Registered Trinity Stars Centre Best Practice Guidebook from 2012

Please read this guidebook in conjunction with your contract and Trinity Stars Guide for Teachers

Introduction

When you sign our contract to become a Registered Performance Centre, you agree to provide certain services so that Trinity College London examinations and Trinity Stars performances are properly prepared, delivered and administered.

This guidebook is for everyone involved in the delivery of Trinity Stars performances in your centre ('you') and outlines our requirements. We explain each requirement through a useful checklist.

We've designed the requirements with good practice and customer care in mind — we want to ensure that everyone involved with Trinity and its Trinity Stars centres, including candidates, Trinity Stars experts, teachers and parents, receives a consistently high level of customer service.

The requirements apply to all those involved in the delivery of Trinity Stars performances, including teachers, supervisors, administrators and managers.

So that your centre can operate effectively as a Registered Trinity Stars Centre, it will need to appoint a Centre Representative. If your centre is already a registered Trinity Examination Centre, you will already have a designated Centre Representative.

The Centre Representative will act as the main point of contact between your Registered Trinity Stars Centre and Trinity, your National, Area or Local Area Representatives, Trinity Stars experts, teachers, and candidates. It is your centre representative's responsibility to disseminate the procedures and information contained in this Guidebook to all staff and contractors engaged in delivery and administration of Trinity Stars performances at your centre, and to monitor and report compliance thereafter.

Trinity points of contact

Trinity Stars sessions are conducted through a global network of representatives. For most day-to-day queries you will contact Trinity's appointed representative for your area or country. You will find other key contacts listed in each section of this handbook where relevant.

Changes to the handbook

We will make changes to this guidebook from time to time. Whenever we do so, we will notify your National, Area or Local Area Representative 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 Stars performances at your centre.

Guidebook structure

The guidebook is organised so that it follows the list of services you agree to provide in your contract. Each section explains how the terms of your Registered Examination Contract apply specifically to running Trinity Stars sessions. It also contains other information about working with Trinity and organising performances at your centre.

Here is the list of services:

1)   preparing candidates for Trinity exams, including making the relevant Trinity syllabuses available to teachers;

2)   enrolling candidates on Trinity IT Systems and dealing with any candidates' requests in accordance with Trinity's procedures;

3)   organising exam session timetables and the safekeeping of Trinity exam materials;

4)   hosting exams sessions in a suitable venue with adequate amenities for candidates and Trinity examiners, and ensuring the required level of stewarding and monitoring during exam sessions;

5)   distributing appointment and confirmation slips, reports, results, and certificates to candidates;

6)   ensuring payment to Trinity of candidates' entry fees (and/or minimum booking fees, if applicable);

7)   assisting Trinity with candidates' complaints and appeals, and assisting Trinity with conducting investigations and general monitoring duties;

8)   upholding the terms and requirements of Trinity's syllabuses and regulations, information and guidance notified to you from time to time as applicable to the Trinity exams, and ensuring these are communicated to candidates and teachers as appropriate;

9)   taking all reasonable steps, as may be requested by Trinity from time to time, to ensure that Trinity can comply with the conditions of recognition of any regulatory body either recognising or governing any of Trinity's qualifications; and

10)   providing such other cooperation and assistance to Trinity as may be reasonably relevant to your role as a Registered Exam Centre.

1) Preparing Candidates

Preparing candidates for Trinity exams, including making the relevant Trinity syllabuses available to teachers.

In the context of Trinity Stars, this means preparing young learners for Trinity Stars performances, including making the relevant Trinity Teachers Guides available to teachers

The Trinity Stars Guide for Teachers will give you information about the performance components and procedures. It also provides further guidance for those preparing Young Learners for the performance.

You can download all of the Teachers Guide at: http://www.trinitycollege.co.uk/support-trinitystars

It is your responsibility to make sure that teachers and supervisors at your centre are fully familiar with the contents of current Guide for Teachers and corresponding rules and regulations. You will need to ensure that Young Learners are prepared for their performance according to those requirements. By entering Young Learners for any Trinity performance your centre agrees to abide by Trinity's stated rules and regulations that are applicable to each type of performance held at your centre.

2) Enrolling Candidates

Enrolling candidates on Trinity IT Systems and dealing with any candidates' requests in accordance with Trinity's procedures.

In the context of Trinity Stars, this means enrolling your young learners for a Trinity Stars session. Trinity's London office or your National, Area or Local Area Representative may ask you to let us know how many Young Learners you expect to enrol over a particular session (details of maximum and minimum numbers per group are included in the Guide for Teachers) and to choose your preferred Trinity Stars period within the session. These forecasts are not binding but, provided they are reasonably accurate, they help us plan Trinity Stars performance sessions throughout the year in order to give your centre the best possible service.

