

Policy and Procedure for Customer Amendments to Orders for Exam Products

Document Owner:	Finance Director
Classification:	Public
Document Identifier:	Customer Amendments Policy&Procedure.docx
Internal/External use:	External
Approval:	Policy Management Group
Document Status:	Final
Version:	1.0
Date Issued:	07 August 2026
Last Review:	07 August 2026
Last Modified:	07 August 2026
Next Review:	07 August 2027

This document is intended for Trinity College London (TCL) personnel and authorised external parties. This document must be handled in accordance with the TCL classification policy

Printed copy of this document is uncontrolled and should not be relied upon as the most up to date version.

Policy and Procedure for Customer Amendments to Orders for Exam Products

Table of Contents

Overview	3
Scope.....	3
Definitions	3
Terms on Amendments.....	5
Other Relevant Policies	13
Change Control	13
Change History.....	13
Change Approval	13

Overview

This document sets out the policy and procedure governing scenarios in which Customers wish to amend orders for certain exam products from Trinity College London (**'Trinity'**).

Scope

This policy and procedure provides the terms on which amendments may be sought by Customers and applied to the types of exams and services available to book on MyTrinity referenced in Appendices 1 and 2 (**'Exam Products'**) across all markets globally. In relation to such products, the policy and procedure supplements and forms part of Trinity's [Terms and Conditions](#) of sale.

Furthermore, the policy and procedure applies to the following standard types of commercial model:

- Where Trinity is selling to businesses for onward sale to customers (known as 'Business-to-Business' transactions or 'B2B'), including where the businesses' customers are involved in the purchase (known as 'Business-to-Consumer-to Business' transactions or 'B2C2B'),
- Where Trinity is selling to teachers who have signed Trinity's [Terms and Conditions](#)
- Where Trinity sells directly to non-businesses, such as applicants for our exams (known as 'Business-to-Consumer' or 'B2C'), including where business support the purchase (known as 'Business-to-Business-to-Consumer' or 'B2B2C').

This policy and procedure does not cover the sale and purchase of physical products or non-exam products/services or exams or services that are not listed in Appendices 1 or 2 or are not sold via MyTrinity. They are covered by Trinity's [Terms and Conditions](#) without supplementation by this policy and procedure. Likewise, testing products that only require certification, such as External Quality Assurance (**'EQA'**) products like Arts Award, are out of scope.

Definitions

Amendment Fee: the fee charged by Trinity where an amendment gives rise to additional administrative, operational or third-party costs, such as payment provider fees.

Australian Consumer: a person or corporation in Australia that purchases Trinity Exam Products: a) for an amount not exceeding AUD \$100,000; b) for personal, domestic or household use or consumption.

B2B (Business-to-Business): A commercial model in which Trinity contracts directly with a Business Customer for the provision of exam services.

B2B2C (Business-to-Business-to-Consumer): A commercial model in which a Business Customer acts as a referral, distribution or facilitation partner for Trinity's Exam Products, and the Consumer purchases Exam Products directly from Trinity. The contractual relationship for the provision of the Exam Products is between Trinity and the Consumer, with payment made directly to Trinity.

B2C (Business-to-Consumer): A commercial model in which Trinity contracts directly with a Consumer for the provision of Exam Products.

B2C2B (Business-to-Consumer-to-Business): A commercial model in which a Consumer purchases Exam Products from a business acting as a re-seller, and the contractual arrangements are governed by the applicable agreements between Trinity, the Business Customer and the Consumer.

Brazil Consumer: a natural person or corporation that acquires or uses the Trinity Exam Products as an end user as defined in Law no. 8,078/1990, (the Brazilian Consumer Code).

Business Customers: our customers who purchase Trinity Exam Products in the course of their trade, business, craft or profession.

Cooling-Off Period: 14 calendar days from Contract Formation (for example, if Trinity confirms the booking on 1 January, the Cooling-Off Period ends at the end of 15 January).

Consumers: our customers who purchase Trinity Exam Products for purposes that are wholly or mainly outside their trade, business, craft or profession.

Contract: the contract for the provision of exam services from Trinity to the Customer.

Contract Formation: the point at which the Contract is formed. For orders placed online, this is the point at which Trinity sends a confirmation email to the Customer confirming their order.

Customers: Business Customers and/or Consumers.

DGD Exams: digital grades and diplomas.

Digital Music Theory Exams: digital music theory exams.

DOB: date of birth.

