

Trinity College London

Operational Guidelines

Awards and Certificates in Musical Development (ACMD)

Contents:

1. INTRODUCTION	<u>2</u>
2. REQUEST CERTIFICATES	<u>4</u>
3. ADD/REMOVE LEARNERS AND AMEND ENROLMENT INFORMATION	<u>11</u>
4. SUBMIT MARKS	<u>13</u>
5. CERTIFICATES	<u>18</u>
6. MODERATION	<u>19</u>
7. CENTRE ADMIN: Access centre information and current/past orders	<u>24</u>

Trinity Online Centre portal: www.trinitycollege.co.uk/portal

Trinity contact for operational support: ACMD@trinitycollege.com

1. INTRODUCTION

This document is intended as a step-by-step operational guide for validated centres delivering Awards and Certificates in Musical Development qualifications. It details the end-to-end process from enrolling learners and ordering certificates to submitting marks. It also contains information on the moderation process.

1.1. Centre portal overview

The centre portal is the Trinity online platform for validated centres to perform their key administrative tasks. We will set up with access to the portal the member of staff that your centre listed as the admin contact in your validation application form, and issue them with login information.

To access the portal, go to www.trinitycollege.co.uk/portal. On the portal, you will be able to do the following:

- In the '**Enrolments**' section -
 - Create a certificates order: enrol learners and submit your order
 - Submit your marks for enrolled learners
 - Access current and past certificates orders and invoices
- In the '**Centre Details**' and '**Learner & Contacts**' sections:
 - Access your centre information

The screenshot shows the Trinity Centre Portal interface. At the top, there is a navigation bar with the following menu items: Home, Centre Details, Candidates & Contacts, Bookings, Replacement Certificate Requests, Enrolments, and Exam Sessions. Below the navigation bar, the main content area is divided into several sections. On the left, there is a 'Welcome Back' message and a date display: 'Today is Tuesday, January 31, 2023.'. Below this, there is an 'Actions' section with several links: 'Book a GESE exam', 'Manage enrolments for a GESE or Trinity Stars exam', 'Add Teacher/Applicant', 'Print labels', and 'Book a Trinity Stars exam'. On the right, there is a 'Quick Links' section with links: 'My candidates', 'My forecasts', 'My orders', 'My exam sessions', and 'My results'. At the bottom right, there is a 'Help' link. Two green callout boxes are overlaid on the screenshot. The first callout box, titled 'Access your centre information', points to the 'Centre Details' and 'Candidates & Contacts' menu items. The second callout box, titled 'Create a certificates order: enrol learners and submit your order', 'Submit marks for enrolled learners', and 'Access invoices for current and past orders', points to the 'Enrolments' menu item.

1.2. Operational process timeline

REQUEST CERTIFICATES

Once you completed assessing and marking your learners' work, you can request certificates via the centre portal. To do so, you need to create a new certificates order, enrol your learners and submit your order.

ACCESS YOUR INVOICE AND MAKE PAYMENT

When you submit your order, you will receive an automated email containing your invoice and payment information.

CONFIRMATION OF YOUR CERTIFICATES ORDER

Within **three working** days of submitting your order, we will email you an order confirmation. In the order confirmation email, we will ask you to submit marks for each of the enrolled learners **within two weeks**.
Note: once we confirmed your order, it is not possible to add or remove learners.

SUBMIT MARKS

You must submit full marks for all enrolled learners **within two weeks** of receiving your order confirmation.

RECEIVE CERTIFICATES

Certificates will be dispatched to your centre **within four weeks** from the date you submitted your marks.

MODERATION

Trinity College London moderates all validated centres on their first cohort, and then continues to moderate them periodically. If your centre has been selected to be moderated, you will not receive advance notice. We will notify you once you submit full marks for your cohort, so always ensure you collect evidence for a 20% sample of each cohort you enrol.

2. REQUEST CERTIFICATES

When you have fully assessed and marked the work of your learners, you may request certificates for these learners by submitting a certificates order on the portal.

Before requesting certificates, please familiarise yourself with the above [timeline](#) to ensure you are able to meet key deadlines for submitting marks (and the moderation process, if applicable).

2.1 Create a new certificates order

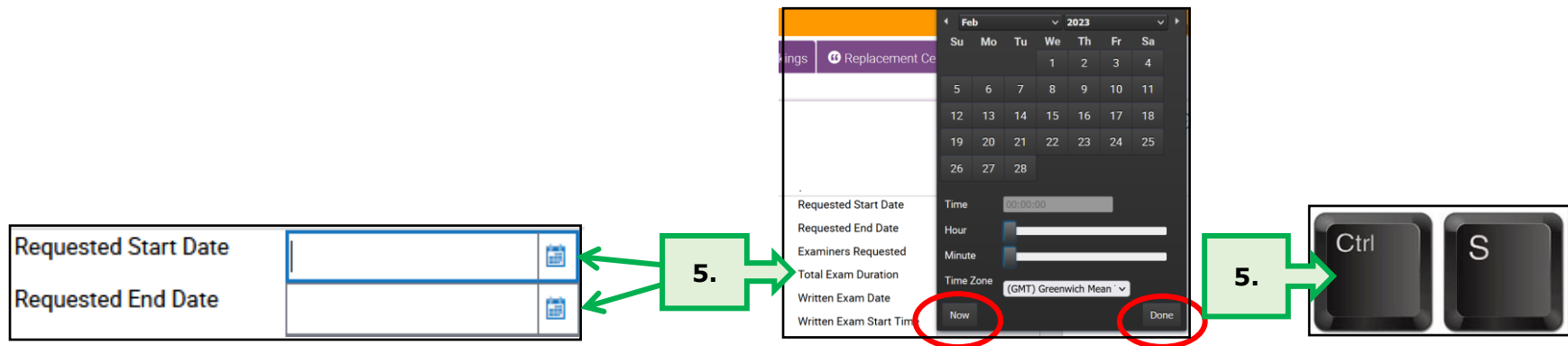
To request certificates, log in to [the centre portal](#) and follow the step-by-step guidance below:

1. On the portal homepage, click the '**Enrolments**' tab at the top of the screen.
2. On the next page, click the plus icon at the top right of 'My Orders' to create your new order. This will create a row under My Orders' for your new order.
3. In the new row, click the magnifying glass in the '**Subject Area**' column, select the **EQA** option and click '**OK**'.
4. Click the order number that has been generated in the new row to access the order.