All Trinity sessions have closing dates. These are the dates by which all enrolments and corresponding payments must be made to Trinity or, where applicable, to your National, Area or Local Area Representative for onward transmission to Trinity. We will let you know what the closing dates are each year.

To enter Trinity Stars performance details, unless agreed otherwise with Trinity, you must use Trinity Online, Trinity's web-based administration system. Before you use any alternative arrangements, these should be agreed with your National, Area or Local Area Representative.

When you record candidate entries on Trinity Online, make sure that personal details are accurate and up to date. This is particularly important as the candidate data entered on Trinity Online will be used for candidate verification on the day of the performance, and for the issue of performance certificates. Please also see Trinity's Data Protection Policy at www.trinitycollege.co.uk/policies.

Please note that your centre remains solely responsible for accommodating Young Learners who require special assistance to access and use your services, building or facilities.

Once you have submitted Young Learners for a Trinity Stars performance and the closing date has passed, no changes to entries are permitted. Should an exceptional circumstance arise after this time, for example a natural disaster, health issue or bereavement, please contact your National, Area or Local Area Representative or Trinity's London office as soon as possible.

Late entries may be permitted when the payment is made after the closing date. This will depend on there being enough time in the Trinity Stars experts' schedule to accommodate additional Young Learners and to arrange the provision of additional performances .

3) Organising exam sessions

Organising exam sessions timetables and the safekeeping of Trinity exam materials.

For Trinity Stars, this means timetabling your performances including the 30 minutes required for the Reflective Feedback session.

Shortly after you have submitted your enrolments we will send you confirmation of your Trinity Stars experts visit date. We will confirm the name of your Trinity Stars expert along with biographical details, if they are available. We will also let you know if you need to provide help with hotel bookings or travel arrangements.

It is your responsibility to ensure that performance timetables are prepared and issued to each Trinity Stars expert attending performance visit – this can be done using Trinity Online. There are two elements to creating a timetable for a performance - the timetabling of candidates' performance time and the timetabling of feedback.

You should ensure that you accurately timetable the correct amount of time for each performance. After each performance the Trinity Stars expert will need time to view the project and stamp it and also to give praise to the performers and award the medals. At the end of the session, when all the groups have performed, the teachers have a 30 minute reflective feedback session with the expert.

Please see the rules about timetabling at **Appendix 1**.

Teachers must also print and complete the Trinity Stars Feedback Form which can be found on Trinity Online as well as in the back of the Teachers Guide. The feedback form must be completed with the following information.

- The name of the teacher(s) who prepared the young learners and who will be attending the reflective feedback session
- The name of the group
- The name of your school or centre
- The language and performance goals you are addressing in the performance

One feedback form must be completed for each group. The completed feedback form must be given to the Trinity Stars expert on the day of the performance.

Trinity Stars experts will make contact with you before the day of the performance visit to confirm arrangements.

You must make sure that all the necessary performance materials, including a copy of the timetable, the marksheet and completed feedback form, are ready for the Trinity Stars experts arrival. Materials will be available to download and print from Trinity Online. Alternatively, they will be sent to your centre before the performance by your local representative or London office. Please check that materials have been provided for each candidate and that they are sorted into timetable order.

4) Hosting Exam or Performance sessions

Hosting exams sessions in a suitable venue with adequate amenities for candidates and Trinity examiners, and ensuring the required level of stewarding and monitoring during exam sessions.

For Trinity Stars this means providing a suitable space for the performance to take place in which there is room for the expert to observe. This can be a school hall, auditorium, classroom, hallway, any other suitable place in the school or centre.

The performance room must be quiet, reasonably ventilated and maintained at a comfortable temperature.

You must provide a steward for the performance day who will show the performers to the waiting room and performance room, and ensure that all runs smoothly. If the expert is required to move around to school to see the groups, the steward must be provided to escort the expert.

In case of a fire alarm, Young Learners should leave the performance room promptly.

5) Distributing Trinity's official correspondence to candidates

Distributing appointment and confirmation slips, reports, results, and certificates to candidates. In the context of Trinity Stars this means distributing the certificates to the performers and the participating teachers.

We will send you certificates for your performers and for the participating teachers four to six weeks after the completion of the performance session. You can track the progress of certificate despatch on Trinity Online.

Please check all the certificates carefully and let Trinity's London office know about any necessary corrections as soon as possible.

We will send you replacement certificates if necessary.

