers	Returned Papers	Spare Papers	Spoilt Papers
Admin Pack	1			
ATCL	5			
LTCL	2			

This is an example of a Written Exams Return form, this will automatically be populated and sent by our printers. This will arrive with your exam papers. The Centre number and name, together with the total number of papers included will be generated on the sheet.

You are required to:

- **Before the exam** – Check that all details on the form are correct on arrival of the papers*
- **After the exam**
 - Fill out the remaining three columns
 - Supervisor to sign the completed form
 - Send back with all papers

*If you notice any discrepancies when the papers arrive, please contact your Trinity contact immediately.

Signed by Supervisor (centre).....

Checked by Trinity's central office.....

8.5 Appendix 5 – Seating plan Template



Seating plan

Centre name:.....

Centre number:.....

Number of candidates in room:

Number of absentees:.....

Date of exam:

Please read the guidelines for supervisors and invigilators carefully.

Front of exam room

Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Row	Row	Row	Row	Row
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Row	Row	Row	Row	Row
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name
Row	Row	Row	Row	Row
Candidate number	Candidate number	Candidate number	Candidate number	Candidate number
Candidate name	Candidate name	Candidate name	Candidate name	Candidate name

The seating plan must reflect the position the candidates are seated in the room. Centres may submit their own seating plan, however all information as detailed above must be included.

Name of supervisor (please print):.....

Name of Invigilator(s)(please print):.....

8.6 Appendix 6 – Supervisor’s report form



Supervisor’s report form

Centre name: Centre number:

Name of supervisor: Date of exam:

Please report (In English) below any conditions or circumstances that may have affected candidates’ performance today, eg any incidents of cheating, breaking the rules, disturbances outside the exam room, late arrivals, disqualifications etc. Please be as specific as possible. Please state if nothing to report.

Please continue on an additional sheet of paper if required.

8.7 Appendix 7 – Instructions for Supervisors and Invigilators

Regulations for the conduct of all Written Exams - Instructions for Supervisors and Invigilators

This document must be read by all exam personnel including exam co-ordinators, supervisors and invigilators and must be available in each exam room for reference purposes.

Please note: There is a troubleshooting section at the end of this document. Please refer to the troubleshooting section for clarification on any areas of concern.

Arrival and checking of exam papers

The exam papers are sent by secure delivery for the attention of the exam co-ordinator at the centre. Papers will arrive 3-5 days before the date of the exam. The centre must nominate a member of staff to be responsible for the papers from the moment they arrive. The papers are sent in separate security bags for each level and unit. Each security bag has a label on the front through which states the level and number of papers enclosed. The nominated person must:

- Ensure that the correct number of exam papers for each level has been received by checking the number of papers indicated on the front of the plastic security bags. Do NOT open the security bags at this stage. Please note that one spare paper is sent for each level and unit.
- Ensure that a seating plan, supervisor's report, and written exams return form have been received with the papers. You will be able to download an attendance list and marksheets once the candidates have been entered.
- Ensure exam papers are stored in a secure location such as a safe or lockable cupboard until immediately prior to the exam.
- Ensure the papers are not accessed by anyone or released from the secure location until immediately prior to the exam.

Please refer to Troubleshooting Section 1 for any problems relating to the arrival of the exam papers.

Before the day of the exam

The following personnel must be assigned in preparation for the exam:

- Please refer to the table below to ensure there is adequate supervision within each exam room.

No. of candidates in room	Up to 25	26-40	41 - 55	56- 70	71 - 85	86- 100	101 - 115
No. of invigilators required	2	3	4	5	6	7	8

- Invigilation must be carried out by an adult who is trained and familiar with all of the regulations.
- The appropriate invigilator/candidate ratio (see table above) must be maintained at all times during the exam session. Please note that if an inspector is present they cannot act as an invigilator or supervisor.
- One person must be assigned as the supervisor. The supervisor is in overall control of the session and is responsible for the management of the session.
- The supervisor should be available to all rooms throughout the session.
- The supervisor may be counted as an invigilator providing the appropriate invigilator/candidate ratio per room (see table above) is maintained at all times.

