

Trinity College London

# Private Examiner Visit Guidelines

For Music exams in England, Wales,  
Scotland and the Republic of Ireland

Trinity College London Best Practice Guides:

[www.trinitycollege.com/site/?id=2595](http://www.trinitycollege.com/site/?id=2595)

Trinity Online Centre portal web address:

[www.trinitycollege.co.uk/portal](http://www.trinitycollege.co.uk/portal)

Trinity Online Centre portal user guides:

[www.trinitycollege.co.uk/portalhelp](http://www.trinitycollege.co.uk/portalhelp)

Trinity Online Centre portal video guides:

<https://www.youtube.com/channel/UCVpj5lwyPpcW3FaOtf-DGCO>

<https://vimeo.com/trinitycollegelondon/creating-an-order>

<https://vimeo.com/trinitycollegelondon/individual-enrolment>  
<https://vimeo.com/trinitycollegelondon/individual-enrolment-cj-rp>  
<https://vimeo.com/trinitycollegelondon/individual-enrolment-drama-speech>  
<https://vimeo.com/trinitycollegelondon/mass-enrolment>  
<https://vimeo.com/trinitycollegelondon/digital-mass-enrolment-cj-rp>  
<https://vimeo.com/trinitycollegelondon/digital-online-mass-enrolment>  
<https://vimeo.com/trinitycollegelondon/diploma-enrolment>  
<https://vimeo.com/trinitycollegelondon/group-enrolment-f2f-digital>  
<https://vimeo.com/trinitycollegelondon/email-correction-digcert>

## Introduction

To qualify for a visit an organisation needs to register as a Trinity exam centre. An examiner can visit your centre on a date of your choice, subject to a minimum fee. For the latest information on the minimum fees please click [here](#).

Please note that the closing dates set for public exam centres do not apply to private centres – the deadline to book is calculated as a certain number of weeks before the date you wish to request.

## Approximate timescales for requesting and organising an examiner visit

### 12 weeks before the exams – Centre Registration

New centres or venues need to complete the centre registration process on the website [www.trinitycollege.com/site/?id=3572](http://www.trinitycollege.com/site/?id=3572)

### 12 or 8 weeks before the exams – Exam Date Request Deadline

Request your exam date with your regional coordinator  
By using our booking portal

### 6 weeks before the exams – Enrolment Closing Date

Enrol all candidates to be examined  
Through Trinity's Online Portal

### 3 weeks before the exams – Payment

Arrange payment for the exams  
By bank transfer or cheque

### 3 weeks before the exams – Timetable

Arrange the timetable for the exams  
Through Trinity's Online Portal

### 2 weeks before the exams – Print Exam Paperwork

Print the paperwork for the exams  
Through Trinity's Online Portal

### 2 weeks before the exams – Examiner Contact

Liaise with the examiner when booked  
By email or by phone – IMPORTANT – If you have not heard from the examiner 3 days before the exam please contact your Trinity Operations Co-Ordinator.

### On the day – Grade Results

Receive grade exam results from the examiner  
By hand

### 6 to 8 weeks – Referrals

Once the Post Results Service Team (PRS) receive the referral, they will aim to sort it out within 6 weeks.

Graded exams – referrals typically arrive with PRS for processing within 2 weeks of the submission being made or the exam taking place.

Diploma exams – might take up to 8 weeks after the submission is made or the exam takes place.

### **8 Weeks – Diploma**

Diploma results released and work to be returned from Trinity by post.

### **Certificates**

Digital certificates will be sent to candidates who pass via email with an option to buy a paper version.

The following pages deal with further information relating to each of the above headings even if you have run an examiner visit before you should read the following to ensure that you are aware of the current requirements for organising an examiner visit.

## **12 weeks before the exams**

### **Centre Registration**

If you have not run Trinity examiner visits in the past, you must complete the centre registration process before booking any exams. You will also need to complete a less detailed registration process if you need to use additional exam venues, or if you decide that you wish to run different types of exams (i.e. rock and pop or drama and speech exams).

