

## Additional Information:

# Booking and administering Communication Skills Individual (Online) exams for online delivery in Registered Exam Centres

Trinity College London  
[www.trinitycollege.com](http://www.trinitycollege.com)

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# 1. Introduction

## 1.1 Who this information is for

This information is for everyone involved in the delivery of Trinity's Communication Skills Individual (Online) exams in your centre. This includes:

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

## 1.2 What this information is about

The information in this document highlights key differences between the administration of Communication Skills in standard format (visiting examiner) and online delivery (via video conference).

## 1.3 Other useful information

Support materials are also available for **Communication Skills Individual (Online)**:

- Communication Skills Individual (Online) Syllabus Specifications
- Summary of what is the same and what is adapted
- Communication Skills (Individual): Support Guide
- Support video's

Information and updates can be found here:

<https://www.trinitycollege.com/qualifications/drama/digital-drama-grades/communication-skills-online>

## 1.4 Changes to the document

We will make changes to this document 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.

## 2. Preparing candidates

Preparing candidates for Trinity exams, including making the relevant Trinity specifications and Guides for Teachers available to teachers

It is your responsibility to make sure candidates are fully familiar with the contents of the exam and corresponding rules and regulations. Specifications and supporting documents can be found here: <https://www.trinitycollege.com/qualifications/drama/digital-drama-grades/communication-skills-online>

You may wish to provide candidates with an appointment slip so they know where and when their exam will take place.

### 2.1 Texts & Scenario Tasks - Grades 6,7 & 8

In line with syllabus specifications, candidates enrolled for the following grades will also need to familiarise themselves with texts and/or prepare a scenario before the exam.

Grades	Task
Grade 6	Text of a speech
Grade 7	Text of an Advertisement
Grade 8*	Public Address Scenario

\*and Professional Certificate available between 1<sup>st</sup> March – 31<sup>st</sup> May 2021

You should ensure anyone preparing for the examination is referred to and can access the Support Guide for online exams [trinitycollege.com/cs-online-support-guide](http://trinitycollege.com/cs-online-support-guide) where these texts and scenarios can be found, along with guidance on how to prepare.

## 3. Enrolling candidates

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

### 3.1 Exam dates, booking deadlines and closing dates

All Trinity exams have booking deadlines and closing dates. These are the dates by which exams must be booked and all enrolments and corresponding payments must be made to Trinity or, where applicable, to your Trinity contact for them to send on to Trinity. Closing dates for online exams differ from those of exams with visiting examiners. Please check with your Trinity contact for booking deadlines and closing dates in your region.

### 3.2 Exam fees

Details of exam fees are available from your Trinity contact.

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

Once you have booked your exams on Trinity Online, the system will automatically produce an invoice for the corresponding exam fees.

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 on Trinity Online, owing to incomplete candidate data. Please also note that further candidate entries will NOT be accepted from centres with payment in arrears.

### 3.3 Online enrolment

All exams are booked, and all candidates enrolled through Trinity Online - Trinity's web-based administration system.

All Registered Exam Centres must use Trinity Online to submit and manage exam entries and sessions.

Enrolling candidates for online exams differs from having a visiting examiner. For details on how to enter candidates, and for support regarding the changes to Trinity Online please ask your Trinity contact.

### 3.4 Data Protection

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

Your contract with Trinity is governed by English law and, therefore, English data protection laws apply to the way in which data is collected, stored and used (i.e. 'processed'). These laws are defined in your centre contract to include all applicable laws in force at the relevant time and currently include the Data Protection Act 2018 and the General Data Protection Regulation (EU) 2016/679. Under English data protection law, both Trinity and your centre are 'data controllers', which means they are both responsible for complying with English data protection laws when they process personal data, such as personal data about candidates, teachers, Trinity examiners, etc. In addition, if your centre is based outside England or Wales, it may be required to comply with local data protection laws. Whenever there is a possible conflict between English 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.

When your centre collects personal details from actual or potential customers for Trinity exams, it should notify them that their data will be shared with Trinity for marketing and academic purposes and refer them to Trinity's Data Protection Policy on its website for further information.

