TRINITY
COLLEGE LONDON

Local Area Representative Handbook from 2012

Introduction

When you sign our contract to become a Local Area Representative, you agree to provide certain services so that Trinity College London exams are properly administered and delivered.

This Local Area Representative Handbook outlines these 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 exam centres, including candidates, examiners, teachers and parents, receives a consistently high level of customer service.

Full details on all aspects of running Trinity exams are available online in our *Local Area Representative Best Practice Guidebook* at www.trinitycollege.com/examcentres

The requirements apply to all those involved in the delivery of Trinity exams, from teachers to administrators and managers.

Trinity points of contact

Trinity exams 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.

Changes to the handbook

We will make changes to this handbook from time to time and will notify you when this happens. 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.

Handbook structure

The handbook is organised so that it follows the list of services you agree to provide in your contract.

Here is the list of services:

1) Enrolling candidates on Trinity IT systems to take Trinity exams at your centre

2) Organising exam session timetables and the safekeeping of exam materials

3) Hosting Trinity exams in suitable venues with adequate amenities for candidates and Trinity examiners, and ensuring the required level of stewarding and monitoring during exam sessions

4) Distributing appointment and confirmation forms, reports, results and certificates to candidates

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

6) Dealing with any candidates' requests in accordance with Trinity's procedures

7) 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, teachers, and Registered Exam Centres as appropriate

8) 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 the Trinity qualifications

9) Assisting Trinity with candidates' complaints and appeals and with conducting investigations and general monitoring duties

10) Acting as a point of contact for Registered Exam Centres, teachers, candidates and Trinity examiners, as appropriate

11) Working with Registered Exam Centres to help them maintain and where possible improve educational standards

12) Participating in academic surveys and research organised by Trinity concerning its qualifications and exams and best practice in educational standards

13) Assisting Trinity with trialling new qualifications

14) Assisting Trinity with building its teacher communities by organising and/or participating in educational and training events for teachers

15) Assisting Trinity in promoting the Trinity exams to teachers and potential Registered Exam Centres to increase local candidature

16) Submitting annually for Trinity's approval a Local Area Services Plan in accordance with the template and procedures laid down by Trinity from time to time and providing quarterly reports against it

17) Meeting any key performance indicators as agreed with Trinity in writing from time to time

18) Liaising with Trinity's representatives as Trinity may direct from time to time, and dealing with enquiries and correspondence as appropriate

19) Providing such other services as are reasonably required by Trinity for the performance of your obligations as a Local Area Representative

The services you provide – Information and procedures

1) Enrolling candidates

Enrolling candidates on Trinity IT systems to take Trinity exams at your centre

◗ Trinity's London office or your National/Area Representative may ask you how many candidates you expect to enrol over a particular session, and to choose your preferred period within the session. These forecasts help us to organise Trinity exams and to make sure we have the right number of examiners.

◗ All Trinity exams 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 Representative. We will let you know what the closing dates are each year.

◗ You should advise individuals and schools in your area that may wish to enter candidates via your centre of closing dates and provisional exam dates. You should also provide them with details of fees and appropriate entry forms and other information.

◗ To enter exam details, unless otherwise agreed, 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 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 exam, and for the issue of exam certificates.

◗ Candidates should satisfy Trinity's entry requirements for their chosen exams – see the relevant syllabus to find out about candidate eligibility requirements. For example, some exams have a minimum age requirement.

◗ Once you have submitted candidates for an exam 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 Representative or Trinity's London office as soon as possible. We may require written evidence to support a case for exceptional circumstances.

2) Organising exam timetables and materials

Organising exam session timetables and the safekeeping of exam materials

◗ Your National/Area Representative or Trinity's London office will confirm exam dates for your centre as soon as possible after the closing date.

◗ It is your responsibility to ensure that exam timetables are prepared and issued to each Trinity examiner attending an exam visit – this can be done using Trinity Online. Alternatively you can refer to guidelines on timings and how to structure timetables in the *Local Area Representative Best Practice Guidebook*.

◗ We will confirm the name of your examiner 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.

◗ Examiners will make contact with you before the day of the exam visit to confirm arrangements.

◗ You must make sure that all the necessary exam materials, including a copy of the timetable, are ready for the examiner's arrival.

3) Hosting Trinity exams

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

Organising practical exams

◗ 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.

◗ There should be a waiting room for candidates to use when they arrive. This should not be directly next to the exam room.

◗ Silence posters (available from Trinity) must be displayed around the waiting room and exam room area.

◗ 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 at least two comfortable chairs that provide good support.

◗ Details of specialist requirements for Music and Drama exams are available in the *Local Area Representative Best Practice Guidebook*.

Organising written exams

◗ Dates of controlled written exams are published on Trinity's website. You can also get them from your National/Area Representative.

◗ You can find full details of how to organise written exams in the *Local Area Representative Best Practice Guidebook* at www.trinitycollege.co.uk/examcentres. It is essential for any centres organising written exams to follow these guidelines, taking particular notice of requirements relating to security of exams, inspections, verification of candidates' identity and all of Trinity's related policies.

4) Distributing Trinity's official correspondence to candidates

Distributing appointment and confirmation forms, reports, results and certificates to candidates

◗ When you have completed the timetable you will be able to print individual appointment forms confirming the exam time, the candidate registration number and the date and place of exam. You need to distribute these appointment forms to applicants at least three weeks before the exam is due to take place. Please note that at the time of writing, appointment forms are compulsory for Music, Rock & Pop and Drama exams but optional for Language exams – it is likely that appointment forms will become compulsory for Language exams also in future.