- There must be a sufficient number of members of staff available outside the exam room(s) in case an invigilator inside a room needs assistance, to escort candidates on comfort breaks or to assist with the collection of papers at the end of each exam to ensure that the invigilator/candidate ratio is fully met at all times.
- Ensure arrangements for personnel to assist with an authorised candidate's particular need provision has been made.

The following tasks must be performed:

- Candidates must be given a clear time of arrival at the centre to ensure that they have sufficient time to complete registration and that they are ready to enter the exam room at least 15 minutes before the start of the exam.
- Candidates must be given clear instructions regarding the location of the registration area and the exam room(s).
- Candidates must be instructed to bring a valid ID document with them to the exam. Centres must give candidates clear guidance as to which forms of ID are acceptable. A copy of Trinity's candidate ID policy in which acceptable forms of ID are available on the Trinity website at www.trinitycollege.com. NB. ID Documentation is currently only required for Trinity Language Exams.
- Candidates must be made aware of, and given access to, the *Notice to candidates*.
- Ensure arrangements for equipment to assist with an authorised candidate's particular need provision has been made.

Preparing the exam room(s) and registration area

The exam room must be set up and ready for use at least 30 minutes before the scheduled start time for the exam.

- Book the appropriate number of exam rooms and ensure that all rooms are a suitable size to accommodate the number of candidates entered.
- Private houses MUST NOT be used as a venue for exams.
- Ensure there is disabled access to the exam room(s) if required.
- The exam room must be reasonably ventilated, at a comfortable temperature and free from external noise and interruption.
- Separate tables and chairs should be used. Chairs with a fold-down style desk should be avoided if possible as they offer a reduced writing area for the candidates.
- The seating must be arranged with candidates seated far enough apart so that they cannot copy from another candidate's script. Candidates must not be seated facing one another.
- Candidates taking different levels of exams may be seated in the same exam room.
- Candidates must be allocated seats and must not choose where they want to sit.
- Candidates' names and numbers must be clearly displayed on the desk to enable candidates to locate their desk and to assist in completing the personal details on the front of the exam paper.
- A seating plan must be completed for each room prior to the start of the exam. Trinity provides a template seating plan for rooms seating up to a maximum of 25 candidates. Centres are free to provide their own seating plan as long as the information specified in the template seating plan is provided and it is an accurate reflection of the position of candidates in each room.
- For Theory of Music and Drama exams, please place stationery, such as answer booklets, manuscript paper and treasury tags ready on each candidate's desk. Please refer to your guidance notes for further information.
- Any display material in the exam room (wall charts etc.) which might assist or distract candidates must be removed or covered for the duration of the exam.
- There must be a working clock in each room positioned so it is clearly visible to all candidates. The clock must not be positioned behind the candidates. It is advisable to have a backup timing device which is synchronised to the main clock.
- There must be a means, (e.g. a whiteboard), of displaying start and finish times of all exams.
- The *Notice to candidates* must be displayed outside each exam room.
- A '*Silence – Exams in progress*' sign should be displayed outside each exam room.
- The supervisor/invigilators must have a small supply of spare pens and paper for the candidates' use.
- The supervisor/invigilator must ensure there is a pair of scissors in each exam room in order to correctly open the plastic security bag(s) containing the exam papers.

A registration area should be set up in the vicinity of the exam room(s). This area should be located in an area which allows the registration process to be completed (see Candidate registration section below) and also provide a waiting area for candidates. All candidates must register at the registration desk before being admitted to the exam room. Once registration has taken place, only candidates taking the exam may remain in the registration/waiting area.

The centre must ensure the following documents are present at the registration desk:

- The attendance list.
- A copy of the 'Notice to candidates'

The day of the exam

As part of Trinity's Quality Assurance programme, any exam session may be subject to an unannounced inspection. All inspectors will aim to arrive at the centre at least 30 minutes before the scheduled start of the exam so that the entire exam procedure can be observed from the release of the papers from the secure area through to the sealing of the exam papers into the envelope at the end of the session. Centres must cooperate fully with inspectors at all times. For full details regarding the inspection criteria please refer to the 'Centre Inspection Checklist' available at trinitycollege.com.

