



TRINITY
COLLEGE LONDON

Registered Exam Centre Handbook

Please read this handbook in conjunction
with your contract

Trinity College London
www.trinitycollege.com

Charity number 1014792
Patron HRH The Duke of Kent KG

Copyright © 2012 Trinity College London
Published by Trinity College London
Third impression, August 2016

Handbook Contents

1. Introduction	3
1.1 Who this handbook is for	3
1.2 What this handbook contains	3
1.3 Related documentation	3
1.4 Changes to this handbook	3
2. Your relationship with Trinity	4
3. Your role as a Trinity Registered Exam Centre	4
3.1 Preparing candidates	4
3.2 Exam best practice	4
3.3 Trinity Online	5
4. Quality and Standards	5
4.1 Standards	5
4.2 Regulation	5
5. Compliance and Applicable Policies	6
5.1 Anti-Bribery	6
5.2 Safeguarding and Child Protection	6
5.3 Conflict of Interest	6
5.4 Data Protection and Security	6
5.5 Health and Safety	6
5.6 Malpractice and Maladministration	7
5.7 Special Consideration and Special Needs	7
5.8 Customer Care Statement	7
5.9 Appeals and Results Enquiries	7

1. Introduction

1.1 Who this Handbook is for

When you sign our contract to become a Registered Exam Centre, you agree to provide certain services so that Trinity College London exams are properly prepared, delivered and administered.

This Centre Handbook outlines our requirements for everyone involved in the delivery of Trinity exams at your centre.

1.2 What this Handbook contains

This handbook outlines your role as a Registered Exam Centre, providing overarching guidance and information about the Trinity Policies applicable to your role. We've designed the requirements with best practice and customer care in mind – we want to ensure that everyone involved with Trinity and its exam centres, including candidates, examiners, teachers, parents and carers, receives a consistently high level of customer service.

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

1.3 Related documentation and operational guidance

For guidance and instructions on the day to day administration and delivery of our exams, please consult our *Centre Best Practice Guidebooks*. These are available to download from the Trinity website at www.trinitycollege.com.

1.4 Changes to the Handbook

We will make changes to this handbook and to our *Centre Best Practice Guidebooks* from time to time and will notify you when this happens.

The changes will become binding on the date specified for the change to take place.

We will make sure that you are given reasonable notice of any change likely to have an operational impact on the delivery of your exam sessions.

2. Your Relationship with Trinity

- In order for your centre to operate effectively as a Registered Exam Centre, you will need to appoint a Centre Representative. The Centre Representative will act as the main point of contact between your Registered Exam Centre and Trinity, your National, Area or Local Area Representatives, examiners, teachers, and candidates.
- You must formally notify Trinity if your Centre Representative changes.
- We will give you details of a primary Trinity contact to use day-to-day for all enquiries about exam syllabuses and exam arrangements.

3. Your role as a Registered Exam Centre

Your role as a Registered Exam Centre can be categorised into broad areas of responsibility:

3.1 Preparing candidates

You must ensure all Trinity syllabuses are made available to teachers and candidates. The Trinity syllabus for each exam will give you information about exam components, procedures and assessments. It also provides further guidance for candidates and those preparing candidates for the exam. You can download all of our syllabuses, exam rules and regulations and supporting information at www.trinitycollege.com.

It is your responsibility to make sure that teachers, supervisors and invigilators at your centre are fully familiar with the contents of current syllabuses and corresponding rules and regulations. You will need to ensure that candidates are prepared for their exam according to those requirements. It is your responsibility to let your staff know about the procedures and information in this handbook and the *Best Practice Guidebooks*, and to monitor compliance.

3.2 Exam best practice

Providing a friendly, personable and focused exam experience to candidates is fundamental to growing Trinity exams in your area. This involves the following responsibilities:

- hosting exam sessions at an agreed suitable venue with facilities to accommodate Trinity candidates and examiners. Specific details of the necessary facilities and room layout requirements are provided in your *Centre Best Practice Guidebook*.
- organising exam sessions ensuring candidates are enrolled by the corresponding entry closing dates, creating exam timetables in line with examiner schedules and distributing paperwork, exam results and certificates within the agreed timeframes. Details are provided in your *Centre Best Practice Guidebooks*.
- ensuring payment to Trinity of your entry fees (including any minimum fees if applicable) within the agreed timeframes. Please note that we must receive your exam booking fees before we are able to confirm that we will send an examiner to your exams.
- assisting Trinity with learners' complaints and appeals, and assisting Trinity with conducting investigations and general monitoring duties.
- taking all reasonable steps as may be requested by Trinity from time to time to ensure that Trinity can comply with any conditions of recognition of any regulatory body either recognising or governing its qualifications.

3.3 Trinity online

Trinity Online has been specifically designed to facilitate the administration of Trinity exams held at your centre. On registration with us, you will be given login access to the Trinity Centre Portal which is available at: www.trinitycollege.com/portal

Trinity Online's functionality includes:

- bookings and forecasting
- management of entries
- invoices and payments
- printing exam materials
- timetables
- examiner itinerary and biography
- candidate records including results history and analysis
- contact management.