Replacement certificates are also available if certificates have been lost or damaged. This is subject to a fee and relevant data being provided. You can find the Certificate Replacement and Amendment Form on the Trinity website.

Your centre is responsible for distributing certificates to candidates, and Trinity insists that centres do so as soon as possible after you receive them.

Medals are distributed on the day of the performance by the Trinity Stars expert.

6) Fees

Ensuring payment to Trinity of candidates' entry fees (and/or minimum booking fees, if applicable).

This refers to the fee due for each performer taking part in the session.

Details of performance fees are announced twice a year.

All performance sessions involving the participation of a Trinity Stars expert are subject to a minimum fee, which must be paid for a Trinity Stars expert to be sent to your centre on the days of the session. This minimum fee covers the costs of organising Trinity performance. Details of minimum total fees required for each type of performance vary from country to country and will be communicated to your centre representative by Trinity's local office or your local representative.

Your centre must pay the fees in full for the performance on or before the closing date for the performance session.

Trinity must receive the payment of your candidates' performance fees (or your centre's minimum fee) before we are able to confirm that we'll send a Trinity Stars expert to your performances.

Once you have enrolled candidates on Trinity Online, the system will automatically produce an invoice for the corresponding performance fees or minimum fee for your centre. You can download and print this. You can make the payment on the basis of Trinity's standard 30-day credit terms using the payment methods and account details shown on the corresponding invoice.

We may not accept the enrolment of your candidates 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 can only match a payment received with the data on Trinity Online after the performance 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.

7) Handling complaints

Assisting Trinity with candidates' complaints and appeals, and assisting Trinity with conducting investigations and general monitoring duties.

You'll find details of Trinity's Complaints and Appeals Procedures on Trinity's website. Details are also available from your National, Area or Local Area Representative.

8) Working with Trinity

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

We'll give you details of your Trinity National, Area and Local Area Representative. You should use your National, Area or Local Area Representative as your primary day-to-day point of contact for all questions about the Trinity Stars Guide for Teachers and performance arrangements.

Your centre is contractually bound to adhere to the Trinity policies and procedures on data protection and security, appeals, malpractice and maladministration, and anti-bribery. Please note that these policies are reviewed regularly and subject to periodic change. You can find the latest versions of the policies at www.trinitycollege.co.uk/policies

You should make sure that all staff involved in the preparation and customer care of candidates, and in the conduct and administration of Trinity Stars performances, are completely familiar with the policies. It is your responsibility to let staff delivering Trinity Stars performances know about the procedures and information in this handbook, and to monitor and report compliance afterwards.

Guide for Teachers

Trinity publishes a Guide for Teachers for Trinity Stars. This important document will give you details of the performance components, procedures and assessments. It also provides further guidance to Young Learners and those preparing Young Learners for the performances.

The Guide for Teachers and other supporting information are available to download online at http://www.trinitycollege.co.uk/support-trinitystars

Centre representative

To help your establishment to operate as a registered centre, you should appoint a centre representative. Your centre representative will act as the main point of contact between your registered centre and Trinity, your local and national Trinity representatives, Trinity Stars experts, teachers, and performers.

Your centre representative is named on your application form to become a registered centre. If you wish to nominate a new centre representative, you should change contact details on Trinity Online and notify Trinity in writing,

It is your centre representative's responsibility to make sure that all staff and contractors engaged in the delivery and administration of Trinity performances at your centre are familiar with the procedures and information in this guidebook, and to monitor and report compliance.

Registration pack

To register as a centre for Trinity Stars, access the registration area of the Trinity College London website at: http://www.trinitycollege.co.uk/site/?id=367

Complete the forms for 'Application for GESE, ISE and SEW' and return them to

Trinity College London
Attn: New Centre Registration (Language)
89 Albert Embankment
London SE1 7TP

Or: internationalesol.centreregistrations@trinitycollege.co.uk

Centre registration certificate

When your registration is confirmed and after your first successful performance session you will receive a certificate of registration which will be valid for four years and which will be automatically renewed so long as your establishment remains a registered centre.

You are required to display your certificate of registration visibly and publicly in the premises where your Trinity performances take place.

Registered centre logo

When your registration is confirmed and after your first successful performance session you will receive instructions for accessing your centre logo [from Trinity Online]. Your centre logo is a graphic design combining Trinity's logo and your unique registered centre number. Our Brand Guidelines for Registered Performance Centres explain how you should use your registered centre logo.

Trinity Online

Trinity Online is Trinity's web-based administration data system . All registered centres must normally use Trinity's IT systems to submit and manage performance entries and sessions, unless an alternative is discussed with your area representative.