◗ At the end of a practical exam session the examiner will give the National/Area Representative report forms for each candidate. These should be distributed to candidates as promptly as possible. Centres should keep copies of the report forms in accordance with Trinity's Data Protection Policy.

◗ We will send you certificates for your successful candidates four to eight weeks after the completion of the exam session.

◗ 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.

◗ Written exam results will be issued via Trinity Online or your National/Area Representative six weeks after the written exam date.

5) Ensuring payment to Trinity of candidates' fees

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

◗ We must receive the full payment of fees for the exam from you on or before the closing date for the exam session.

◗ 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.

◗ 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 with the data after the closing date, your centre may become liable to pay late entry fees.

6) Dealing with candidates' requests

Dealing with any candidates' requests in accordance with Trinity's procedures

◗ As a result of a disability or special educational needs, candidates may request a special exemption from an assessment component or in the way he or she is assessed. The request must be made using Trinity's form (available at www.trinitycollege.com/examcentres) which must be completed and submitted to Trinity no later than the closing date for entries. Please note that your centre remains solely responsible for accommodating candidates who require special assistance to access and use your services, building or facilities.

7) Upholding the terms of Trinity's syllabuses and regulations

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, teachers, and Registered Exam Centres as appropriate

◗ When you enter candidates for Trinity exams, you agree to abide by the Trinity rules and regulations that apply to each type of exam held at your centre, as well as the policies included in the *Local Area Representative Best Practice Guidebook*.

◗ As a Local Area Representative, you are 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 must communicate information regarding Trinity's rules and regulations and policies to teachers and candidates in your local area, including at your centre.

◗ The Trinity syllabus for each exam will give you information about the exam components, procedures and assessments. It also provides further guidance for candidates and those preparing candidates for the exam. You can download all of our syllabuses and exam rules and regulations at www.trinitycollege.co.uk

◗ You'll find supporting information about our syllabuses and other aspects of Trinity exams on our website at www.trinitycollege.co.uk

◗ It is your responsibility to make sure that teachers, supervisors and invigilators and anyone else working with you who is involved in the preparation and customer care of candidates, and in the conduct and administration of Trinity exams, are fully familiar with the contents of current syllabuses and corresponding rules and regulations.

◗ We'll let you know who your National/Area Representative is. You should use this representative as your primary day-to-day point of contact for all questions about exam syllabuses and exam arrangements.

8) Complying with the conditions of regulatory bodies

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 the Trinity qualifications

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

9) Handling complaints and appeals

Assisting Trinity with candidates' complaints and appeals and 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 Representative.

▶ Please note that, in your role as Local Area Representative, you may be required to assist Trinity in relation to any appeals in your local area brought by candidates or Registered Exam Centres in your local area.

10) Acting as a point of contact

Acting as a point of contact for Registered Exam Centres, teachers, candidates and Trinity examiners, as appropriate

▶ As a Local Area Representative, you may be contacted by Registered Exam Centres, teachers, candidates and Trinity examiners on a day-to-day basis with queries about Trinity exams, which you will need to handle promptly and efficiently.

▶ Your contact details will be published on Trinity's website and other relevant documentation. We will also give your details to examiners booked to conduct exams at your centre.

11) Working with Registered Exam Centres

Working with Registered Exam Centres to help them maintain and where possible improve educational standards

▶ Trinity's Academic team will provide details of Trinity's support programmes, including Virtual Learning Environment (VLE) and Building Teacher Community activities.

12) Participating in research

Participating in academic surveys and research organised by Trinity concerning its qualifications and exams and best practice in educational standards

▶ Trinity may ask you to participate in or help co-ordinate research in your area.

13) Assisting Trinity with trialling new qualifications

Assisting Trinity with trialling new qualifications

▶ Trinity may ask you to help pilot new qualifications.

14) Assisting Trinity with building its teacher communities

Assisting Trinity with building its teacher communities by organising and/or participating in educational and training events for teachers

◗ You may be asked to organise events to promote Trinity's Building Teacher Communities programme in your local area, which may involve organising seminars and communicating information to local teachers and schools.

15) Assisting Trinity in promoting Trinity exams

Assisting Trinity in promoting the Trinity exams to teachers and potential Registered Exam Centres to increase local candidature

◗ Trinity will work with you to agree plans and targets to increase the number of candidates in your area.

16) Submitting a Local Area Services Plan

Submitting annually for Trinity's approval a Local Area Services Plan in accordance with the template and procedures laid down by Trinity from time to time and providing quarterly reports against it

◗ A template Local Area Services Plan will be provided by Trinity. The plan will include projected candidate numbers, dates of proposed exam sessions and any events planned for the area. The Business Development team will help you to make your plan.

17) Meeting key performance indicators

Meeting any key performance indicators as agreed with Trinity in writing from time to time

◗ Trinity may set key performance indicators (KPIs), for example to measure and report on turnaround times of exam results at the end of the exam session. Wherever possible, Trinity Online will be used to assist in reporting.

18) Liaising with Trinity's representatives

Liaising with Trinity's representatives as Trinity may direct from time to time, and dealing with enquiries and correspondence as appropriate

◗ You may be asked to liaise with members of Trinity's London team or other representatives, or to help deal with enquiries and correspondence that relate to your area.

19) Other services

Providing such other services as are reasonably required by Trinity for the performance of your obligations as a Local Area Representative

◗ An example of this might be to provide local knowledge to assist with the organisation of a conference.

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