Candidate registration

- All candidates MUST follow the registration process prior to entering the exam room.
- All Candidates MUST check their personal information on the attendance list to ensure spelling and data is accurate.
- Candidates' ID documentation must be checked at registration. Please refer to Troubleshooting Section 2 for what to do if candidates do not supply valid ID documentation. NB. This is currently only for Language Exams.
- Candidates must place bags and other belongings either outside the exam room or in a secure area within the exam room designated by the supervisor.
- Candidates must be instructed to switch off all mobile phones and other electronic equipment and to leave them in the secure area. Smart watches should also be removed and placed in the secure area. If a candidate is found in possession of a prohibited item after the exam has started, whether switched on or not, they will be required to leave the exam room and must not be readmitted. Any incident of this nature must be reported on the *supervisor's report*. (Please see Troubleshooting Section 2 for further details).

Release of exam papers

- Exam papers must not be released to the supervisor/invigilator more than 30 minutes before the start of the exam.

Seating candidates, giving instructions and starting the exam

- Candidates must never be left unsupervised once they are in the exam room.
- It is advisable to remind the candidates to use the toilet facilities before entering the exam room.
- Once candidates have entered the exam room they must not leave until the end of their exam except for a toilet break. All candidates leaving the room in this instance must be escorted by a member of staff ensuring that adequate supervision is maintained in the exam room.
- The candidates must be seated at their allocated desks at least 15 minutes before the scheduled start of the exam. Please refer to Troubleshooting section 2 if a candidate is late.
- The supervisor/invigilator must remind candidates of the rules of exam conduct by reading out the 'Invigilator's script' see page 43.
- Candidates' ears should be visible so that supervisors can check for earpieces.
- Candidates must place their ID documentation on their desks.
- The supervisor/invigilators must ensure only pens and ID documentation are on candidates' desks. In addition, candidates are allowed bottles of water. No other items are permitted. See Troubleshooting section 2 for notes on pencils.
- The plastic security bag must only be opened in the presence of all the candidates. Clear instructions on how to open the plastic security bag are indicated on the bag. On no account must an attempt be made to open the bag by breaking the security seal.
- A clear instruction not to open the exam papers must be given to all candidates before distributing the exam papers. This may be made in local language
- Supervisors must be careful to distribute the correct paper to each candidate. Exam papers must be placed face-up, with the front cover displayed.
- After all papers have been distributed, the supervisor must tell candidates to read the front cover,

check that they have received the correct paper for their exam and complete the details required. The supervisor/invigilator is permitted to answer questions from candidates regarding completion of details on the front page of the exam papers.

- If there are candidates taking exams at different levels, all exams must be started at the same time. The supervisor/invigilator must clearly announce the start of the exam and display the exact start and finish time of each exam in a written format clearly visible to all candidates. Please see page 42 of this document for all exam timings. Every attempt must be made to adhere to the scheduled start time.
- If the exam is delayed, this must be reported on the supervisors report together with the full explanation.

During the exam

Invigilation

- Only the supervisor, invigilator(s) and candidates are allowed in the exam room during the exam.
- The supervisor has overall responsibility for the conduct of the exam session.
- The supervisor and invigilator must be familiar with the rules given in the *Notice to candidates* and ensure that these rules are adhered to.
- The invigilator must give their whole attention to conducting and invigilating the session.
- The invigilator must not perform any additional task (e.g. marking, reading) and must ensure their mobile phone is switched off for the duration of the exam.
- The invigilator must actively monitor the room and is expected to regularly pace the room during the exam.
- Shortly after the exam has started, the supervisor/invigilator must re-check each candidate's visual appearance against their photo ID document. (See /Troubleshooting Section 2 for what to do if candidate identity is in doubt).
- Each candidate should be accounted for on the attendance report together with all absences. If a candidate is absent please mark with a cross on the seating plan so that the seating plan accurately reflects the layout of the exam room.
- The supervisor/invigilator may answer questions from candidates which relate to exam procedure but they must not answer questions about the content or interpretation of tasks (see Troubleshooting Section 2).
- Should any unforeseen incident e.g. a fire alarm, occur during the exam, the supervisor/invigilator must follow the guidance given in Troubleshooting Section 2 relevant to that incident.
- If any candidate finishes with more than 15 minutes of the exam remaining and wishes to leave their exam room, the supervisor/invigilator must check that they have completed their details on the exam paper/answer booklet/sheet correctly before allowing them to leave.
- The supervisor/invigilator must announce the time 15 minutes before the end of the exam. If candidate sat different levels are seated in the same exam room, the time must be announced 15 minutes before the end of each exam. Candidates must be reminded at this stage that they are not allowed to leave until the end of the exam.
- If a centre chooses to follow the timetable below, please make sure all IDs are re-checked.