Trinity Online's functionality includes:

- bookings and forecasting
- management of entries

- invoices and payments
- print performance materials
- timetables
- Trinity Stars expert itinerary and biography
- contact management.

You must use Trinity Online, and conduct all of your other activities as a registered centre, in accordance with Trinity's Data Protection Policy and its Security Policy which can be found. While you are required to be familiar with the contents of both policies, key points from the policies are outlined in this guidebook.

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.

User names 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 or is no longer involved in administering Trinity performances. You must inform Trinity when there are any changes and apply for new Trinity Online accounts.

Support for Centres

Academic Support

As a Registered Examination Centre you will be provided with support from the Trinity team. Head of International ESOL – has overall responsibility for the academic systems and panel management for all International ESOL provision.

Academic Manager International ESOL – has responsibility for the academic systems and panel management for all International ESOL examinations.

Academic Officer and Administrator International ESOL – have responsibility for International ESOL academic administration.

Individual named contact for administration and general support

National/Area Representative or International ESOL Co-ordinator – once you are registered as a Trinity Examination Centre, you will be given an individual named point of contact, with their direct telephone number and personal email address. They will be your primary point of contact for all examination arrangements.

Head of Operations – has overall responsibility for the operational delivery of the examinations.

All members of Trinity's London-based team can be contacted at Trinity's Head Office.

Switchboard +44 (0)20 7820 6100 (8.45am–5.15pm)

email esol@trinitycollege.co.uk

9) Compliance

Taking all reasonable steps, as may be requested by Trinity from time to time, to ensure that Trinity can comply with the conditions of recognition of any regulatory body either recognising or governing any of Trinity's qualifications.

An example of one of these 'reasonable steps' would be agreeing to representatives of regulatory bodies visiting your centre to inspect exam or performance arrangements.

Trinity's regulatory bodies include the Office of Qualifications and Examinations Regulation in England, the Welsh Assembly Government and the Northern Ireland Council for Curriculum, Examinations and Assessment. Trinity is also a registered charity regulated by the Charity Commission.

10) Co-operation and assistance

Providing such other cooperation and assistance to Trinity as may be reasonably relevant to your role as a Registered Exam Centre.

An example of one of these 'other services' would be helping Trinity to organise events such as workshops in your area.

Additional information

Trinity's customer care statement

Trinity College London is committed to providing a high-quality support service for all our users from initial enquiry through to certification.

This statement will help us monitor our service to you and continually improve that service.

If you wish to comment on this statement or any service offered by Trinity College London, please contact us direct on info@trinitycollege.co.uk or by post to Information Officer, Trinity College London, 89 Albert Embankment, London, SE1 7TP. Our offices are open 9am-5pm Monday to Friday, excluding bank holidays, to answer any queries. Outside these hours an answering service is available where all calls will be picked up the next working day. Phone number: 020 7820 6100, fax: 020 7820 6161.

What you can expect from Trinity College London

We will:

- Make the interests of candidates and other clients our priority

- Offer qualifications in the full range of subject areas provided by Trinity, with appropriate national accreditation and international recognition

- Give prompt, helpful and friendly response to telephone and e-mail enquiries, normally within two working days

- Answer telephone calls within four rings

- Respond to written correspondence within seven working days, excepting requests for performance dates which we will prioritise according to the urgency of the appointment

- Provide regular news updates on our website to keep you informed of all our latest guidance in all areas

- Maintain full and accessible current information on our fees, and publish any changes to them according to the schedules set out in our literature

- Give professional and individual advice where appropriate when you seek clarification prior to your own or your students' performance date

- Support our teachers, candidates and centres through forward-looking Teachers Guides, publications and training

- Include clear and simple guidance notes in all our Guide for Teachers and centre handbooks

- Notify applicants of their candidates' performance dates and times at least three weeks in advance of their performance dates

- Have confidential and secure procedures for storing questions, written papers and blank certificates

- Ensure that candidates have access to suitable local performance facilities

- Ensure that candidates are observed by highly trained professionals who undergo Enhanced Criminal Record Bureau checks

- Deal with financial transactions within two months

- Make an initial response to complaints within seven working days

- Dispatch confirmation of results to centres within the timeframes and through the methods announced in our supporting documents

- Spot check a sample of centres annually

- Keep records of candidates' achievements and respond to legitimate requests for these records

- Comply in all areas of the UK Data Protection Act

- Comply with all current relevant statutory legislation

- Continue to ensure that we are committed to providing equality of opportunity and treatment for all, and that we will not unlawfully or unfairly discriminate directly or indirectly on the basis of gender, age, ethnic origin or disability in our dealings with candidates, their parents, teachers, Trinity Stars experts , representatives or stewards

- Provide our clients and customers with the opportunity to comment on all aspects of our service by contacting us at any time

- Undertake to listen to and consult with Welsh and Irish speaking customers to determine their needs and monitor demand for assessment through both languages. Where demand for Welsh/Irish medium or dual language provision is identified, Trinity will provide information and conduct assessments, if appropriate, in Welsh/Irish and English.