Further details can be found here:

[www.trinitycollege.com/site/?id=3572](http://www.trinitycollege.com/site/?id=3572)

The centre registration process is an essential requirement of Trinity's regulators, as well as allowing Trinity to check that appropriate facilities exist at the centre for the type of exams you wish to run.

Each centre must have one main contact or centre representative. All communication regarding the examiner visit from Trinity will be with the main contact, who will be responsible for all exam arrangements including:

- Ensuring adherence to all Trinity regulations as published in the Information and Regulations booklet, and ensuring that the Trinity Best Practice Guides are followed.  
[www.trinitycollege.com/resource/?id=4978](http://www.trinitycollege.com/resource/?id=4978)  
[www.trinitycollege.com/site/?id=2595](http://www.trinitycollege.com/site/?id=2595)  
and steward guidelines please see:  
[www.trinitycollege.com/stewarding](http://www.trinitycollege.com/stewarding)
- Enrolling candidates online.
- Producing a timetable for the exam session. For timetable guidelines see:  
[www.trinitycollege.co.uk/MusicTimetabling](http://www.trinitycollege.co.uk/MusicTimetabling)
- Communicating details of the exams to all participating candidates and teachers.
- Printing, sorting and checking paperwork for the examiner before the exams.
- Reporting any issues to Trinity, e.g. spelling errors, change of venue, delayed paperwork.

If the centre representative changes, then please make sure the change is notified to your regional coordinator. Please note that user accounts for Trinity's online portal are not transferable when the centre representative changes a new user account will need to be issued.

## 12 or 8 weeks before the exams

### Exam Date Request Deadline

This is the primary deadline that you must adhere to, all other aspects of organising an examiner visit follow on from this step. Please be aware that the closing dates set for public exam centres do not apply to private centres – the deadline to book is calculated as a certain number of weeks before the date you wish to request.

At this stage of the process there is no need to log in to Trinity's online portal, please request an exam date via the booking survey.

For Classical & Jazz click [here](#).

For Rock & Pop click [here](#).

We encourage you to book as early as possible get your preferred exam date. This helps our forward planning and gives us the opportunity to track demand more accurately and make sure that examiners are available.

There is no way to request an examiner on Trinity's online portal, and in particular please note that **creating an order online does not constitute an examiner booking**.

There are peak weeks during each exam session when it will not be possible to give you your first choice of date. See the chart to the right for these dates. We advise that you avoid these peak periods when booking an exam date. This is especially important if a diploma or examiner is required. However, the more notice you give us the more likely that we will be able to accept your first-choice date.

For all examiner visits there is a minimum fee payable – see the introduction section above. If you do not have sufficient candidates to cover this minimum but wish to hold exams at your centre, then you can go ahead if you agree to cover the minimum cost. Current exam fees may be found on the Trinity website:

<https://www.trinitycollege.com/site/?id=3172>

**Cancellation or postponement**

#### Peak exam times to avoid

##### England & Wales

Spring: 17/03/2025 to 13/04/2025

Summer: 16/06/2025 to 20/07/2025

Autumn: 24/11/2025 to 21/12/2025

##### Scotland

Spring: 17/03/2025 to 13/04/2025

Summer: 26/05/2025 to 29/06/2025

Autumn: 24/11/2025 to 21/12/2025

If dates are cancelled or changed at late notice Trinity must cover certain costs, including paying the allocated examiner. Therefore, we will charge a cancellation fee if you need to cancel or postpone your exams close to the booked date.

Up to three weeks before the exam date:

No charge

If you realise that you may not be able to run exams on a booked date then please email your regional coordinator as early as possible, to avoid cancellation charges.

### **What you will need when booking an examiner**

When requesting an exam date you will be asked for the following information:

- Your registered centre number
- Your requested exam dates
- The type of examiner required, Classical & Jazz or Rock & Pop
- If a Classical & Jazz diploma examiner is required (please allow 8 weeks notice)

If you do not mention Diploma exams during booking, then we will book you a graded examiner.

Please note we cannot combine Rock & Pop exams with Classical & Jazz exams in a single examiner visit.

Trinity reserves the right to send any appropriately qualified examiner to fulfil any professional engagement. We will not entertain requests from centres for a specific examiner to be sent.