The end of the exam

- At the end of the exam, a clear instruction must be given for the candidates to stop writing. Candidates must be reminded that they must remain seated and must not talk until they have left the exam room.
- The supervisor/invigilator must collect all paperwork from the candidates, ensuring that each candidate has completed their details, including name, candidate number, centre number and, if applicable, date of exam.
- If a candidate has used additional paper/answer booklets for their answers, the supervisor/invigilator must ensure that it is securely attached to the exam paper.
- The supervisor/invigilator must collect any spare and/or spoiled exam papers and/or answer sheets if relevant.
- If candidates have no further exams in this session, they may leave the exam room in silence at this point.
- As some exams may still be in progress in the same exam room, extra members of staff may be required to supervise leaving candidates, and to assist with the collection of their exam papers, to ensure that remaining candidates are not disturbed and are still fully invigilated.

Post-exam responsibilities

- The completed, spare and spoiled exam papers must be counted and the 'Written Exams Return form' completed.
- All exam papers (completed, spare and spoiled) must be returned in the plastic security bags.
- The supervisor must complete the Supervisor's report form. The supervisor's report form must not be left blank. If the supervisor feels that there is nothing to report, then 'Nothing to report' must be written on the Supervisor's report form.
- The supervisor must check that the following documents have been fully and accurately completed. The documents must then be placed in the addressed envelope provided
 1. All exam and answer papers (completed, spare and spoiled) in their plastic security bags.
 2. Written Exams Return form
 3. Attendance list(s) – All papers must be sent in this order.
 4. Supervisor's report
 5. Seating plan(s)
- The addressed envelope must be sealed with the supervisor's signature written across the seal.
- The addressed envelope must be returned to Trinity by secure delivery immediately after the end of the exam.
- For evening exam sessions, it may not be possible to post the envelope until the next day. In such a case, the envelope must be stored in a secure location until it can be posted.
- If there is any delay in returning the papers the designated contact at Trinity must be informed immediately. The designated contact details will be indicated in the admin pack. Failure to inform Trinity of delays may lead to candidate results being delayed or voided.

Troubleshooting

1. Arrival and checking of exam papers		
Exam papers (1)	You do not receive your exam papers 3-5 days before the scheduled exam date.	Contact your designated Trinity contact immediately. Their contact details are enclosed in your guidance notes.
Exam papers (2)	You do not receive the correct number of exam papers for each level.	
Exam papers (3)	You receive the exam papers but the security bags are open or the security seal has been broken	
Candidate entry	Somebody who has been entered for the exam is missing from the attendance report or has incorrect entry details (e.g. wrong exam level).	
Exam Documentation	Your admin pack is incomplete. (You have not received a seating plan, supervisors report etc.)	Please see trinitycollege.com
Special educational needs (1)	Special provision (e.g. Braille/ Large font paper) that has been authorised by Trinity and which is Trinity's responsibility to provide, has not arrived.	Special provision papers are sent separately but are expected to arrive 3-5 days before the scheduled exam date. If you have not received these papers within this timescale contact your designated Trinity contact immediately. Their contact details are enclosed in this admin pack.
Exam time and venue	It is not possible for your centre to hold the exam at the scheduled date, time or venue.	All exams must be held at the scheduled date, time and venue. If unforeseen circumstances make this impossible, you must contact your designated Trinity contact immediately to seek authorisation for any changes. On no account must any changes to date, time or venue be made without authorisation from Trinity.
2. On the day of the exam		
Candidate ID	A candidate has not brought valid ID.	Refer to the ID policy and the centre guidelines. A copy of these documents will be available on the website. NB. ID checks are currently only required for all Trinity Language exams; however, this may be extended to other subjects.
Special educational needs (2)	A candidate requests special provision (e.g. extra time) on the exam day.	Special provision cannot be considered or authorised on the day of the exam. Requests must be made at the time of candidate entry and supported by appropriate medical evidence. Please refuse the candidate's request.