The screenshot displays the 'Enrolments' section of the portal. The navigation bar at the top includes tabs for Home, Centre Details, Candidates & Contacts, Bookings, Replacement Certificate Requests, Enrolments, and Exam Sessions. The 'Enrolments' tab is active. Below the navigation bar, there is a 'My Orders' section with a search bar and a plus icon. The 'My Orders' table has columns for Order #, Subject Area, Delivery Method, Candidates, Requested Start Date, Venue, and Order Status. A new row is being added with order number 1-4551573441 and subject area 'Default'. A 'Pick Product Line' dialog box is open, showing a search bar and a list of product lines, with 'EQA' selected. Green callout boxes with numbers 1, 2, 3, and 4 point to the 'Enrolments' tab, the plus icon, the magnifying glass in the Subject Area column, and the order number respectively.

5. In the new order, click the calendar icon in the 'Requested Start Date' and 'Requested End Date' and select **today's date** (the date of submitting your order) in both fields:

- **Start date** – select today's date by clicking 'Now' in the calendar pop-up and then 'Done'
- **End date** – repeat the same for the end date: click 'Now' to select today's date and then 'Done'
- Press 'Ctrl+S' on your keyboard to save your updates



Tip: If you get an error message at this stage, please enter in the calendar today's date as Start Date, and select a time later than the present time (by sliding accordingly the Hour/Minute bars). For End Date enter today's date and a time later than that used in Start Date.

2.2. Enrol learners and submit your order

1. In the new order, click the 'Candidate Enrolment' tab.

2. Download the enrolment spreadsheet - click the 'Download Spreadsheet' button in the 'Mass Enrolment' section and select the 'EQA (Sounds of Intent)' option from the drop-down menu.

Tip: remember to download a new spreadsheet for each new order you make in the portal, instead of using an old one, to ensure you are using the up-to-date version of the spreadsheet.

The screenshot displays the 'Candidate Enrolment' tab in a software interface. The top section, 'Order Information', contains fields for Centre Number (71107), Subject Area (EQA), Venue, Venue Number, Status (Open), and Delivery Method (Default). To the right, there are fields for Requested Start Date (01/02/2023 10:33), Requested End Date (01/02/2023 10:33), Examiners (1), Total Exam Duration (0 Day, 0 Hour and 0 Minute), and Written Exam Date/Start Time. Below this is a navigation bar with tabs: Orders, Candidate Enrolment, Enrolment Details, Attachments, Examiner Visits, and Written Exam. The 'Mass Enrolment' section features a toolbar with 'New', 'Delete', 'Clear Candidate', 'Download Spreadsheet', and 'Save Enrolments' buttons. A table below the toolbar has columns for Status, First Name, Middle Name, Last Name, Date of Birth, and Existing Candidate. A green box labeled '1.' highlights the 'Download Spreadsheet' button. A second green box labeled '2.' highlights the 'Download Spreadsheet' button in the toolbar, with an arrow pointing to a dropdown menu. This menu lists various subject areas, with 'EQA (Sounds of Intent)' at the bottom.

Status	First Name	Middle Name	Last Name	Date of Birth	Existing Candidate
--------	------------	-------------	-----------	---------------	--------------------

- Music
- Drama
- International ESOL
- International ESOL SELT
- GESE China
- GESE India
- Arts Award Ex/Br/SI/Gd
- Arts Award Discover
- Rock & Pop
- Trinity Stars
- UK ESOL
- PPAD
- TESOL TYLEC
- Teach Online
- EQA (Rocksteady)
- EQA (Sounds of Intent)

3. Complete the enrolment spreadsheet - open and save the spreadsheet to your files. All columns highlighted in **pink** are **mandatory** and must be completed, and all columns highlighted in **blue** are **optional**.

Note: Most parts of the form will have a drop-down list to choose the correct option from. Please use these options and **do not** copy and paste data into these cells. Incorrectly formatted responses may cause delays to your certificates being processed.

#		First Name	Middle Name	Last Name	Date of Birth	#	Candidate Number	Ethnicity	Gender	ULN	#	External ID	Exam Suite	Examination/ Product Name	#	Product Code	#	#	#	#	#	#	#	#	School	School on Cert.	#	#
Leave Blank					dd/mm/yyyy or 'Unknown'	Leave Blank	If previously enrolled for Trinity exam	Select from values in cell	Select from values in cell	If known	Leave Blank		Select from values in cell	Select from values in Cell or see values in 'List of Examinations' Tab	Leave Blank	Leave Blank	Leave Blank	Leave Blank	Leave Blank	Leave Blank	Leave Blank	Leave Blank	Leave Blank	Leave Blank		Y or N	Leave Blank	Leave Blank
<i>Drag & drop or copy & paste the following rows to the "Enrolments" webpage</i>																												
	Name1			Last Name1	01012000				M				Musical Development	Awards and Certs in Musical Development Entry 1														
	Name2			Last Name2	02012000				F				Musical Development	Awards and Certs in Musical Development Entry 2														
	Name3			Last Name3	03012000				Other				Musical Development	Awards and Certs in Musical Development Entry 3														
	Name4			Last Name4	04012000				Prefer not to say				Musical Development	Awards and Certs in Musical Development Level 1														
	Name5			Last Name5	05012000				Other				Musical Development	Awards and Certs in Musical Development Level 2														
	Name6			Last Name6	06012000				Other				Musical Development	Awards and Certs in Musical Development Level 3														

Mandatory columns (pink):

- **First and Last Name** - enter each learner’s first and last names (the ‘Middle Name’ column can be left blank)
- **Date of birth** - enter the date of birth in **DD/MM/YYYY** format (any other variation will produce an error)
- **Gender** - select one of the available options from the drop-down menu: ‘M’, ‘F’, ‘Other’ or ‘Prefer not to Say’
- **Exam Suite** - select ‘**Musical Development**’ from the drop-down menu
- **Examination/Product Name** - select the relevant level for each learner from the drop-down menu: ‘Awards and Certs in Musical Development Entry 1 / 2 / 3’ or ‘Awards and Certs in Musical Development Level 1 / 2 / 3’.