In-person Exams: exams held in-person, with an examiner physically present in the room.

ISE Digital Exams: 'Integrated Skills in English' digital exams.

Paper Exams: paper-based exams.

SA Consumer: a natural person, juristic person or business in South Africa with an annual turnover of ZAR 2 million or less.

Trinity, we, us: Trinity College London. Trinity group companies are not included in this policy and procedure.

Terms on Amendments

- 1) In this policy and procedure, an amendment is a change to an active (not yet certified) enrolment. The amendment can be a change to an Exam Product, candidate's details, or submitter's details.
- 2) An amendment to an enrolment can result in either of the following two outcomes:
 - a) An update to an existing enrolment (with no requirement for it to be cancelled)
 - b) A cancelled enrolment and a re-enrolment

Outcome A (where the existing enrolment is not cancelled) applies if the amendment only impacts the following:

- (i) Change to a candidate's details (name, DOB, gender and other personal details collected for the enrolment);
- (ii) Change to a submitter's details; and/or
- (iii) Change to the type of instrument, grade, level, category and pathway if they occur pre-payment.

Outcome B (where an enrolment is cancelled and a re-enrolment made) applies where the amendment impacts the following:

- (i) Change to the type of instrument, grade, level, category and pathway if they occur post-payment; and/or
- (ii) Change to the email address of a candidate, parent or guardian.

3) If the enrolment is for a B2B order:

- a) If the product cost for the amended (new) enrolment is less than the product cost of the original enrolment, Trinity will retain the difference in cost. In addition, where Trinity incurs administrative, operational or third-party costs, an Amendment Fee* may also be applied.
- b) If the product cost for the amended (new) enrolment is more than the product cost of the original enrolment, Trinity will charge the difference in cost. In addition, where Trinity incurs administrative, operational or third-party costs, an Amendment Fee may be charged.

*An Amendment Fee may differ between territories. Amendment Fees do not apply to Australian Consumers, Brazilian Consumers and South African Consumers.

4) If the enrolment applies to a B2C order:

- a) Where a candidate's booking has been made and paid for under the B2B2C commercial model, Trinity does not permit amendment of enrolment details after payment has been taken.
- b) In such circumstances, where a candidate or authorised party wishes to change enrolment details the following process applies:
 - (i) The existing booking must be cancelled; and
 - (ii) A new booking must be created with the correct enrolment details.

5) Candidate's right to sit an exam.

Trinity is under no obligation to deliver an exam to a candidate if the enrolment for that exam has been cancelled. If an amendment results in an enrolment being cancelled and a new enrolment being created, a candidate can only sit the exam relating to the new enrolment, even if the cancelled enrolment remains as an open order on Trinity's merchant of record's system. For more information on the merchant of record, see our [Terms and Conditions](#), clause 6.4.

6) **Refunding an Amendment Fee**

B2B customers are not eligible for a refund of any Amendment Fee charged.

7) **Waiving an Amendment Fee**

An Amendment Fee may only be waived in accordance with Trinity's internal governance and delegated authority.

8) **Amendment Fee**

Where charged, the Amendment Fee applies per amended enrolment.

9) **Discounts**

Discounts will not be applied to an Amendment Fee.

Appendix 1

The policy and procedure will apply to the below Exam Products and amendment types up to and including post-payment.

Y = amendment can be made.

See policy and procedure above for details of whether an Amendment Fee will apply.

Amendment Type	DGD Music	DGD Drama (Solo only)	Drama In-person, VC (Solo only)	GESE In-person Remote, VC	Music In-person	Digital Music Theory	ISE-D
Update candidate personal details (name, DOB, ID doc, <u>NOT</u> email)	Y	Y	Y	Y	Y	Y	Y
Change submitter details	Y	Y	NA	NA	NA	NA	NA
Change instrument / category (Drama specification)	Y	Y	Y	NA	Y	NA	NA
Change grade/level (e.g. Grade 1 to Grade 2)	Y	Y	Y	Y	Y	Y	NA
Change pathway (e.g. repertoire to technical)	Y	NA	NA	NA	NA	NA	NA
Changing between exam subject areas (e.g. Classical & Jazz to Rock & Pop)	N	N	N	N	N	N	NA
Delivery method (e.g. digital exam to in-person exam)	N	N	N	N	N	N	N

Appendix 2 – Points at which the amendment types of Exam Products can be applied.

These tables define when amendments may be made and which amendment types are permitted, by commercial model and Exam Product. They form part of the Amendments Policy and should be read alongside the amendment type matrix in Appendix 1.