Start times	I want to stagger the start times of our exams for different levels.	All exams must start at the stated time. Please see 'Exam Timings'
Security bag(s)	The plastic security bag is opened incorrectly.	Clear instructions on how to open the plastic security bag are indicated on the bag. If these instructions are not followed, a clear explanation why the bags were opened incorrectly must be made in the Supervisor's report.
Late arrivals	A candidate arrives late.	Any late arrival must be intercepted by centre staff so that no disturbance is caused to the candidates that have arrived in time for the exam. A late arrival can only be allowed to take the exam if the full registration process can be completed in the registration area and the candidate can take his/her place in the exam room before the exam has started. If the registration process cannot be completed before the start of the exam, the candidate must not be allowed to take the exam. On no account must the start of the exam be delayed to accommodate a late arrival. Any late arrivals must be indicated on the Supervisor's report.
Candidate questions	A candidate asks a question during the exam.	The supervisor/invigilator may answer questions from candidates which relate to exam procedure, e.g. questions such as 'How long is the exam?/ Do I have to answer ALL questions?/ Where do I write my answers?' The supervisor/invigilator must not answer questions about the content or interpretation of tasks, e.g. questions such as 'What does this word mean?/ Is this the right answer?'
Exam Paper	A candidate notices a problem with the exam paper.	The candidate should be advised to continue with the paper if they can. A full explanation should be reported on the supervisor's report, together with the name and ID of the candidate that reported the incident.
Malpractice (1) -Mobile phone/ other electronic device	A candidate is found in possession of a mobile phone or any other electronic device (whether switched on or off) after the instruction to place all such devices in the secure area.	The incident must be reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself. The candidate's name and candidate number must be noted and the time at which the mobile phone/device was discovered. The candidate must be removed from the room if this is possible without causing any disruption to other candidates.
Malpractice (2) - Other prohibited material	A candidate is found in possession of prohibited material.	The supervisor/ invigilator must confiscate any prohibited material immediately. The incident must be reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself. The candidate's name and candidate number must be noted and the time at which the prohibited material was discovered. The candidate must be removed from the room if this is possible without causing any disruption to other candidates.

Malpractice (3) – Copying/ collusion	A candidate is suspected of copying from another candidate OR candidates are suspected of colluding.	The incident must be reported to Trinity, both on the Supervisor's report form and also on the front cover of the exam paper of any candidate involved. The candidates' names and candidate numbers together with details of what was observed including times must be noted.
Pencils	A candidate brings pencils into the exam room.	Candidates are not permitted to use a pencil with the exception of all Theory of Music candidates.
Clock	The clock stops during the exam.	The centre must have a back-up timing system to ensure that, in the event of the clock stopping, candidates are allocated the correct time for the duration of the exam. It is advisable to call out the timings at appropriate intervals.
Toilet breaks	A candidate needs a toilet break.	All candidates leaving an exam room during an exam must be escorted from and back to the room by a member of staff. Ensuring that correct supervision is maintained within the exam room.
Leaving exam early	A candidate has finished the exam and wishes to leave early.	Candidates may leave the exam early but the following rules must be followed. <ul style="list-style-type: none"> • Candidates may not leave the room until the supervisor/invigilator has checked that the candidate's details have been completed correctly on the exam/answer paper. • Candidates may not leave the room within 15 minutes of the end of the exam.
Manuscript Paper / Answer booklets/ Treasury Tags	A candidate does not fill their details on the answer booklet or manuscript paper. (Theory of Music and Drama Exams only)	Please make sure all candidates are aware that every piece of paper/booklet must have their details clearly labelled. All candidates must attach all rough work (grades 6-8 only) and answer booklets to their exam paper.
Invigilator's mobile phone	The supervisor's/invigilator's mobile phone rings during the exam.	Do not answer the phone and switch off immediately.
Candidate illness	A candidate is taken ill during the exam.	If a candidate is ill and needs to leave the exam room, they must be accompanied at all times. No extra time can be added if a candidate is taken ill during the exam.
Eating and drinking	A candidate is found smoking, eating or drinking (with the exception of water) in the exam room.	Candidates found smoking, drinking or eating during the exam should be asked to stop immediately. If they refuse to do so, they should be asked to leave the exam room immediately and the incident reported to Trinity both on the Supervisor's report form and also on the front cover of the exam paper itself. Some candidates may need to eat something for medical reasons (e.g. in the case of diabetic candidates), this should be permitted. The supervisor/invigilator should also be made aware of this before the exam.