For online exams, a privacy statement needs to be given to all candidates in advance of exams taking place. It can also be found on our web page for online exams:

<http://trinitycollege.com/privacy-digital-exams>

Candidates have the right to see the personal data held about them by Trinity and can make a request about using and correcting that data. 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. More details can be found on the Data Protection page on our website at <https://www.trinitycollege.com/page/data-protection>

### 3.5 Enrolment requirements

- Candidates may enter at any level without having previously taken any other Trinity exam
- There is no upper age limit, but minimum age ranges apply for each stage. Refer to Specifications – 'Who the qualifications are for' for details.
- Candidates may not enter for different grades or levels of the same syllabus in the same exam session.

Failure to observe these rules may result in exams being voided with no refund payable.

**It is not possible under any circumstances for Trinity to enrol any candidate(s) retrospectively.**

### 3.6 Candidates with disabilities

Trinity College London is committed to creating an inclusive environment where candidates with disabilities are able to demonstrate their skills and feel welcomed. We aim to make our exams accessible to all. Where practicably possible Trinity will try to adhere to arrangements for reasonable adjustments and special provision as set out in the Disabled Learners Policy and Best Practice Guidebooks. Please refer to our Disabled Learners Policy at [www.trinitycollege.com/policies](http://www.trinitycollege.com/policies)

### **3.7 Candidates with Special Needs**

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

All special needs requests are treated on an individual basis and requests for reasonable adjustments must be made using the appropriate application form. A copy and further guidance on how to complete the application form as well as information on the types of provision that can be made can be found here <https://www.trinitycollege.com/qualifications/drama/reasonable-adjustments>

### **3.8 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. Where practicably possible Trinity will try to adhere to arrangements as set out in the Special Consideration Policy.

### **3.9 Equal opportunities policy for exam candidates**

Trinity is committed to equality of access to exams. Trinity will adhere to the same conditions as set out in the Best Practice Guides.

## 4. Organising online exam sessions

How to manage and organise examiner sessions

### 4.1 Before the exam session

#### 4.1.1 Technical requirements

Your centre must be equipped with appropriate hardware, software and internet to administer online exams. Specifically, your centre must have:

- An internet connection, broadband wired or wireless (3G, 4G/LTE or 5G).
- A recommended bandwidth of 10Mbps (download)/5Mbps (upload). This can be checked [here](#).
- A laptop or desktop with speakers and a microphone, either built in to the computer or through a USB plug-in.
- A laptop or desktop with a webcam or HD webcam, either built in to the computer or through a USB plug-in.
- Power cable and power for laptops. Laptops/PCs need to be connected to AC power at all times during the session

Please note that tablets, such as iPads and mobile phones are not suitable devices for these exams.

#### 4.1.2 Zoom

Online exams will be conducted using Zoom video conferencing software. Zoom works with most operating systems and browsers. Supporting documentation will be provided on the suitability of Zoom for your hardware and the process for using Zoom on exam day.

Zoom has features for enabling virtual backgrounds. Virtual backgrounds must be turned off for exam sessions.

Centres will be sent Zoom meeting ID codes by email in advance of the exam session, along with links to supporting information.

#### 4.1.3 Examiner

Shortly after you have booked your session we will send you confirmation of the exam date by email and include an invoice for the exam fee. We will confirm the name of your examiner(s).

The examiner(s) will also contact you before the session to provide contact details in the event of issues on the exam day.

#### 4.1.4 Timetabling

It is your responsibility to ensure exam timetables are prepared before the Trinity examiner begins a session at your centre — you must use Trinity Online to do this.

There are two elements to creating a timetable for an exam: the timetabling of candidates' exam time and the timetabling of examiner breaks. The timetable for online exams will not match that of the standard format (visiting examiner) exams.

Timings for online exams have been adapted to allow for admin and sanitisation between candidates and there are several **extra** steps that must be taken to ensure an effective timetable is constructed. More guidance is provided in Appendix 1.

For details on how to timetable candidates, and for support regarding the changes to Trinity Online please ask your Trinity contact.



#### **4.1.5 Digital Visual aids – Presentations (Grades 4-8)**

Candidates using Digital visual aids (e.g. PowerPoint, digital photos) must notify and send documents in advance of the exam session.