Optional columns (blue)

- **School** - if relevant, enter the school name for each learner
- **School on Certificate** - use the drop-down to select ‘Y’ for the school to appear on the certificate, or ‘N’ if the school is not to be shown on the certificate

Other columns

All un-highlighted columns are not mandatory and can be left blank, or completed optionally, where relevant, as suggested below. Do not delete these columns, or hide them.

- **Candidate Number** - enter the Candidate number of a learner, if they have been previously enrolled for a Trinity qualification
- **External ID** - enter your own learner reference numbers, if relevant, for your records

- **Ethnicity** - select one of the available drop-down menu options
- **ULN** (Unique Learner Number) - enter the learner's ULN, if known

4. Enrol learners on the portal - once you completed the spreadsheet, remember to save it in your files for your records. The next step is to upload all the information from the spreadsheet to the **'Mass Enrolment'** field in the portal.

- Highlight all columns and all rows** that contain learner information: click the row number on the left hand side of your first completed row (row 7) to highlight the entire row. Keep the left mouse button pressed and drag the cursor down to highlight all completed rows. Make sure that all the columns are highlighted, including column A, which does not contain any data.
- Copy** the selected rows: right-click on your mouse and select **'Copy'**, or press **'Ctrl+C'** on your keyboard.

#	First Name	Middle Name	Last Name	Date of Birth	#	Candidate Number	Ethnicity	Gender	ULN	External ID	Exam Suite	Examination/ Product Name	Product Code	School	School on Cert.
7	Name1		Last Name1	01012000			M				Musical Development	Awards and Certs in Musical Development Entry 1		Example School Y	
8	Name2		Last Name2	02022000			F				Musical Development	Awards and Certs in Musical Development Entry 2			
9	Name3		Last Name3	03032000			Other				Musical Development	Awards and Certs in Musical Development Entry 3			
10	Name4		Last Name4	04042000			Prefer not to say				Musical Development	Awards and Certs in Musical Development Level 3			
11	Name5		Last Name5	05052000			Other				Musical Development	Awards and Certs in Musical Development Level 3			
12	Name6		Last Name6	06062000			Other				Musical Development	Awards and Certs in Musical Development Level 3			

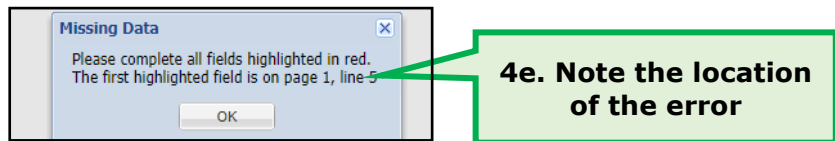
c. Navigate back to the centre portal and click anywhere in the blank **'Mass Enrolment'** field of the 'Learner Enrolment' tab. **Paste** the rows in 'Mass Enrolment': right-click and select **'Paste'**, or click **'Ctrl+V'** on your keyboard.

Status	First Name	Middle Name	Last Name	Date of Birth	Existing Candidate?	Candidate Number	Ethnicity	Gender

d. Once the data loaded, click **'Save Enrolments'**. A pop-up box will indicate your data has been saved. Click **OK** to finalise your enrolments.

Status	First Name	Middle Name	Last Name	Date of Birth	Existing Candidate?	Candidate Number	Ethnicity	Gender	ULN	Ensemble Name	External ID	Exam Suite	Product
1	Name1		Last Name1	01/01/2000	?			M				Musical Development	Awards and Certs in Musical Development Entry 1
2	Name2		Last Name2	02/01/2000	?							Musical Development	Awards and Certs in Musical Development Entry 2
3	Name3		Last Name3	03/01/2000	?							Musical Development	Awards and Certs in Musical Development Entry 3
4	Name4		Last Name4	04/01/2000	?			not to say				Musical Development	Awards and Certs in Musical Development Level 1
5	Name5		Last Name5	05/01/2000	?			Other				Musical Development	Awards and Certs in Musical Development Level 2
6	Name6		Last Name6	06/01/2000	?			Other				Musical Development	Awards and Certs in Musical Development Level 3

e. If an error message appears, note the 'page' and 'line' it refers to and click 'OK'.



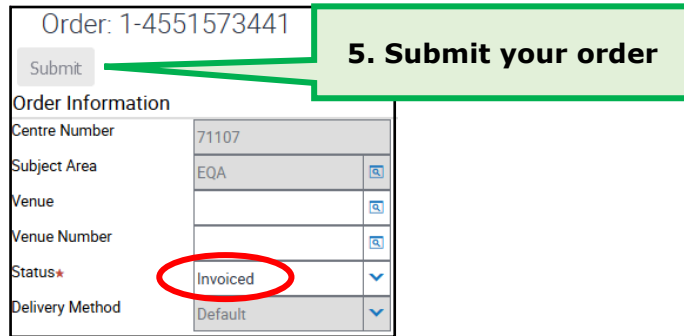
To locate the error, which will be highlighted in red, scroll to the relevant page and line:

- scroll down the page by using the vertical scroll bar on the right-hand side of the portal screen
- move between pages using the arrows at the bottom of the 'Mass Enrolment' box
- use the horizontal scroll bar at the bottom of 'Mass Enrolment' to scroll to the right

Tip: Make sure the page window is maximised as otherwise you may not be able to scroll all the way to the right. If you have very few data to complete, you can do this directly in the 'Mass Enrolment' section before you hit 'Save Enrolments'. Alternatively, instead of completing data manually, you may click away from the 'Learner Enrolment' tab (so no enrolments are saved), make the required amendments in your enrolment spreadsheet and then go back in the portal to re-upload your enrolments.

5. Submit your order - each enrolment row displays a padlock symbol next to all saved information, and a 'Candidate Number' has been generated for each enrolled learner.

When you have completed your enrolments and are ready to submit them to Trinity, click **'Submit'** near the top of the screen. When the order has been submitted successfully, the 'Submit' button will be greyed out and the **'Status'** of the order will change from 'Open' to **'Invoiced'**.