Standards in service delivery

This section provides a non-exhaustive checklist of a registered centre's duties and the standards of customer care that it is expected to achieve for best practice.

CHECKLIST FOR OPTIMAL SERVICE DELIVERY

A registered centre should ensure that it:

- abides by all rules and regulations outlined in the Teachers Guides and other guidance documentation issued by Trinity
- uses and communicates current versions of the Guide for Teachers, performance regulations, and any other document regarding candidate entry fees, minimum fees, closing dates, Trinity policies, etc, to all concerned (See how to enter candidates)
- meets all the requisite closing dates for the enrolment of candidates and complies with all payment terms (See how to enter candidates)
- checks all candidate details before the start of any performance to ensure that all information is complete and accurate (See how to enter candidates)
- compiles timetables for Trinity Stars expert visits in line with timetabling requirements and informs candidates of the date, time and location of the Trinity performance
- prints all performance materials for the oral component of an performance and presents them to the Trinity Stars expert as soon as they arrive
- provides a member of staff to give the Trinity Stars expert administrative support for the duration of all performance sessions
- complies with Trinity's quality assurance checks, giving Trinity moderators access to performance rooms from time to time and, as appropriate, allowing Trinity Stars experts to make audio recordings of selected candidates' performance visits
- allows Trinity and its representatives, periodically, to visit your centre or performance venue unannounced, in order to check performance and procedure.

Trinity's quality assurance

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 performance. Some of Trinity's initiatives in this area are outlined below.

Live monitoring of performances

From time to time a Monitor may accompany the Trinity Stars expert to observe the performance and the reflective feedback session. This is to ensure the high standards we expect of our experts is being maintained.

Monitoring of recorded interviews

Trinity performance will audio record all oral performance for monitoring and research purposes. This ensures the consistency of feedback and administration by its performers and is in no way detrimental to the candidate. The procedure does not lead to changes in the result awarded to any individual.

Quality assurance visits to performance centres

Trinity reserves the right of its representatives to visit any performance centre unannounced. Trinity's representatives check that all prescribed measures for security and performance conduct are in place and adequate. A checklist is provided at [page xx] and a completed copy returned to Trinity's London office. Trinity reserves the right to withdraw registration of any centre found not to be following stated procedures for the delivery of Trinity performance.

Malpractice or maladministration by a Registered Centre

Trinity collects information about the service delivery levels of its Registered Centres and the conduct of their Trinity performances.

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

Trinity Star experts are required to report any incidence of suspected malpractice or maladministration. Trinity will also systematically spot check supervisor reports, seating plans, inspection reports from its Trinity Stars experts , and its appeals documentation, in accordance with anti-malpractice methodologies.

Actions taken by Trinity

Where malpractice or maladministration is suspected or may have occurred, Trinity may:

- suspend the issue of results (this could be the results of one candidate, selected candidates or all candidates from the performance session)
- suspend future enrolments at your centre
- request information for its investigation
- 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 performance visit (and, as appropriate, withhold certification)
- de-register your centre.

Anti-corruption and bribery

In the UK, robust laws exist to prevent bribery and corruption. These laws apply to Trinity and to bribery committed by it, including its staff and trustees, or on its behalf by persons

associated with it 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 carrying out services for Trinity such as its Registered Centres and local representatives.

In the UK, 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

• for a commercial organisation, such as Trinity, to fail to prevent bribery, not having adequate procedures in place.

Trinity has developed an Anti Corruption And Bribery Policy, which, as a Registered Exam Centre, all of your members of staff involved in the delivery or administration of the Trinity performances must comply with at all times.

Complaints and appeals

Information about Trinity's Appeals Procedure is on our website.

Building the Trinity brand and Trinity communities

Marketing

Whenever your centre commissions and issues material bearing the Trinity brand, it should be contributing towards building a strong, focused brand identity for Trinity at a local level. As the owner of the Trinity brand, Trinity is committed to protecting the value of its intellectual property assets, and has licensed its brand to your centre for as long as it remains registered with Trinity.