It is your responsibility to upload these visual aids, to the desktop/laptop, before the exam starts. This will enable the candidate to 'share screen' with the examiner during the exam presentation task.

You are responsible for ensuring these documents have clear identification e.g. file name for each individual candidate and saved in a location which is easy for the candidate to retrieve during the exam and avoid any unnecessary delay.

Before the exam starts you should ensure the candidate is familiar with how to 'share screen' and where the aids are saved, to retrieve.

#### **4.1.6 Visuals/Objects**

Candidates can still bring visuals or an object into the online exam room, if it is small and simple enough for the examiner to see onscreen.

Any objects they wish to bring must be in line with the exam centre rules and guidelines and must adhere to local restrictions and guideline policies.

It is your responsibility to ensure candidates are prepared and notified, in advance of the exam session to ensure compliance.

#### **4.1.7 Candidate information**

When you have prepared exam timetables on Trinity Online, it is your responsibility to communicate the correct information about the exam to the candidates. You may wish to print individual appointment slips confirming the exam time, the candidate number, and the date and location of exam just as you would for standard format exams. You should also advise the candidates of the exam rules and what, in line with syllabus specifications, they will need to bring along on the day of the exam.

### **4.2 On the exam day**

#### **4.2.1 Exam/Support Materials**

To ensure the smooth running of the exam session ensure you have ready the correct exam materials e.g. Attendance Report – for candidate registration ready and candidates prior to entering the exam room have the correct materials ready to support their exam session e.g. visuals/objects to show the examiner.

#### **4.2.2 Digital Visual Aids – Presentations**

You must ensure Digital Visual aids provided by the candidate have been uploaded to the desktop/laptop before the start of the exam.

#### **4.2.3 Hygiene and social distancing**

The online assessment mode of delivery has been designed to be implemented with candidate and centre staff safety in mind, and for local centres to be able to support and administer the exams according to local laws and guidelines. Please ensure that at all times your centre adheres to measures for sanitising shared equipment (computers / headsets if applicable) and social distancing, as set out by local laws and guidelines.

#### **4.2.4 Waiting room**

There should be a waiting room for candidates to use when they arrive. This should be far enough away from exam room that the exam cannot be overheard.

#### **4.2.5 Notices**

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

#### **4.2.6 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 ensure that candidates leaving their exam do not return to the waiting area to converse with those still waiting to take their exam.

Stewards may also be required to provide basic Zoom support (logging candidates in to the meeting and assisting with basic audio/visual issues) but they will be required to leave the room during the exam. Refer to Appendix 3 for guidance on 'how to start a session on Zoom' and Appendix 4 for troubleshooting tips.

#### **4.2.7 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. Consideration must be given to computer screen visibility and glare. The exam room must contain at least one comfortable chair that provides good support. The room must be equipped with the appropriate hardware, software and broadband connectivity for online delivery of exams. As is the case for Trinity's standard format speaking and listening exams, the exam room(s) must be used by one candidate at a time.

There must also be sufficient room to enable candidates to stand and/or undertake performances in line with the requirements of the level.

#### **4.2.8 Presentations/Talks**

Candidates should position themselves in the same way as if doing a live face-to-face exam and follow syllabus instructions as to whether they should sit or stand. If the candidate is required to stand, the examiner may ask them to step forward or back, so they can be clearly seen on camera. You should ensure candidates are aware this request maybe made by the examiner before they enter the exam room.

#### **4.2.9 Prohibited items**

The following are NOT permitted in the exam room:

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

### **4.3 After the exam session**

#### **4.3.1 Exam Report forms and Results**

Examiners will complete an online exam report, for each candidate.

Exam report forms for Communication Skills Individual (online) candidates will be available for centres to download directly from Trinity's Centre Portal, via the order's attachment tab.

The Exam report form will include the candidates result and examiner feedback.

It is the responsibility of centres representatives to download report forms and distribute in a timely manner, to candidates.

If you do not have access to Trinity's Centre Portal, please ask your Trinity contact.

#### **4.3.2 Certificates**

The standard timescale for the delivery of results and certificates also applies to the online versions of the exams.