The screenshot shows a web form for an order. At the top, it says "Order: 1-4551573441". Below this is a "Submit" button. A green callout box with the text "5. Submit your order" points to the "Submit" button. Below the button is a section titled "Order Information" containing a table with the following fields:

Centre Number	71107
Subject Area	EQA
Venue	
Venue Number	
Status*	Invoiced
Delivery Method	Default

The "Status*" field is circled in red, and the "Invoiced" option is selected in the dropdown menu.

Note: If you do not Submit your order and the status is left to 'Open', your certificates order will not be processed or invoiced.

2.3. Access your invoice and make payment

When you submit your order, you will receive an automated email containing your invoice and payment information. When payment is made, please send **remittance advice** (or payment information) to EQA.payments@trinitycollege.com and quote the order or invoice number as reference.

You [invoice is also available to download](#) on the centre portal in the **'Attachments'** tab of your order.

2.4. Order confirmation

Within **three working days** of submitting your order, we finalise your order on our system and send you an order confirmation email. The confirmation email will include guidance on next steps, including how to [submit your marks](#) for each enrolled learner.

Note: Once we finalise your order on our system, the order **'Status'** will change from 'Invoiced' to **'Ready to Deliver'**.

3. ADD/REMOVE LEARNERS & AMEND ENROLMENT INFORMATION

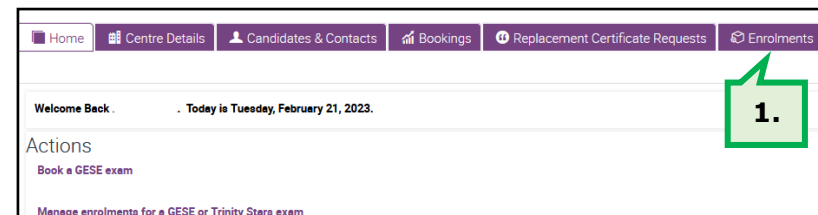
If you wish to make changes and amendments to the enrolment information you submitted in your order, please be aware that there are set timeframes within which these amendments can be accommodated. Read below for full information on conditions related to each type of change or amendment.

3.1. Add learners

You may only add learners to an order prior to receiving the order confirmation email from Trinity. **This means that the status of the order must be 'Invoiced', and not 'Ready to Deliver' or 'Delivered'.**

If your order is at **'Invoiced'** status, follow these steps to add learners:

1. On the portal homepage, click the **'Enrolments'** tab.



2. Select the order you wish to add learners to; here you can check the status of the order, so ensure it is not set to 'Ready to Deliver' or 'Delivered'.

Order #	Subject Area	Candidates	Request
1-4579234621	EQA	0	20/02/2023 17:31
1-4579234611	EQA	0	20/02/2023 16:34
1-4551573441	EQA	6	01/02/2023 10:33

3. Click into the order, and change its status from 'Invoiced' to 'Re-opened'.

Order Information	
Centre Number	71107
Subject Area	EQA
Venue	
Venue Number	
Status*	Re-opened
Delivery Method	Default

4. Follow the full enrolment process, as instructed in [section 2](#) ('2.2. Enrol learners and submit your order') to enrol the additional learners and click 'Submit' to finalise your enrolments. You will receive a new email with the **invoice** for your additional enrolments; this [invoice can also be accessed in the portal](#).

Note: No additions are permitted once your order status has been set to 'Ready to Deliver' or 'Delivered', and/or you have received your order confirmation email. Please **do not** attempt to re-open an order at 'Ready to Deliver' or 'Delivered' status, as any changes at those stages will not be implemented by Trinity. If you wish to enrol additional learners at that stage, you will need to **create a new order**.

3.2. Remove learners

It is **not possible** to remove enrolled learners **on the portal**. To make your request, email us at ACMD@trinitycollege.com **prior to submitting marks** and quote the **order number** and the respective **learners' Candidate ID numbers**. We will make the required amendments and send you a separate invoice for any additional charges. **The amount invoiced upon first enrolment is the minimum you will be charged for your order.**

3.3. Amend learner details and enrolment information

1. Name spelling errors or incorrect dates of birth provided at enrolment:

Amendments to learners' names or dates of birth can be requested **prior to [submitting marks](#)**. To request such amendments, email us at ACMD@trinitycollege.com clearly describing the changes you wish to make and quoting the **order number** and the respective **learners' ID numbers**.

For changes required after the point of submitting marks, centres must request **[certificate amendment and replacement](#)**.

2. Incorrect level provided at enrolment:

Any amendments to the level a learner was enrolled for must be requested **prior to [submitting marks](#)**. To request such amendments, email us at ACMD@trinitycollege.com clearly describing the changes you wish to make and quoting the **order number** and the respective **learners' ID numbers**. We will make the required amendments and send you a separate invoice for any additional charges. **The amount invoiced upon first enrolment is the minimum you will be charged for your order.** If you move a learner down a level, you will not be invoiced less.

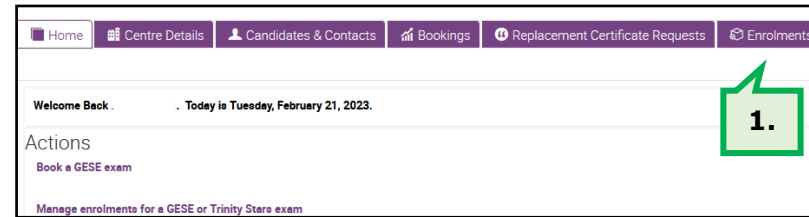
4. SUBMIT MARKS

The next step towards receiving certificates for your enrolled learners is to provide **full marking information** for each. You need to send us **a completed marksheet** for all enrolled learners within **two weeks** from the order confirmation date.