All materials should be designed with Trinity's brand and design guidelines in mind, and released only with Trinity's prior approval. These guidelines can be found at: www.trinitycollege.co.uk/brand.

Access to Trinity materials

You may request promotional and administrative materials to support your activities as a Registered Centre. These range from posters and leaflets.

Creating new materials

Your centre should seek a written assignment to Trinity of any materials commissioned to third parties in connection with the Trinity brand. This will avoid a situation where the ownership of the material remains with a freelance photographer or a design agency, as this may cause future problems in respect of brand dilution, brand control, and even the assertion of intellectual property rights. If you need any assistance with a written

assignment, your centre can contact your local representative, who will liaise with Trinity's legal team to produce the relevant documentation.

Data collection and data recordings

'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's contract with Trinity is governed by UK law and, therefore, UK data protection laws govern 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 Stars expert, etc. Accordingly, your centre must comply with Trinity's requirements for the processing of personal data (which are derived from UK data protection laws) when carrying out performance services for Trinity. In addition, your centre may be subject to and required to comply with local data protection laws in your country (where these are more stringent than UK data protection laws). The obligation to comply with local laws rests with your centre.

When your centre collects personal details from actual or potential customers, whether at its own initiative or in association with Trinity, your collection form should state who the data will be shared with, and for what purposes. In other words, your form, should indicate the identity of those third parties. An example of a template form for data collection (at events) is available here: [insert link].

The consent form will provide assurances to the models/subjects that their image will not be used for any purpose other than those stated in the form, while, if properly signed by the models/subjects (or their parent or guardian), it will provide a guarantee to Trinity and the centre that it can control the intellectual property inherent in the resulting photos or videos, and that it complies with data protection requirements.

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.

Networking invitations

Trinity plays an active part in the academic community and regularly holds and participates in focused events to which all teachers and centre representatives are invited. We strongly encourage you to take part in these events.

Appendix 1

Exam timetabling

It is the responsibility of the centre to timetable the exam. Wherever possible you should use Trinity Online to timetable exams.

The timetable for Trinity Star Performances is based on the total time booked ('Trinity Stars Block Booking'):

Title	Length (Max Minutes)	Includes
Trinity Stars Block Booking - 2 Hours	120 minutes	• performance time • half-hour teacher reflective feedback session
Trinity Stars Block Booking - 3 Hours	180 minutes	• performance time • half-hour teacher reflective feedback session • one-hour teacher development workshop

Trinity Stars has four stages, each of which has a minimum and maximum time for each performance:

Title	Min	Max
Trinity Stars Stage 1	5	15
Trinity Stars Stage 2	10	20
Trinity Stars Stage 3	15	30
Trinity Stars School Show	30	60

Whilst the length of performance may vary, <u>always</u> select the maximum time allocated for each stage, e.g. Trinity Stars Stage 1, 15 minutes

Do not add time for the candidates to enter and leave the room.

Timetable the exams so that the same grades are together starting from the lowest and ending with the highest.

Trinity Stars teacher reflective feedback session

Do not forget to include a total of 30 minutes' reflective feedback at the end of the session, i.e. when all stages have been completed. Feedback is given by the Trinity Expert to the teachers.

Examiner hours and breaks

The total number of hours per day must not exceed the limit of 6.5 hours; 6 hours examining plus 30 minutes' reflective feedback on the final day of the session.

Centres must also observe the rules for examiner breaks - 15 minutes after 2 to 2.5 hours, 60 minutes after another 2 hours' examining, a further 15 minutes after each subsequent 2 hours' examining.

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

Trinity Online Timetable

Example:

Centre Details

Venue Details

Examiner name

TRINITY
COLLEGE LONDON

Examination Timetable

Centre

Venue :

Timetable for Date - 20/06/2013

Time	Name	Candidate ID	Subject	Grade
09:00	THE YELLOW SUBMARINE		Trinity Stars Stage 1	Stage 1
09:15	A REASON		Trinity Stars Stage 1	Stage 1
09:30	BIG BAD RED AND THE THREE LITTLE PIGS		Trinity Stars Stage 2	Stage 2
09:50	WILD THINGS		Trinity Stars Stage 3	Stage 3
10:20	30 mins Feedback			

Appendix 2

How to Enrol Candidates

Overview/Summary
Trinity Star enrolments require**:**
Block of time e.g Trinity Stars Block Booking - 2 Hours
Main Enrollment e.g Trinity Stars Stage 1. This is the 'ensemble'
Members e.g Trinity Stars (Member) Stage 1. These are the individual candidates