## 5. Working with Trinity

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

### 5.1 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.

Information about our policies for Complaints, academic investigations and Appeals and procedure for Re-marks, which govern how complaints are handled by Trinity, are available on the Trinity website at: [www.trinitycollege.com/policies](http://www.trinitycollege.com/policies) and [www.trinitycollege.com/appeals](http://www.trinitycollege.com/appeals)

We ask that you help us in any investigation into your concerns by cooperating fully and providing all necessary information. Please note that exam scripts and recordings remain the property of Trinity College London and will not be made available to centres or candidates.

## 6. 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.

### 6.1 Examiner and Markers

Examiners and markers for the online exams undertake the same training and adhere to the same standards as do the visiting examiners.

### 6.2 Registered Exam Centres

#### Inspections

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

### 6.3 Results entry, malpractice, anti-corruption, bribery and regulations

The processes in place for checking the validity of results and related to malpractice for online exams match those in place for a visiting examiner. Likewise, laws applying to anti-corruption and bribery and regulatory criteria governing Trinity qualifications are the same as outlined in Best Practice Guidebooks. For further information please refer to the guides or Trinity's policies found here: [trinitycollege.com/policies](http://trinitycollege.com/policies)

# Appendices

# Appendix 1



## Timetable guidelines - Communication Skills Individual (Online)

It is the responsibility of the centre to timetable the exam. You must timetable using Trinity Online to enable the exam to be conducted.

To ensure the correct buffer and examiner breaks are applied you should use Trinity's Online 'Auto-Timetabling' function for each order.

The auto-timetable function will apply the following rules:

- 2-minute buffer between exams. This is to ensure candidates can log in to the video conferencing software, necessary sanitation of the equipment has happened and that Digital Visual aids are ready to be 'share screen' at the appropriate time
- 10-minute examiner break scheduled approximately for every 50 minutes of examining
- Timetable the exams so that the same grades are together starting from the lowest and ending with the highest.

If you need further support and guidance on how to timetable candidates, please ask your Trinity contact

### Examiner hours and breaks

The total number of examining hours per day must not exceed the limit of 3.5 hours. The 3.5 hours is inclusive of buffers and examiner breaks.

Centres must also observe the rules for examiner breaks. An examiner is entitled to a 10-minute break for every 50 minutes of examining.

### Example Timetable:

Enrol... Seq.	Start	Durat...	Name	Subject
<b>26 January 2021 (Tuesday)</b>				
1	9:00	8	Candidate One	Communication Skills - Individuals IN (Online)
	9:08	2	Break (2 minutes)	
2	9:10	10	Candidate Two	Communication Skills - Individuals 1 (Online)
	9:20	2	Break (2 minutes)	
3	9:22	12	Candidate Three	Communication Skills - Individuals 2 (Online)
	9:34	2	Break (2 minutes)	
4	9:36	14	Candidate Four	Communication Skills - Individuals 3 (Online)
	9:50	10	Break (10 minutes)	
5	10:00	16	Candidate Five	Communication Skills - Individuals 4 (Online)
	10:16	2	Break (2 minutes)	
6	10:18	18	Candidate Six	Communication Skills - Individuals 5 (Online)
	10:36	2	Break (2 minutes)	
7	10:38	22	Candidate Seven	Communication Skills - Individuals 6 (Online)
	11:00	10	Break (10 minutes)	
8	11:10	25	Candidate Eight	Communication Skills - Individuals 7 (Online)
	11:35	2	Break (2 minutes)	
9	11:37	27	Candidate Nine	Communication Skills - Individuals 8 (Online)

Some of the following details won't appear on the timetable, but you should also be aware that the exam time will be adjusted to enable the examiner to complete the exam report between each candidate.

The total duration for each level remains the same, but the duration will be broken down into exam time and examiner admin time e.g. Initial = 8 mins (6 mins exam time/2mins exam admin time)

The following table gives an overview of the breakdown for each level

<b>Communication Skills Individual (Online)</b>			
<b>Grade</b>	<b>Exam Time</b>	<b>Examiner Admin Time</b>	<b>Duration, as will appear on the timetable</b>
Initial	6 minutes	2 minutes	8 minutes
Grade 1	8 minutes	2 minutes	10 minutes
Grade 2	10 minutes	2 minutes	12 minutes
Grade 3	12 minutes	2 minutes	14 minutes
Grade 4	14 minutes	2 minutes	16 minutes
Grade 5	16 minutes	2 minutes	18 minutes
Grade 6	16 minutes	4 minutes	20 minutes
Grade 7	19 minutes	4 minutes	23 minutes
Grade 8	21 minutes	4 minutes	25 minutes

**NB:** Buffer and examiner breaks will still be applied, in line with auto-timetabling rules and the exam session will be no longer than 3.5 hours.