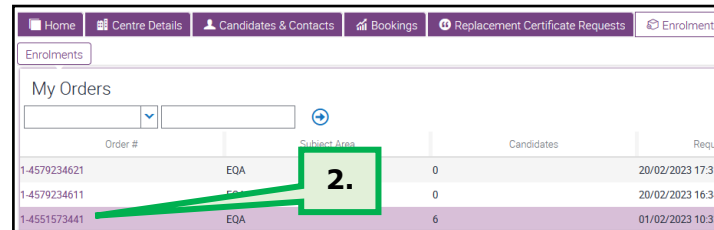
4.1. Access the marksheet

When we processed your order, we generated a **marksheet** containing each learner's name, ID and ACMD level they were enrolled for. You can access and download your marksheet on the [portal](#) by following these steps:

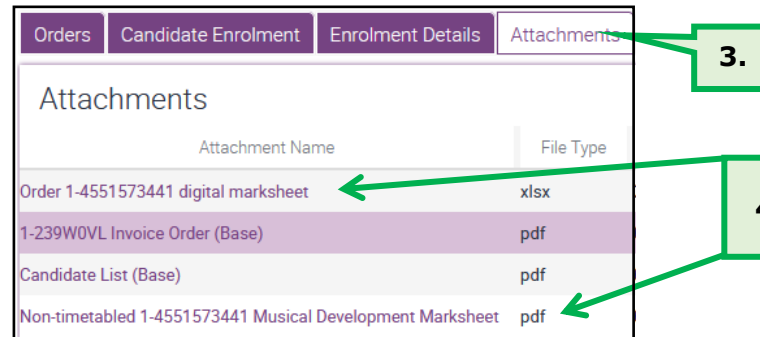
1. On the portal homepage, click the 'Enrolments' tab.



2. Click the number of the order you need to submit marks for.



3. Click the 'Attachments' tab to access the marksheet.



4. The marksheet will be available in **two formats**: as a **PDF** document and an **Excel spreadsheet**. It is up to you to complete the marksheet in the format of your choice.

5. Click the marksheet in your preferred format, and download it in your files.

4.2. Complete the marksheet

Centres need to complete the marksheet with marks for each learner in each of the 'domain' columns (Reactive, Proactive, Interactive). In each of the 'domain' columns, a number from 1-3 will need to be entered. This number correlated to the assessment outcomes Emerging – Achieving – Excelling, i.e. Emerging – 1 / Achieving – 2 / Excelling – 3.

Once each of the domains has a number between 1-3, the total column will provide the overall mark which then provides the attainment level for the student: 0-2: Below Pass, 3: Pass, 4-6: Merit, 7-9: Distinction. Full details can be found on page 10 of the [specification](#).

Please note that the marksheet will list the Trinity qualification level rather than the Sounds of Intent assessment level. Details of how these map together can be found in the [Specification](#).

1. In PDF format

You can complete the marksheet PDF **in two ways**: either **manually, or digitally**. See below for guidance on each method.

- **Complete the marksheet PDF manually -**

- Print out all pages of the marksheet PDF **one-sided** and **in black and white** to ensure legibility
- Enter full marks in each section for each learner on the marksheet: **Reactive, Proactive, Interactive, Total**
- Scan **each** page of the marksheet separately **in black and white**, ensuring the page number at the top is fully visible. If you do not have a scanner, take a clear, well-framed photo of each page separately
- Save the file(s) **in PDF or JPEG format** as a **medium or large file**
- Name the file(s) using the following template name, replacing the words in the bracket with the relevant information:
- **'Marksheet - [Centre Number] – [Order Number] - [Marksheet Page Number]'**. For example, **'Marksheet – 12345 - 1-4551573441 – Page 1'**

- **Complete the marksheet PDF digitally -**

- You can edit the marksheet PDF digitally with [Adobe Acrobat DC](#), or any other PDF editing software. If you do not have a PDF-editing software, you can use the 'Fill & Sign' tool of [Adobe Acrobat Reader DC](#), which is free to download. For instructions, see ['How to fill out and sign a PDF form with Adobe'](#).
- Enter full marks in each section for each learner on the marksheet: **Reactive, Proactive, Interactive, Total**
- Save the file(s) **in PDF or JPEG format** as a **medium or large file**
- Name the file(s) using the following template name, replacing the words in the bracket with the relevant information:
- **'Marksheet- [Centre Number] – [Order Number] - [Marksheet Page Number]'**. For example, **'Marksheet – 12345 - 1-4551573441 – Page 1'**

The image shows a screenshot of the Trinity Musical Development Marksheet PDF form. The form includes the Trinity College London logo, the title 'Musical Development Marksheet', and fields for Centre Name, Date, and Order number. Below this is a table with columns for Name, Candidate Number, Product, and four mark categories: Reactive, Proactive, Interactive, and Total. There are six rows for learners. A red circle highlights the 'Page 1 of 1' text in the top right corner. A green callout box points to this text with the instruction: 'Make sure the page number is visible in your scanned file.' Another green callout box points to the four mark columns with the instruction: 'Enter marks in sections 'Reactive', 'Proactive', 'Interactive' and 'Total' for each learner on the marksheet.'

Name	Candidate Number	Product	Reactive	Proactive	Interactive	Total
Name1 Last Name1	1-4552046791	Awards and Certs in Musical Development Entry 1				
Name2 Last Name2	1-4552046793	Awards and Certs in Musical Development Entry 2				
Name3 Last Name3	1-4552046795	Awards and Certs in Musical Development Entry 3				
Name4 Last Name4	1-4552046797	Awards and Certs in Musical Development Level 1				
Name5 Last Name5	1-4552046799	Awards and Certs in Musical Development Level 2				
Name6 Last Name6	1-4552046801	Awards and Certs in Musical Development Level 3				

2. In Excel spreadsheet format

- Open the marksheet spreadsheet. The marksheet is pre-populated with the names, candidate numbers and ACMD level of all enrolled learners. Please check that all this information is correct and contact us immediately if any [amendments](#) are required. **Do not amend any candidate information in the grey columns on the marksheet**, as any such changes will not be picked up and/or actioned.
- Enter marks for each learner in each of the following sections: **Reactive, Proactive, Interactive**. The **Total** will be calculated automatically.
- Save the spreadsheet in **Excel format**
- Name the file using the following template name, replacing the words in the bracket with the relevant information:
- **'Marksheet - [Centre Number] - [Order Number]'**. For example, **'Marksheet - 12345 - 1-4551573441'**

Candidate Information		Enrolment Information	Marking Information			
Name	Candidate Number	Product	Reactive	Proactive	Interactive	Total
Name LastName1	1-4441684831	Awards and Certs in Musical Development Entry 1				0
Name LastName2	1-4441684833	Awards and Certs in Musical Development Entry 2				0
Name LastName3	1-4441684835	Awards and Certs in Musical Development Entry 3				0
Name LastName4	1-4441684837	Awards and Certs in Musical Development Level 1				0
Name LastName5	1-4441684839	Awards and Certs in Musical Development Level 2				0
Name LastName6	1-4441684841	Awards and Certs in Musical Development Level 3				0

Enter marks in sections 'Reactive', 'Proactive' and 'Interactive' for each learner on the marksheet. The 'Total' is calculated automatically.