Enrolling Candidates –Step by Step Procedure:
Step 1. **Confirm requirements**

1. Select 'Confirm entries for Trinity Stars' from your centre home page.
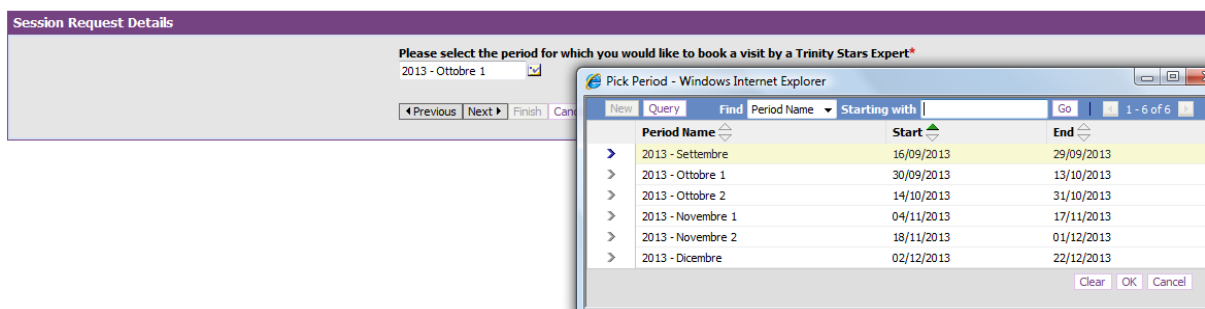
Follow the set of questions and instructions provided. During this process you will be asked to:

2. Request a date for your examination session:
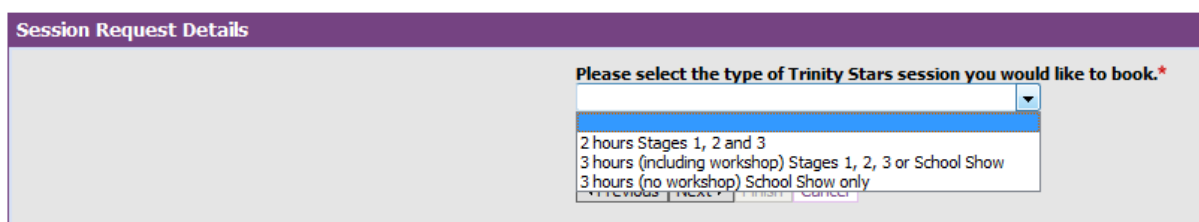
3. Request the type of Trinity Stars sessions you would like to book:

4. Click "Finish" to request your exam.

You will automatically be taken to this page, where your order number will be provided.

NB. If you do not wish to enrol candidates at this point or need to return to your order later.   Select relevant order number from enrolments tab.

Step 2. Enrol Candidates

1. Download the Trinity Stars Spreadsheet.

2. '**Ensemble Name**' for each Trinity Stars Group.

BEFORE you enrol individual candidates you must enter the group name in the '**Ensemble Name**' column e.g Trinity Star Band. **Do not** enter against this line anything in the first/last name/ethnicity gender & date of birth column.

Exam Suite = Trinity Stars & **Examination/ Product Name** e.g Trinity Stars Stage 1.

At this step, do not select e.g Trinity Stars (Member) Stage 1 from the drop down.

3. Individual Candidate enrolment (within a Trinity Stars Group)

#	First Name	Middle Name	Last Name	Date of Birth	#	#	Ethnicity	Gender	ULN	Ensemble Name	External ID	Exam Suite	Examination/ Product Name
Leave Blank				dd/mm/yyyy or 'Unknown'	Leave Blank	Leave Blank	Select from values in cell	M / F	If known			Select from values in cell	Select from values in Cell or see values in 'List of Examinations' Tab
25										Trinity Stars Band		Trinity Stars	Trinity Stars Stage 1
26	Jo		Smith	01/01/2007				F		Trinity Stars Band		Trinity Stars	Trinity Stars (Member) Stage 1
27	Fred		Jones	01/03/2007				M		Trinity Stars Band		Trinity Stars	Trinity Stars (Member) Stage 1

Under each main 'Ensemble Name' (Group), enter the details for each candidate within that group.

Exam Suite = Trinity Stars & **Examination/ Product Name e.g** Trinity Stars (Member) Stage 1

4. Teacher & Centre name

If you wish one or both of the above details to appear on candidate certificates;

Select the name from the drop down boxes and Select 'Y'

Teacher	Teacher on Cert.	Applicant	School	School on Cert.	La
	Y or N			Y or N	
	Y			Y	
	Y			Y	
	Y			Y	

NB. Please ensure teacher details are set up against your Centre, before you enrol your candidates. To check or add new details, this can be done through 'Centre Details'.