You should check that all information that is stored in your account is up to date and correct at all times.

It is vital that you record candidates details accurately as this will be used for verification on the day of the exams and for the issue of certificates.

4. Quality and Standards

4.1 Standards

Trinity qualifications are assessed to the same standards worldwide. Our examiners are subject specialists who are regularly trained and standardised, and who work internationally to ensure the consistent application of assessment criteria and procedures.

Our academic and operational staff oversee the running of exam sessions and have responsibility for the quality assurance of assessment processes, specifications and syllabuses.

4.2 Regulation

Our qualifications are monitored and reviewed by a number of regulatory authorities worldwide to ensure the quality of education and qualifications within their countries.

Our regulated qualifications are regulated by Ofqual (Office of Qualifications and Examinations Regulation) in England, by CCEA (Council for the Curriculum, Examinations and Assessment) in Northern Ireland and by Qualifications Wales.

5. Compliance and Applicable Policies

All of your members of staff and associated persons involved in the delivery of the Trinity exams must comply with Trinity's policies at all times.

Please note that these policies are reviewed regularly and subject to periodic change. The latest versions can be downloaded from Trinity's policies from www.trinitycollege.com/policies.

5.1 Anti-corruption and bribery policy

In the UK, robust laws exist to prevent bribery and corruption.

Under UK law it is illegal:

- to pay or offer to pay a bribe
- to receive or agree to receive a bribe
- to bribe a foreign public official.

These laws apply not only to Trinity staff, executives and directors, but also to persons associated with Trinity working on its behalf anywhere in the world. Therefore, Trinity must have policies and systems in place to prevent any associated person from committing bribery. Associated persons include anyone providing services to Trinity.

5.2 Safeguarding and Child Protection policy

You must comply with and assist Trinity in complying with any laws, regulations or court orders relating to the protection or safeguarding of children or vulnerable adults.

5.3 Conflict of Interest policy

You must comply with the expectations regarding real and potential conflicts of interest and the procedures to be followed in the event of a possible conflict of interest arising. This policy is designed to ensure that any work that is carried out for or on behalf of Trinity is free from improper influence and is independent, fair and unbiased.

5.4 Data Protection and Security policies

'Personal data' is data that can be used to identify a living person and can be (or is intended to be) held on computer or in manual records. Under UK data protection laws, Trinity is a 'data controller' and third parties processing personal data on its behalf, wherever they are in the world, are 'data processors'.

Your contract with Trinity is governed by English law and, therefore, UK data protection laws govern the way in which data must be collected and processed by or on behalf of Trinity. In addition to this, you are still required to comply with local data protection laws.

5.5 Health and safety

You must comply with all local health and safety laws applying in your territory. You must also comply with any additional, reasonable requirements that you know from past experience; or that you anticipate would be expected by Trinity examiners, candidates and teachers. We may also notify you of any requirements to ensure the health, safety and welfare of all Trinity stakeholders.

Trinity regularly takes advice from the Foreign & Commonwealth Office (www.fco.gov.uk). Where that advice, in Trinity's reasonable opinion, would mean that travel to or in a territory would risk a Trinity examiner's health, safety and/or welfare, Trinity may decide to rearrange, cancel or end an exam visit. In such circumstances, you should promptly assist Trinity, liaising with Trinity as required, in relation to rearranging, cancelling or ending that exam session and assisting Trinity in notifying the affected candidates.

5.6 Malpractice

There are various types of behaviour that would be considered malpractice, either on the part of a Registered Exam Centre or on the part of a candidate. Malpractice is an extremely serious matter for Trinity.

If any such incident occurs or is alleged to have occurred, Trinity will carry out an investigation and take appropriate steps. Registered Exam Centres are expected to cooperate fully in any such investigation by providing all information requested.

5.7 Special Consideration and Special Needs

You must comply with all anti-discrimination laws applying in your territory. Trinity will deal with any requests received in respect of a candidate's special educational needs and will provide appropriate guidance and information to you, in order for you to assist Trinity in dealing with such requests made in accordance with its Rules and Regulations. Please note that information about special educational needs is sensitive personal data and must be handled in accordance with specific data protection rules.

5.8 Customer care statement

Trinity is committed to providing a high-quality support service for all our users from initial enquiry through to certification. Please see our website for the full Customer Service Statement. This statement helps us monitor, benchmark and continually improve our service.

5.9 Appeals and results enquiries

We strive to ensure that all our candidates have a positive exam experience. However, we do recognise that occasionally things do not always run as smoothly as we would like.

Queries regarding the results of an exam will be directed to you in the first instance, so please make sure that you are familiar with the above policies and processes. If a candidate has already followed this procedure and wishes to pursue their enquiry further, they will be able to access a paid-for service in order to do so.

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 and will not be made available to centres or candidates.

Links for appeals and results can be found at www.trinitycollege.com/appeals.