## **6 weeks before the exams**

### **Enrolment Closing Date**

Please note that enrolling candidates onto Trinity's online portal does not constitute booking an exam date. This must be done by email with your regional coordinator before you start enrolling candidates.

All entries should be enrolled at least six weeks before the agreed exam date. Your regional coordinator will confirm the deadline date at the time of booking. Entries should be made using Trinity's online portal, [www.trinitycollege.co.uk/portal](http://www.trinitycollege.co.uk/portal). Guidance on enrolling candidates is available in several documents:

Adding candidates individually: [www.trinitycollege.com/IndividualEnrolments](http://www.trinitycollege.com/IndividualEnrolments)  
Mass enrolment: [www.trinitycollege.com/EnrolmentsUsingSpreadsheet](http://www.trinitycollege.com/EnrolmentsUsingSpreadsheet)  
Diploma exams: [www.trinitycollege.com/DiplomaEnrolments](http://www.trinitycollege.com/DiplomaEnrolments)  
Group exams: [www.trinitycollege.com/EnrollingGroups](http://www.trinitycollege.com/EnrollingGroups)  
Written exams: [www.trinitycollege.com/WrittenEnrolments](http://www.trinitycollege.com/WrittenEnrolments)

Please note that there is no alert sent to your coordinator when you Submit your order, so please email your regional coordinator when your enrolments are completed on the system.

If any candidates require Special Needs Provision you will need to submit details at the time of enrolment so that the necessary arrangements may be made. For more details, please see sections 3.10 and 3.11 of the Best Practice Guide: [www.trinitycollege.com/site/?id=2595](http://www.trinitycollege.com/site/?id=2595)

For SEN request forms please see: [www.trinitycollege.co.uk/musicspecialneeds](http://www.trinitycollege.co.uk/musicspecialneeds)

## **Candidates from outside your centre**

Trinity does not publish or share your details publicly, but inevitably word of mouth means that people will become aware that you run Trinity exams. On occasion you may receive requests for candidates who do not have lessons at your centre to sit their exam with you. It is entirely your decision whether to accept this, however if you so accept external candidates then please note that it will be entirely your responsibility to enrol them accurately and to ensure payment is made. Trinity will not enter into communication with such candidates or teachers, all communication must be via the centre representative.

## **Late entries**

Entries should be enrolled or received by Trinity six weeks prior to the exam date. Any delays in Trinity receiving your entries will have knock on effects with all other elements of organising your exams. If entries are received late then late entry fees may be applied to your enrolments, please see section 3.9 of the Best Practice Guide: [www.trinitycollege.com/site/?id=2595](http://www.trinitycollege.com/site/?id=2595)

If entries are not received three weeks prior to your exam date, then Trinity may cancel your exam.



### **3 weeks before the exams**

#### **Payment**

Please do not pay in the absence of an invoice.

Once your enrolments are submitted your regional coordinator will raise an invoice for the total payable. This can be downloaded from the Attachments tab of your order on Trinity Online. Your payment or proof of payment should be received in advance of the exam date for the exams to go ahead. Failure to make payment in advance of the exam date may lead to cancellation of the exam day.

Bank transfers may be made using the account details on the invoice. If paying by transfer, you should quote either the invoice number the payment relates to or your centre number. Send remittance advice or details of when payment was made to your regional coordinator or to [receivable@trinitycollege.co.uk](mailto:receivable@trinitycollege.co.uk). Or send by post along with a copy of the invoice or a covering note to the UK office address below.

If you need Trinity to add a purchase order number to the invoice then please contact your regional coordinator with all details.

Please ensure bank transfers are made to the Lloyds account details shown on the invoice. Please do not attempt to make payments to Trinity's old NatWest account, or the Arts Award bank account maintained by Trinity.

If you are paying by cheque, then please ensure it is made payable to 'Trinity College London' and sent for the attention of your regional coordinator to:

Trinity College London  
7th Floor  
South Building  
22 Upper Ground  
London  
SE1 9PD

#### **Candidates from outside your centre**

As mentioned on the previous page, if you accept candidates from outside of your centre to take exams at your session then you are responsible for ensuring payment is received. We would strongly recommend that you ensure payment is made to you before enrolling the candidates in question.