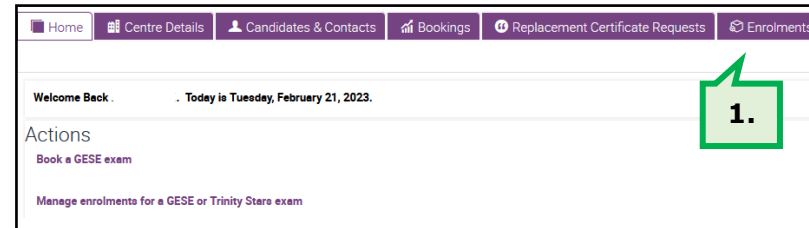
Do not amend any candidate information in the Name, Candidate Number and Product columns. Contact us about any required [amendments](#) prior to submitting your marksheet.

Note: Make sure to enter all required marks for each learner in the Reactive, Proactive, Interactive columns on the marksheet to avoid issues with results entry and certificates delivery.

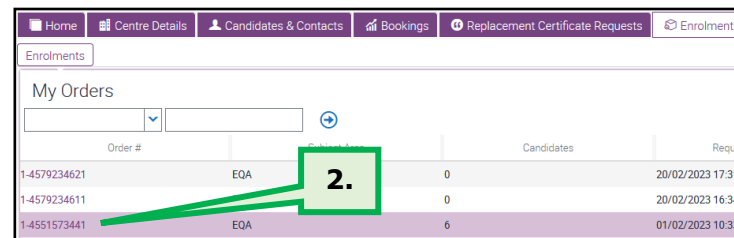
4.3. Submit your marks

You can submit your completed marksheet **on the portal** by following these steps:

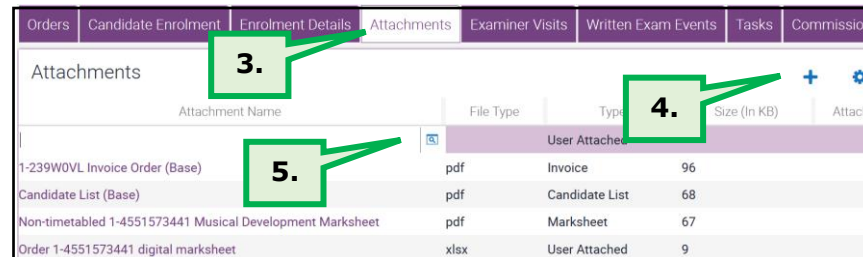
1. On the portal homepage, click the **'Enrolments'** tab.



2. Click the number of the order you need to submit marks for.



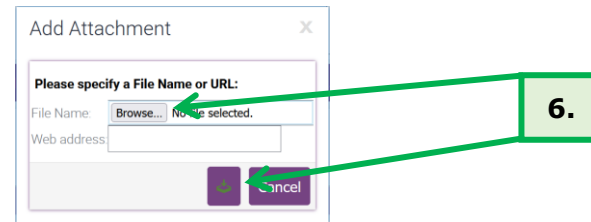
3. Open the **'Attachments'** tab.



4. Click the plus symbol on the left-hand side of the **'Attachments'** section

5. This will create a new row for you to upload your marksheet file. Click the magnifying glass symbol on this row to locate your saved marksheet in your files and upload it.

6. In the pop-up that appears, click 'Browse' to locate your saved marksheet in your files and then click the 'upload' symbol.



7. Your completed marksheet is now successfully submitted. We will email you confirmation of your marks submission within **three working days**. This email will indicate whether your centre has been selected to be [moderated](#) on the current cohort, and if so, we will provide information on next steps.

5. CERTIFICATES

5.1. Certificates delivery

Certificates will be dispatched to your main registered centre address **within 4 weeks** of submitting a completed marksheet.

When your certificates are ready for dispatch, you will receive a notification via email at your centre's main email address. This notification will also include tracking information for your parcel, so you know when to expect it to arrive.

5.2. Certificates amendment and replacement

Certificate replacement can be requested when certificates are lost or damaged. Certificate amendment and replacement can be requested to correct and re-print certificates for learners, whose details (names, dates of birth) were entered incorrectly at the point of enrolment.

To request certificate amendment and/or replacement, you need to download and complete the [Certificate replacement and amendment form](#), which also outlines the associated fees. If you require one or more replacement certificates from the same certificates order, the cost is as follows:

- 1 certificate - standard replacement fee

- 2-10 additional certificates - £5 each
- 11 certificates or more – the cost remains capped at 10 certificates

Email the completed form to ACMD@trinitycollege.com and we will email you the invoice within five working days.

Payment must be made by BACS transfer (or cheque, where BACS is not possible). Please send remittance advice, or confirm full payment details, by email to ACMD@trinitycollege.com.

Replacement certificates are dispatched **within 6-8 weeks** of submitting your form.

6. MODERATION

The purpose of moderation is to enable Trinity to seek and maintain assurance that the validated centre can conduct effective and accurate assessment of learners against the learning outcomes and assessment criteria as set out in the specification, to assure Trinity that all the awards it makes are fair and reliable. Moderation is conducted through a process of sampling each cohort of learners by Trinity's moderator team.

The first cohorts for all centres will be moderated. From then on, the **Centre Risk Rating** (as outlined in the [Validation Requirements Document](#)) will determine the regularity of moderation moving forward.

6.1. The purpose of moderation

The Awards and Certificates in Musical Development are internally assessed – i.e., the assessment is done by the music leader during the course of the music lesson/ session, and evidence captured as appropriate on video. The role of the moderator team is to quality assure those internal assessments. Trinity's moderator team will watch the video evidence and read the evidence forms for a sample of each cohort of learners to make a judgment about whether the learner has been assessed accurately against the assessment criteria (which can be found in the [specification](#)). In the event that the moderator does not wholly agree with the assessments made, they will complete a detailed moderation feedback form to help the centre with more accurate assessment with their next cohort. The marks awarded will **not** change as a result of the moderation.