General rules

The following rules apply across all Exam Products and both B2B and B2C commercial models.

If payment has not yet been made for an enrolment or booking, amendments can be made up until the point where payment is initiated.

Amendments cannot be made during payment processing. Amendments are blocked when booking status is 'Awaiting Payment', 'Waiting for Transfer' or 'Processing Payment'.

Other instances when enrolments cannot be amended are below:

Constraints	Rule Condition
Enrolment status	Amendments are not permitted when enrolment status appears as 'Exam Submitted', 'Results Ready' or 'Certificate Issued'.
Email address	Email address of candidate/parent/guardian is not editable for any amendment type.
Enrolment type	Only solo enrolments can be amended. Group and pair enrolments cannot be amended.
Date of birth	Date of birth cannot be amended if the change would alter the candidate's minor/adult classification (under/over 18 years).
ISE Digital resits	Resit ISE Digital enrolments cannot have exam details amended.
Active exam — personal details	If the candidate has an active exam (i.e. enrolment status is between 'Confirmed' and 'Results Received', excluding 'Declined' or 'Cancelled'), all personal information fields cannot be amended.

Historical exam — personal details	If the candidate has a historical exam (where enrolment status appears as 'Results Ready', 'Certificate Issued' or 'Absent'), only telephone, school and ULN remain editable.
External Quality Assurance (EQA) products such as Arts Award	Cannot be amended.

Once payment by a business has been made for an enrolment or booking the following applies.

Table A — Business Customers (B2B)

Exam booking organiser is defined as a Registered Exam Centre which sets up and hosts the session.

Exam booking payer, could be the same as the organiser or could be another business or Registered Exam Centre booking onto a publicly available exam session.

Exam Type	When amendments can be made	Amendment Types
Amendments are blocked during payment processing — see note above.		
Digital Grades and Diplomas Classical & Jazz Digital Grades and Diplomas Rock & Pop Change instrument / category (Drama) Drama (solo only)	Pre-payment up until booking status is Submitted. Post-payment up until and including when enrolment status is Pending Submission.	Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i> Change submitter details Change instrument / category (Drama) Change grade / level Change pathway
Drama & Speech In-person (solo only) GESE in-person GESE Remote GESE VC Music in-person: Grades & Diplomas, Classica & Jazz	Pre-payment up until booking status is Submitted. Post-payment when all the following conditions are met: For the exam booking organiser and Exam booking	Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i> Change instrument / category (Drama)

Music in-person: Grades & Diplomas, Rock & Back <i>(all scheduled)</i>	payer: booking status is Submitted or Scheduling in Progress. - For the exam booking organiser and Exam booking payer: session status is before Scheduled. - For the exam booking organiser: before Session closing date - For exam booking payer: before Booking closing date.	Change grade Change level
Digital Music Theory	Pre-payment up until booking status is Submitted. Post-payment up until and including when enrolment status is 'Exam Scheduled'.	Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i> Change grade / level
ISE Digital (ISED)	Pre-payment up until booking status is Submitted. Post-payment when all the following conditions are met: - For exam booking organiser and Exam booking payer: Booking status is Submitted, Scheduling in Progress or Scheduled - For exam booking organiser and Exam booking payer: session status is 'Open', 'Closed', 'Submitted' or 'Scheduled' - For exam booking organiser: before session closing date - For exam booking payer: before booking closing date	Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i>

Table B — Individual / Consumer Customers (B2C)

Exam Type	When amendments can be made	Amendment Types
DGD Music DGD Drama	Pre-payment up until enrolment status is 'Confirmed' Post-payment the candidate must cancel their booking and create a new one to make changes.	Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i> Change submitter details Change instrument / category (Drama) Change grade / level Change pathway
Drama & Speech in-person GESE in-person GESE Remote GESE VC Music in-person <i>(all scheduled)</i>		Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i> Change instrument Change grade / level
Digital Music Theory (DMT)		Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i> Change grade / level
ISE Digital (ISED)		Update candidate personal details <i>(name, ID doc, DOB, phone, school, ULN — not email or parent email)</i>

Other Relevant Policies

[Refunds Policy](#)

Change Control

Change History

The following changes have been made to this document:

Version	Date	Author	Change Summary
1.0	09-06-2026	Finance Director	Draft Policy

Change Approval

This document has been approved by the following personnel:

Version	Date	Approver
1.0	07-08-2026	Policy Management Group