### **3 weeks before the exams**

## Timetable

Centre representatives should arrange timetables for the exams, and should use Trinity's online portal to do so. Trinity's online portal will automatically assign the correct length of time to each exam, and also populate the appointment slips with the venue, date and time of the exam for each candidate, reorganise the report forms into timetable order, and reorder the examiner's marksheet. Even if you choose to initially create a timetable offline please make sure to add the timetable online too. Guidance on creating timetables online is available in two documents:

Defining the days of your exams: [www.trinitycollege.com/ExaminerVisits](http://www.trinitycollege.com/ExaminerVisits)  
Creating a timetable for your days: [www.trinitycollege.com/Timetables](http://www.trinitycollege.com/Timetables)

Trinity provides guidance around how timetables may be constructed, please see: [www.trinitycollege.co.uk/MusicTimetabling](http://www.trinitycollege.co.uk/MusicTimetabling)

## Changes to timetables

We understand that timetables will sometimes need to change. If a candidate needs to move time and you can easily swap their exam slot in your exam session, please feel free to do so. Changes to your timetable which involve adjusting the start or finish times may be made at any time so long as the examiner has not yet been confirmed. If the examiner has been confirmed then you should check with them before making the change, as they may have travel plans that prevent them from arriving earlier or leaving later.

## Transfers to another centre

If you find out that an enrolled candidate can no longer attend within your own exam session, then it may be possible to organise a transfer.

You will need to check with the representative of the centre you are transferring to, to ensure that there is sufficient time available for the exam at the new centre. The candidate can then be entered by sending a completed entry form with payment of a 50% transfer fee to the representative at the new centre.

If you are asked to accept a transfer from another centre then the same rule applies, the candidate will need to pay a 50% fee. If a candidate is ill on the day of the exam and wants to transfer to another centre within the same session, then on provision of a copy of a medical note the transfer fee can be waived.

Trinity is unable to release the contact details of other private centre representatives.

If a candidate cannot attend their exam at all then please see the 'On the day' section below concerning the Candidate's absence.

## **2 weeks before the exams**

### **Print Exam Paperwork**

Trinity's online portal allows centre representatives to print out the exam paperwork. If you are unable to do this then please contact your coordinator when you are ready to receive the exam materials. If you do not specifically request that paperwork be posted Trinity will assume you will print it yourself. Guidance on generating and printing exam paperwork is available in this document:

[www.trinitycollege.com/MaterialPrinting](http://www.trinitycollege.com/MaterialPrinting)

We recommend that the appointment forms be sent to candidates around three or four weeks before the exam date. The rest of the paperwork may be printed closer to the time of the exams.

The paperwork will consist of the following:

- **Candidate Listing**  
Please check for errors and notify your coordinator of any amendments. Failure to do so will lead to a delay in getting the certificates. Please do not rely on examiners altering details on the day of the exams – contact your regional coordinator to make certain.
- **Appointment Slips**  
All appointment slips should be given to the candidates within a suitable time frame so that they are aware of the arrangements. These must be completed with the required information before the exams.
- **Mark Sheets**  
Please give to the examiner on the day.
- **Attendance Report (Group exams only)**  
Please give to the examiner on the day.
- **Report Forms**  
If you have not timetabled using Trinity's online portal, please sort into timetable sequence and give to the examiner on the day. Otherwise, the reports should print in the correct sequence.

## **2 weeks before the exams**

### **Examiner Contact**

Your regional coordinator at Trinity will finalise details for the examiner two weeks before the exam. When this happens, you will receive an automated email asking you to log in to Trinity Online to view the itinerary and the examiner's biography.

The examiner should be in touch before the exam date to check they have an up-to-date timetable. You should inform the examiner if the centre representative will not be present for the exam day, and if you would like the results entrusted with a colleague you should let the examiner know. The examiner may wish to double check the venue details to ensure they travel to the right place. Advice on locally available parking or how to get to the venue from public transport is always appreciated. For examiners staying in the area before the exams some advice on good local hotels is helpful.

If you have not heard from the examiner 3 days prior to the exam, please contact your Trinity Operations Co-Ordinator.

