

Frequently Asked Questions - Candidates / Applicants

- 1. Can anyone take a Music Examination?**
 - A. Yes. Anyone may enter for an exam at a Trinity public centre. By entering for a Trinity exam, candidates agree that they will abide by Trinity's regulations, syllabus requirements and the professional judgements of the examiners.

- 2. Who can enter candidates?**
 - A. Entries may be submitted by a Teacher, Parent or Guardian or by the candidate themselves if they are aged 18 or over. All correspondence relating to the examination will be with this person only. If a school is making the entry then please also provide a named contact who we can contact regarding the examination.

- 3. How do I enter for an examination?**
 - A. All entries to a public centre must be made on an official TCL application form, available to download from www.trinitycollege.com. This should be completed and sent in with the correct fee to your Local Area Representative. Details of Local Area Representatives can be found on the 'UK Representatives List with examination dates.' at www.trinitycollege.com.

- 4. Are there any prerequisites required before applying?**
 - A. There are prerequisites for some diploma examinations, please see the diploma syllabus for details. No theory qualifications are required in order to sit a practical grade examination, although separate theory examinations are offered to candidates and teachers to complement the practical examinations.

- 5. Where can I enter for an examination?**
 - A. Any of our listed Public centres - see UK 'Representatives list with examination dates'. Private centres at schools or other institutions also exist, however these centres are not openly available for public entry. If you are interested in running a private centre, please see the separate 'Examiner Visit Guidelines' which are available from: www.trinitycollege.com/music.

- 6. What are the dates of the examinations?**
 - A. All public centre dates are published as week beginning in the 'UK Representatives List with Examination Dates'.
Please check individual centres for the week of the examinations. Confirmation of exact dates will be sent on an Appointment Slip normally three weeks before the examination date.

- 7. What is the closing date for application?**
 - A. The closing date is advertised on the front page of the 'UK Representatives List with Examination Dates' for each session. 'Peak weeks' are the busiest four weeks of each session. Closing dates for any centres with examination dates outside of the peak weeks will be shown within the booklet.

- 8. How should we pay?**
 - A. A cheque should be sent together with the entry form, made payable to 'Trinity College London'.

- 9. Can I pay by Credit Card?**
 - A. Unfortunately, we do not currently have the facility to take payments by card.

10. How do I enter a Candidate with Special Educational Needs?

- A. Please use the official TCL application form and enter details under section E. You will also need to fill in the Special Educational needs provision form, available to download from www.trinitycollege.com and send in with your application form, together with the relevant supporting evidence (if required).

11. Can I transfer a Candidate from one centre to another?

- A. Yes, however, there is a transfer fee. The fee is 50% of the grade fee and you will need to contact the new centre to check if there is any availability within the session. If the new centre can accommodate an extra candidate, you will then need to send the details to the new centre with the correct fee. The Local Area Representative will then send a confirmation of the new examination time and date.

12. Can I request a specific date?

- A. You cannot request a specific date, however, if there are any dates within the advertised week that you or your candidate cannot attend please state this in section B on the entry form. These date exemptions cannot be guaranteed but Local Area Representatives will do their best to work around your requests. The more dates you make yourself unavailable for the less likely it is that the Local Area Representative will be able to accommodate you.

13. My candidate can't make the Examination date on the appointment slip - what can they do?

- A. Please contact the Local Area Representative in the first instance, and see if an alternative date/time can be offered. If the Local Area Representative does have a space at an alternative time this will be offered, if not then your candidate can transfer to an alternative centre, please see above. Please note if your candidate cannot attend an examination, the examination fee cannot be refunded, however, there are special arrangements for absence through illness or in cases of genuine compassionate circumstances (14 below).

14. What happens if my candidate is ill on the day of the examinations?

- A. Please contact your Local Area Representative in the first instance to make them aware of the situation. The Local Area Representative may be able to offer an examination time on another day. If this is not possible then you can apply for a re-entry voucher by submitting a medical note together with the appointment slip within 30 days of the examination. This should be sent directly to Trinity College London, for attention of Operations (Music). The medical note should provide evidence that a candidate is not in a fit state to take their examination, but need not be a formal medical certificate. Photocopies of original documents are acceptable.

15. When will I receive the results?

- A. Results are normally sent out immediately after the completion of the examination session, therefore, all reports should be received within a week of the examinations. However, if the session goes over more than one week, then results may be issued on a fortnightly basis. Please note, results cannot be given over the telephone and reports will only be issued to the named applicant on the entry form.

16. What happens if my result is referred?

- A. If there is an issue with the examination such as performing an incorrect item, the performance will be heard without prejudice by the examiner in order not to jeopardise any remaining performances. However, this will then be referred to the Chief Examiner in Music and the outcome will be communicated via the Local Area Representative.

17. How can I make a complaint?

- A. Many points of dissatisfaction may be best dealt with by contacting the Local Area Representative where the examination takes place. Unresolved issues may be referred to the Team Leader (UK Music) at Trinity, via reception@trinitycollege.com. If you are still dissatisfied with the service you have received you can register a formal complaint by writing to us at complaints@trinitycollege.com or:

Complaints Officer
Trinity College London
Blue Fin Building
110 Southwark Street
London, SE1 0TA, UK

In all correspondence, please state the relevant candidate number (where applicable), provide us with copies of any relevant correspondence or documentation, and the names of all Trinity personnel that you have been in contact with, whether by phone or in writing, regarding your complaint. Please do not send original documents.

If you would prefer to be contacted by telephone, please also provide your telephone number, along with the best time(s) and day(s) for us to contact you.

Please note that a **complaint** will never result in any change of marking - this requires an **appeal** to be made (18 below).

18. How can I appeal against a mark?

- A. Teachers, schools, parents, guardians and candidates who wish to question the outcome of examinations should use the procedure laid down in Trinity's Appeals Policy. For more information about Trinity's Appeals Policy please visit: www.trinitycollege.com/appeals.

19. When will I receive my Certificate?

- A. Certificates are issued six-eight weeks after the examination. These will be sent by the Local Area Representative directly to the named applicant on the entry form.

20. How can I order a replacement certificate?

- A. Please download a Certificate Replacement Form via the website, www.trinitycollege.com, please note there will be a charge depending on when the examination took place.

21. Can I take a theory examination at the same time as a practical examination?

- A. No. Theory examinations are organised at a separate time to the practical examinations due to the nature of the examinations. For dates please see the front of the 'UK Representatives List with Examination Dates' at www.trinitycollege.com/music.

22. When and where are theory examinations held?

- A. Please see 'UK Representatives List with Examination Dates' where all theory centres are marked with (T), alternatively please contact Trinity College London for further details.