If the moderator identifies that the centre is not marking accurately, the next cohort submitted by the centre will be moderated. In rare cases, where the centre continues to be marking inaccurately, they may be rated as high risk and additional steps taken to ensure accuracy of marking.

What is the difference between moderation and monitoring?

Trinity also runs an active programme of monitoring. Monitoring is designed to look at the centre's offer as a whole – the quality of the teaching and learning, the expertise of the assessors, safeguarding of the learners etc. This is most often carried out via an in-person visit and the monitor would expect to speak to the Centre Lead and any assessors present that day. Monitoring is ad hoc and does not happen to all centres each year. A monitoring visit will be arranged with plenty of forward notice.

Monitoring also enables Trinity to review and compare the provision of the qualifications and assessment across centres. The Monitor is therefore able to identify areas of good practice as well as areas for improvement, which can be communicated to all centres to support continual improvement of the scheme.

Moderation is designed to quality assure the assessments specifically. Moderators will ensure the accuracy of each centre's marking through examining evidence supplied by the centre. As moderation is targeting the assessment across the centre, it will not result in any adjustment to learners' marks. Feedback will be provided to the centre, and it is the centre's responsibility to ensure that marking is accurate by the time the next cohort of students is enrolled. Help and support with marking can be found on the [soundsofintent.app](https://www.soundsofintent.app) website.

6.2. Who are the Moderators?

Moderators are recruited according to their expertise as music educators in the SEND sector. They have a deep understanding of the Sounds of Intent framework and how it can be implemented across multiple types of setting. Many will have completed the Sounds of Intent PGCert at Roehampton University.

6.3. Preparing for moderation

Centres will not be informed in advance if they will be moderated. Therefore, for each cohort the centre should capture evidence of assessment for a sample of at least 20% of the learners entered, always rounding up (e.g. in a cohort of 27 learners, the centre should capture evidence for 6 learners). The sample should represent the full range of levels being assessed. Trinity will not provide centres with the names of learners that they wish to sample; the choice of learners will be left to the assessor, but the assessor must ensure that there is evidence against all levels for which learners are entered (e.g. a centre enrolls 27 students, all of whom have been assessed at levels 2 – 4; therefore the sample must represent assessment evidence at levels 2, 3 and 4 for six learners).

1. Do I need to collect a sample for every cohort?

Centres are required to collect the sample of 20% (or a minimum of 5 students; whichever is larger) with each cohort entered, although they may not be moderated every time. The first cohort from every centre will be moderated. Where the moderator finds inaccuracy in the centre's marking, subsequent cohorts will also be moderated. Trinity reserves the right to carry out additional moderations as needed to ensure accuracy of marking. In the event that the cohort entered have been assessed by more than one assessor, the sample must represent assessments made by all assessors.

2. How do I select a sample?

We ask to see evidence from at least 20% of the cohort of learners being enrolled (or a minimum of 5 learners; whichever is larger) and across the range of levels that are being assessed. For example, if enrolling 50 students, we would require a sample of 10 learners. If the cohort included students being assessed at Entry 2,3 and Level 1, we would require examples of all of these levels. Evidence must be submitted across all three domains (reactive, proactive and interactive) for each of the students in the sample.

'Evidence' includes:

- The video evidence
- The supporting evidence form– one evidence form should be completed for each of the three domains per student.

Please ensure the video and the supporting evidence form are clearly labelled in the following format:

- Centre_LearnerName_DomainsAssessed

The centre is responsible for selecting the sample of students; Trinity will not select individual students.

3. How much evidence is enough and how should I complete the forms?

The best way to understand how long/short the video evidence should be is to revisit the exemplar videos and supporting evidence in the self-guided training course on the soundsofintent.app website that all assessors will have completed prior to centre validation. Here are a few direct links to some of the training tasks which provide a useful overview of what sort of video and written documentation is appropriate for the purposes of sample evidence.

<https://soundsofintent.app/trinity-college-accreditation/session-1/self-directed-study-sheet-2>

<https://soundsofintent.app/trinity-college-accreditation/session-1/self-directed-study-sheet-3>

<https://soundsofintent.app/trinity-college-accreditation/session-1/self-directed-study-sheet-6>

<https://soundsofintent.app/trinity-college-accreditation/session-1/self-directed-study-sheet-9>

4. How shall I present the evidence of my sample?

Evidence should be provided as a video and associated evidence form. The video may demonstrate evidence of one or more of the three domains – you may have one video per domain, or one video which provides evidence across two, or all three. If you are not sure whether one video is enough, you may upload a second video. There is a maximum of two videos per domain as the moderator will be unable to look at any more than this.

One evidence form should be completed per domain. Each form may refer to both videos if you are submitting an additional video against that domain for evidence.

6.4. Moderation process

If a centre has been pre-selected by Trinity to be moderated, moderation will be conducted remotely online after the centre submits marks for their cohort of learners.

If your centre has been selected to be moderated on the current cohort of learners, we will **notify you** via email once you submit your completed marksheet. In this email, we will provide information on the moderation process and how to prepare, including this guide. The moderation process will be scheduled to **start approximately** within **four to six weeks** from the date you submitted your marks, and be **completed within two weeks**. Your assigned moderator will contact you directly **one week prior** to the moderation start date to discuss practical arrangements. In order to be able to moderate your work, the moderator will require information about how to access your sample of evidence. You will need to confirm arrangements directly with the moderator by return email and ensure to provide them access to your evidence by the scheduled moderation start date.

Certificates will be dispatched as normal within four weeks of submitting your completed marksheet.

If your centre has not been selected to be moderated on the current cohort of learners, there will be no further requirements once you submitted your marksheet, and your certificates will be posted within four weeks of marks submission.

1. How do I send the evidence to the moderator?

Evidence should be uploaded onto a secure file-sharing site of the centre's choice. When using online platforms to host and share files, please ensure you are utilising the available security settings to keep your files safe and secure in line with your organisation's safeguarding policies. It is the centre's responsibility to ensure that the centre's protocols on security are adhered to when sharing the evidence.