## **On the day**

### **Grade Results**

Please ensure that the exam room is set up before the examiner arrives. For more details please see sections 4.2 and 8.2 of the Best Practice Guide:  
[www.trinitycollege.com/site/?id=2595](http://www.trinitycollege.com/site/?id=2595)

The examiner will leave grade report forms with the centre representative at the end of the exam session. If there is more than one examiner over more than one day, the examiner may leave all mark sheets in a sealed envelope with you ready for the next examiner. Please send the report forms to the candidates as soon as possible after the session. You may wish to take copies or scans before distributing, as Trinity will only keep copies of the marks and not of the written comments on the report forms.

How do I enquire about a result, appeal against a result, or make a complaint?  
Requests for results to be reviewed should be made after reading the information on Trinity's website: [www.trinitycollege.co.uk/ResultsEnquiry](http://www.trinitycollege.co.uk/ResultsEnquiry). If you are not happy with the outcome of the results review you may submit an appeal, which is conducted by an arbiter external to Trinity.

Your regional coordinators cannot take any action on such issues.

Feedback (complaints as well as positive comments) is welcomed. All feedback is helpful as we try to improve our service for all customers. Examiner feedback is especially welcomed and is all logged against the examiner's record and, where appropriate, used to inform future moderation and standardisation activity.

At the end of each exam session will you be directly e-mailed a survey to provide us with feedback regarding your experiences with us. The survey can be found here  
<https://www.smartsurvey.co.uk/s/CentreFeedback>

## **Candidate absence**

If a candidate is ill and cannot take the exam, then the original appointment slip along with a copy of a medical note will need to be sent to your coordinator within 30 days. A 50% re-entry permit will then be issued, which is valid for 12 months.

Trinity cannot normally offer re-entry permits for non-medical reasons, though sympathy will be shown to genuine cases in which appropriate evidence is provided.

Trinity will not defer exams for any reason. If a candidate needs to defer to the next exam session, then the full fee will be payable again in the next session.

## **6-8 weeks after the exams**

### **Referrals and Diploma Results**

In the event of a suspected infringement of exam regulations the examiner may refer some report forms to Trinity's central office for a decision. In this case a sheet will be included with the report forms telling you which have been referred. They will be returned to you along with a letter explaining the reason for referral, normally within six weeks.

If you have not received confirmation of the result within 6 weeks, then you may contact:

[referrals@trinitycollege.com](mailto:referrals@trinitycollege.com)

Diploma exam results are generally released within 8 weeks from the date of the exam. The candidate's work will always be returned to Trinity's central office for sign off by a Senior Examiner first, then returned to the centre.

## **Certificates**

If your candidate passes their exam, they will receive a digital certificate via the email address that was given at the point of booking. Digital certificates are issued 24-48 hours after results are validated by Trinity. A digital certificate is an electronic document that shows proof of a qualification. It looks the same and carries the same validity as a paper certificate. It offers many benefits, such as fast and secure delivery and they can share it online as a link, PDF or QR code.

Furthermore, candidates can choose to order their own paper certificate, via this link: <https://mycertificates.trinitycollege.com/>.

Or centres have the option to order paper certificates for their candidates. If centres order 5 certificates or more from the same exam session, they enjoy a 20% discount. To buy paper certificates, visit <https://mycertificates.trinitycollege.com/centres>.

Keep in mind that paper certificates will be sent by mail within 7 days of placing the order.

## **DBS**

We are pleased to announce an improvement that we hope will make the pre-exam preparation process smoother for you. We have recently uploaded examiner DBS certificate information, specifically the date issued and DBS number, to their biographies on the Centre Portal.

When an examiner has been allocated to your session you will be able to view their details within the Examiner Visit. Go into the individual examiner visit in your order by clicking on the start date, and then click on the 'View Biography' tab. Click on the attachment name to download a PDF with information about the examiner. Find more instructions in our [portal guidance](#) and contact your coordinator if you need any help.

If you need further information about your examiner for local safeguarding processes, please contact our panels team at [panels.team@trinitycollege.com](mailto:panels.team@trinitycollege.com).