### **Before the exam day**

- Book suitable exam room(s)
- Use Trinity Online to book your session before the booking deadline and enrol all candidates before the closing date
- Ensure all entries are accurate, payment is made in full and that any requests for candidates with Special Needs provision has been submitted with the necessary accompanying documents
- Prepare a timetable for the examiner(s)
- Inform candidates of their exam time, the exam rules and what to bring
- Ensure candidates send Digital Visual aid e.g. PowerPoint in advance of exam day
- Ensure hardware, software and broadband connectivity adhere to the requirements above
- Appoint a steward and ensure they know what to do
- Test Zoom

### **Exam day**

- Set up a registration area with the attendance list to confirm the attendance of the candidates.
- Provide basic Zoom support and upload Digital Visual aids, to enable the candidate to 'share screen', for the examiner to see (if applicable)
- Ensure candidates know where to retrieve visual aids and familiar with 'share screen'

### **After the exam day**

- Access completed exam report forms via Centre Portal and/or your Trinity Contact.
- Download and print completed exam reports
- Distribute results in a timely manner
- Distribute certificates in a timely manner

Your Zoom ID can be found on the Timetable Report and/or on the examiner notification email.

If for any reason you have not received the Zoom ID, within 72 hours of the exam session, you must ask your Trinity Contact for assistance to ensure there is no delay to the start of the session.

On exam day:

Select 'Join a meeting' at the recommended time in advance of the session as advised in your instructions from Trinity, then:

- Enter the examiner's meeting ID provided for the session
- Enter the candidate's first and last name
- Ensure the full name is entered exactly as it appears in the booking. The examiner has been instructed only to allow candidates into the exam whose full name matches their timetable.
- Select 'Join' to enter the waiting room
- Wait for the examiner to admit entrance to the virtual exam room
- The examiner should then be able to see and hear the candidate and start the exam

**NB:** You should also ensure, for candidates who have a PowerPoint presentation (Grades 4-8) that you have uploaded this to the desktop/laptop so that the candidates can 'share screen' with the examiner during the exam presentation task.



**We cannot see or hear the examiner during the set up**

Check that the web camera lens is not obstructed and that the audio is unmuted. If this does not work, try checking that your microphone or camera is not connected to another app, such as Skype, as this can prevent Zoom from connecting. Try leaving the meeting, closing the Zoom app, re-entering the meeting code and going through the audio and video checks again.

**We are having problems with testing our audio and video**

First, exam centre staff should sign in the Zoom meeting ID using the name 'Exam support' or 'Centre staff'. You can then communicate with the examiner via Zoom conferencing or the Zoom chat box. If the issue is not quickly resolved within your exam centre, please contact your Trinity representative.

**There is a problem with the internet connection**

First, exam centre staff should contact their Trinity representative. If you experience technical difficulties and your exam session is outside of office hours, please do wait for the examiner to call you. This call may come from an unidentified number. The examiner is instructed to call you 5 minutes before the session if you are not online. Please make sure your contact details on the Trinity online system are up to date

**The examiner appears to be having technical difficulties**

Please contact your Trinity representative immediately if the problem can't be resolved within the timescales advised in your training materials and the exam will be rescheduled. (Note the examiner has the exam centre contact details and knows to contact the centre representative if there are technical difficulties.)

**How can we communicate with the online examiner?**

Sign into Zoom with for example: 'Exam Support'  
Email your Trinity support contact

**What happens if there is poor internet connection during the exam?**

A score would not be affected by a bad internet connection. Our examiners are trained to identify the difference between difficulties with Zoom / internet / latency / microphones / webcams and issues related to candidates' communication skills. If the internet connection is poor and affects exam delivery, the exam will not proceed.