In order to be able to moderate your work, the moderator will require information about how to access your sample of evidence on the secure site. Trinity's preference is for the videos to be able to be streamed directly from the source rather than being downloaded onto the moderator's device. In the event that a video does have to be downloaded to be viewed, please ensure that all videos are provided in one of the most broadly used file types.

When the moderator contacts you prior to moderation, please send them the following information by return email:

- Link(s) to where your sample of evidence is available to access online
- (If required) Access information, such as passwords/log in details

Please note that we do not accept evidence via email attachment.

Please ensure that access to the video evidence is revoked once you have received your moderation feedback, by removing access permissions as required. Please do keep a record of your submitted evidence in case of any further queries.

Please note that following completion of the moderation the moderator will be instructed to delete immediately any downloads or browsing history from their devices.

2. What sort of feedback will I receive and how do I get help if my assessments are not accurate?

The moderator will complete a moderation feedback form and send it to you via email once they have completed the moderation process within two to three weeks from the moderation start date.

If the assessments are found to be inaccurate in any way, the assessors' marks won't be adjusted, but the report will contain detail on areas of inaccuracy to enable the assessors in the centre to remedy any issues. If the moderator finds that the centre's assessment does not match the requirements of the learning outcomes and assessment criteria, this will not result in a change of result for the

learner. Instead, remedial actions will be instigated by Trinity to ensure that the centre's assessments meet the required standard before the next cohort of learners are enrolled. This may result in a change of Centre Risk Rating and further requirements of the centre in terms of training and standardisation.

The [soundsofintent.app](https://www.soundsofintent.app) website is an excellent source of support, hosting hundreds of examples of good practice.

7. CENTRE ADMIN: **Access centre information and current/past orders & invoices**

Centres are able to access the information Trinity holds for them on our system through the centre portal. This includes centre contact details and information on current and past certificate orders (including enrolments and invoices). It is the responsibility of the validated centre to ensure their centre information as registered on our system is correct and kept up to date.

7.1 Centre information

1. Centre Details

To access your centre information, click '**Centre Details**' at the top of the [centre portal homepage](#). This will take you through to the main centre details page, where you can view the following information:

- Your centre number
- Your centre's contact information: address, telephone number(s) and email address

Please keep this information up to date. To make amendments and updates, type in your changes in the relevant fields. There is no 'Save' button; changes are automatically saved when you click away from the 'Centre Details' section of the screen.

Note: if you make any changes to your centre address and contact information, please also **notify us** by email at ACMD@trinitycollege.com.

2. Learners & Contacts

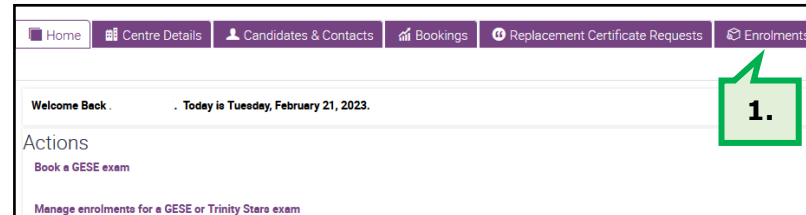
In the 'Learners & Contacts' tab on the [portal homepage](#), you will be able to access the full details of your centre contacts.

Under 'Staff' you will find all contacts from your organisation that are linked to your centre in Trinity Online, and under 'Main Contact' you will find the person from your organisation that is registered on our system as the main contact/representative for your centre. If you wish to make **any changes** to this information, please **contact us** at ACMD@trinitycollege.com with your request.

7.2. Current and past orders and invoices

On the centre portal, centres are able to access enrolment information and invoices for all their certificates orders.

1. To access order information, including enrolments and invoices, go to '**Enrolments**' on the portal homepage.



2. Click the number of the order you wish to access.

The screenshot shows the 'My Orders' page with a table of orders. The table has columns for Order #, Subject Area, Candidates, and Request. The order 1-4551573441 is highlighted in purple, and a green box with the number '2.' points to it.

Order #	Subject Area	Candidates	Request
1-4579234621	EQA	0	20/02/2023 17:31
1-4579234611	EQA	0	20/02/2023 16:34
1-4551573441	EQA	6	01/02/2023 10:33

3. In the order, click the '**Enrolment Details**' tab to view the full list of enrolment information: learner details and levels. To **download** this information, click the cog icon and select 'Export' on the drop-down menu. In the pop-up that appears, click 'Next' and 'Close'. The downloaded file will contain full enrolment information.

The screenshot shows the 'Enrolment Details' page for order 1-4551573441. The page is divided into several sections: Order Information, Pricing Details, and Examinations. The 'Enrolment Details' tab is selected, and a green box with the number '3.' points to it. The 'Examinations' section contains a table of enrolment entries.

Line #	Uniq.	Enrolment Date	Candidate Number	Candidate Name	Candidate Birth Dt	Under	Gender	Consx Email	ID Docu	ID Do	Natio	ID Doc	Examination	Subject	Art Form	Exam Type
1		01/02/2023 12:5	1-4552046791	Name1 Last Name1	01/01/2000		M						Awards and Certs in Musical Development Entry 1			Practical
2		01/02/2023 12:5	1-4552046793	Name2 Last Name2	02/01/2000		F						Awards and Certs in Musical Development Entry 2			Practical
3		01/02/2023 12:5	1-4552046795	Name3 Last Name3	03/01/2000		Other						Awards and Certs in Musical Development Entry 3			Practical
4		01/02/2023 12:5	1-4552046797	Name4 Last Name4	04/01/2000		Prefer not to s...						Awards and Certs in Musical Development Level 1			Practical
5		01/02/2023 12:5	1-4552046799	Name5 Last Name5	05/01/2000		Other						Awards and Certs in Musical Development Level 2			Practical
6		01/02/2023 12:5	1-4552046801	Name6 Last Name6	06/01/2000		Other						Awards and Certs in Musical Development Level 3			Practical

4. Click the **'Attachments'** tab to access and download the **invoice**.

Attachment Name	File Type
Order 1-4551573441 digital marksheet	xlsx
1-239W0VL Invoice Order (Base)	pdf
Candidate List (Base)	pdf
Non-timetabled 1-4551573441 Musical Development Marksheet	pdf