

Trinity College London

Private Examiner Visit Guidelines

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

Trinity College London Best Practice Guides:

www.trinitycollege.com/site/?id=2595

Trinity Online Centre portal web address:

www.trinitycollege.co.uk/portal

Trinity Online Centre portal user guides:

www.trinitycollege.co.uk/portalhelp

Trinity Online Centre portal video guides:

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

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 fee 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.

Before requesting a date please check our additional [Private Centre guidance](#) on health considerations

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

Up to 8 weeks before the exams – Exam Date Request Deadline

Request your exam date by filling in [this form](#).

6 weeks before the exams – Enrolment Closing Date

Finish enrolling 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

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.

6 weeks – 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 will need to 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. music or rock and pop exams).

Further details can be found here:

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.
<https://www.trinitycollege.com/drama-regulations>
www.trinitycollege.com/site/?id=2595
- Arranging the exam venue and stewards. For venue guidelines please see <https://www.trinitycollege.com/resource/?id=6887> and steward guidelines please see: www.trinitycollege.com/stewarding
- Enrolling candidates online.
- Producing a timetable for the exam session. For timetable guidelines see: www.trinitycollege.co.uk/DramaTimetabling
- 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 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.

8 or more 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 [this form](#). Please quote your centre number and note of the venue, including postcode, where the exams will take place. Your coordinator will then confirm the booking via email and the closing date for your entries.

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. The more notice you give us the more likely that we will be able to accept your first-choice date.

Peak exam times to avoid

Spring: Saturdays at the end of March/beginning of April

Summer: Saturdays at the end of June/beginning of July

Autumn: Saturdays at the end of November/beginning of December

For all examiner visits there is a minimum fee payable – see 'introduction' 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/resource/index.php?id=8753>

Cancellation or postponement

If dates are cancelled or changed at late notice Trinity has to 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 exam date:	No charge
Between three weeks and ten days before exam date:	£108.50 or € equivalent
Within ten days of the exam date:	£202.00 or € equivalent

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

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. Your exam must be booked by filling in the booking form and receiving a confirmation from your co-ordinator.

All entries should be enrolled at least six weeks before the agreed exam date. Your 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. Guidance on enrolling candidates is available in several documents:

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

Please note that there is no alert sent to your coordinator when you Submit your order, so **please email your 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 the Reasonable Adjustments Guidance:
<https://www.trinitycollege.com/resource/?id=6239>

For SEN request forms please see:
<https://www.trinitycollege.com/resource/?id=8585>
These should be emailed to drama-csn@trinitycollege.co.uk

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.

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 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 in order 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 coordinator or to 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 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.

BACS payments may be made to the account details below:

Bank: Lloyds Bank plc
Account name: Trinity College London
Account number: 01212316
Sort Code 30-00-09
SWIFT/BIC CODE: LOYD GB 21013
IBAN Number: GB14 LOYD 3000 0901 212316

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

Trinity College London (UK),
AMP House, 10th Floor
Dingwall Road,
Croydon,
CR0 2LX

Please do not send payments to the central London Blue Fin building address.

Only one payment should be made per order.

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
Creating a timetable for your days: www.trinitycollege.com/Timetables
Timings for all subjects can be found in the relevant syllabus or by following this link: www.trinitycollege.co.uk/dramatimetabling.

Inform your coordinator when your entries have been added to the system so that they can 'process' your order and allow timetabling. Using Trinity Online when timetabling automatically assigns the correct length of time to each exam. It will 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 and put the examination times on the examiner's marksheet.

Start times, unless otherwise advised, should be between 9:00 and 10:00. Please note, if you have four hours of examining or less, you may be asked to start the timetable in the afternoon, to allow for examiner travel on the day. The examiner should never work longer than two hours without a 15 minute break. A 60 minute lunch break should normally be allowed when there is more than four and a half hours of exams on one day. The maximum amount of exam time in a day is six and a half hours (not including breaks). If you have too many exams to fit into that time please contact your coordinator to arrange an extra day.

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.

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

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 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 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 section 4.2 of the Drama Best Practice Guide:
<https://www.trinitycollege.com/resource/?id=7884>

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. If you are not happy with the outcome of results review you may submit an appeal, which is conducted by an arbiter external to Trinity.

Your coordinator 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.

Feedback may also be provided through our online survey:
<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

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 back 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.

For Young Performers Certificates, you will still receive paper certificates as normal.

Frequently Asked Questions

Are there any charges for postponing/cancelling an Examiner Visit booking?

Cancellations or postponements can be made free of charge up to 3 weeks prior to the examination date, if made between 3 weeks and 10 days prior to the examination date this will incur an administration fee of £108.50, cancellations and postponements made within 9 days or less of the examination date will incur a fee of £202.00 to cover all costs. Please e-mail your coordinator to inform Trinity of your intention to change your booking.

What happens if my candidate entries are late?

Entries should be enrolled or received by Trinity 6 weeks prior to the examination date. Any delays in Trinity receiving your entries will have knock on effects to your exams. If entries are not received 3 weeks prior to your examination date then Trinity College London will cancel your examination.

How do I transfer a candidate from one centre to another?

You will need to check with the representative of the centre you are transferring to, in order to ensure that there is sufficient time available for the exam at the new centre. The candidate can then be entered in the usual way, by sending a completed entry form with payment of a 50% transfer fee to the representative of the new centre. If entering at a public centre you should send a cheque with entry, made payable to Trinity College London.

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.

NB. We are unable to release contact details of private examiner visit organisers. You may only transfer candidates to other private visits if you know the organiser of the visit.

What happens if a candidate cannot take the examination due to illness?

If a candidate is ill and cannot take the examination, 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.

Can a candidate defer their examination?

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

How do I request an Academic Investigation, appeal against a result, or make a complaint?

A first level appeal is now referred to as an 'Academic Investigation'. Requests for academic investigations and complaints relating to the conduct of examinations or exam results should be made after reading the information on our website:

www.trinitycollege.co.uk/site/dramaappeals

Operation Coordinators cannot take any action on these issues.

What should I do if I have further questions?
Contact your coordinator in the first instance.

NB. All entries are accepted on the understanding that the named representative understands and accepts the current regulations found in the each syllabus.