Fire alarm

The fire alarm rings during the exam.

Candidates should be asked to remain silent if it is safe to do so whilst being taken to the assembly point. Candidates must be fully supervised at all times between leaving and re-entering the exam room. They must leave their exam papers behind on the desk. If the building is deemed safe to return to, candidates should be led back to the exam room in silence and extra time allowed to compensate for the time missed. The incident and timings must be recorded on the Supervisor's report.

Exam Timings

Drama & Performing Diplomas

Exam Component	Total Time
ATCL Teaching Unit 1	2 hours
LTCL Teaching Unit 1	2 hours 30 minutes
LTCL Performing Unit 1	2 hours 30 minutes
LTCL Communication Skills (Public Speaking) Unit 1	2 hours 30 minutes

Start times

Friday exams start at 9.30am (local time).

Saturday exams start at 9.30am (local time). Afternoon exams start at 13:30 (local time) for Composition skills only.

Monday exams start at 9.30am (local time) - **except** for the UK where exams will start at 5:30pm.

Invigilator Script

TIP: It may be an idea to check if any candidates need to go to the toilet before they enter the exam room as long as this does not delay the start of the exam.

The following must be announced by the supervisor/invigilator before the exam begins (This may be done in local language):

Before the exam

- a) *'When you receive your exam paper, you MUST NOT open until advised to do so. Please check carefully that you have the correct exam paper. If you do not, please raise your hand.'*
- b) *'You must write your name and candidate number in the spaces provided on the exam paper and any answer sheets/booklets used. All details should be on your appointment slip in front of you on your desk. Please remember to do the same on any other paper you use.'*
- c) *'You may not speak to anyone during the exam except me or one of the other invigilator(s). If you want to ask a question, first raise your hand to attract attention. You may ask questions about exam procedure but not about the content of the exam paper.'*

For Theory of Music/Drama exams only -

- d) *'The manuscript paper on your desk can be used as rough paper [or used to answer the questions if more space is needed]'*
- e) *'Once you have finished the exam, please attach all answer booklets and rough work to your exam paper; please do so with the treasury tag provided. This is for Grades 6-8 and all Diploma candidates'*
- f) *'You MUST NOT take the exam paper or any other paperwork out of the exam room'*
- g) *'You MUST remain seated at all times until the invigilator has collected your exam materials and grants you permission to leave.'*
- h) *You MUST NOT talk until you leave the exam room.*
- i) *'If you finish your exam and you have more than 15 minutes left before the end of the exam, you may leave the exam room. To do so, please remain seated and raise your hand and wait for the invigilator to collect your paper and give you permission to leave.'*
- j) *'Further instructions are printed on the front of your exam paper, please read carefully.'*
- k) *'Start and finish times will be displayed on the board. The time is now....., you may begin.'*

After the exam

- l) *'The time is now....., you MUST stop writing. Please remain seated until all papers are collected. You must not talk until you have left the exam room.'*