5. Once you have captured all the details on the spreadsheet, highlight ALL columns and rows needed as below. (you do not need to select the headings)
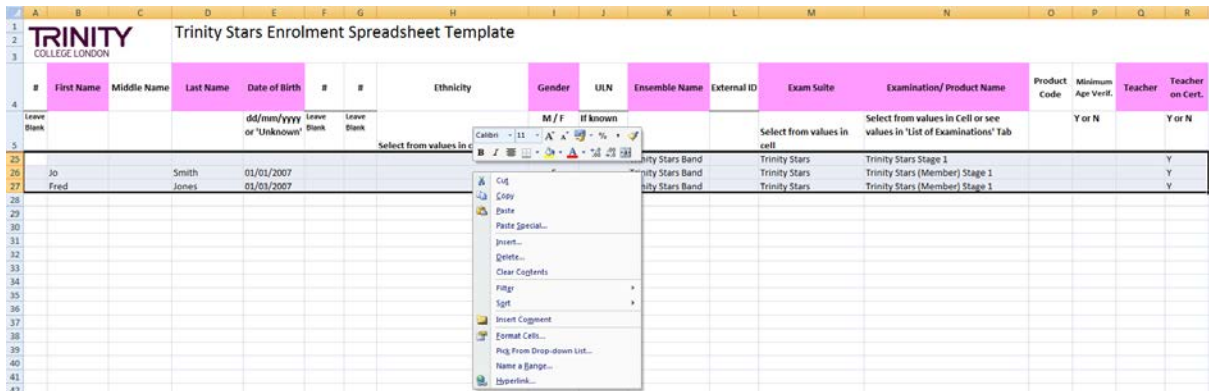
Right click and select copy
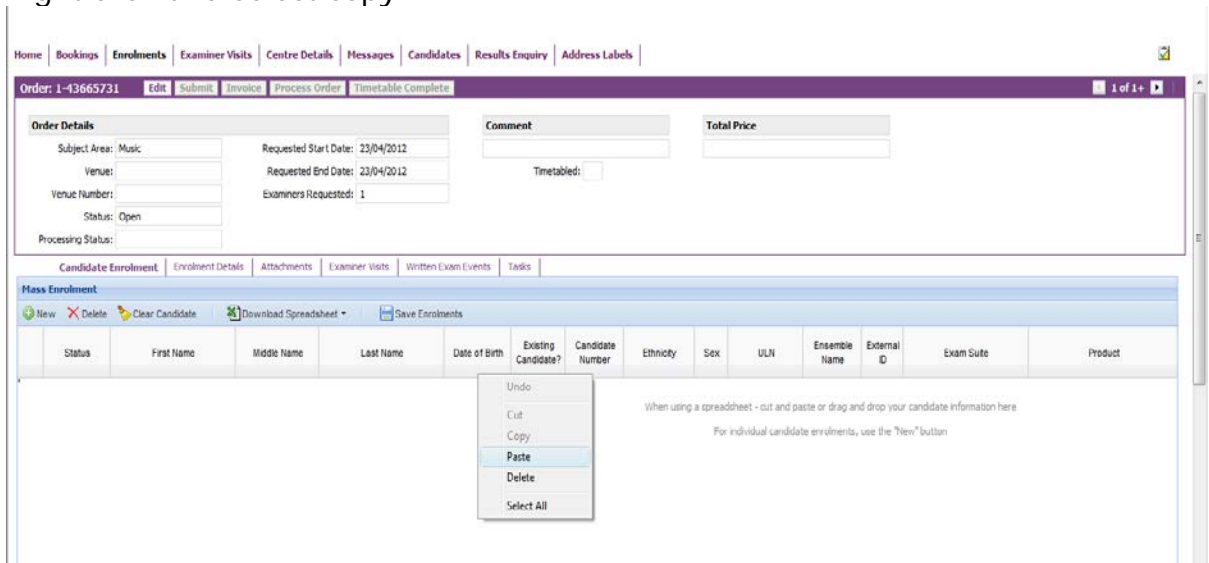
Return to the blank enrolment area, select paste. Any errors/missing data, will be highlighted in red.

The data can be corrected directly on this page, without having to go back to the spreadsheet.

Existing Candidates - You will have the option to choose previously enrolled candidates. Click on the question mark under the 'Existing Candidate?' column. If the candidate exists from a previous enrolment, then please select.

5. Click 'Save Enrolments' to save the data.