

Stewarding (for private exam centres)

Stewarding is one of the most important aspects of the day. Stewards are likely to be the first contact candidates have with Trinity directly and they can hold the key to a successful or a failed examination day. Being able to handle the pressure of the day and the occasional incident, as well as having a warm and welcoming manner are crucial.

Stewards should possess the following key skills (in no particular order)

- A warm and friendly manner
- A professional approach
- Good organisation and timekeeping
- Well presented
- Aware and alert at all times
- Ability to handle pressure and think on their feet

Please provide stewards with the following guidelines and checklist to help them run a smooth and enjoyable examination day.

Timings

Please arrive at least 45 minutes before the start of the first examination to allow yourself enough time to set up the venue and register the first candidate who is likely to arrive shortly after you. You will need to remain until the last candidate has completed their examination and been directed out of the venue.

The examiner

The examiner will arrive 30 minutes before the first examination. Your coordinator should have already informed you of the examiner's name and provided you with their biography to display in the waiting area. You should make yourself known to the examiner upon their arrival, as he/she will be in charge of the examination day and you should take instruction from him/her.

Exam candidates, teachers and parents

Candidates should register with you upon arrival at which point you should direct them to the waiting area. Bear in mind that examinations can be a daunting experience, especially for young children, please help them to feel as relaxed as possible. A warm reception and friendly attitude can calm even the most nervous candidates, teachers and parents and give a good impression.

Setting up checklist

Trinity publishes exam venue guidelines for [Classical & Jazz](#), [Percussion](#) and [Rock & Pop](#). You will need to:

1. Locate and check the rooms being used and place posters (Exam Centre, Exam Room, Warm-Up Room, Waiting Room, Quiet Please, Silence) in appropriate locations
2. Check and prepare all the exam materials for the examiner. These are all generated by Trinity Online and available through the centre portal:
 - a. Timetable
 - b. All report forms, in timetable order.
 - c. Non-timetabled marksheet (in landscape format) which the examiner will complete with the summary marks for each candidate
3. Familiarise yourself with the other parts of the building you might use, for instance toilets, café, kitchen
4. Introduce yourself to the examiner and make sure they have all they need, including hot drinks at break times and a bottle/glass of water.

Throughout the day, ensure the exam room area is quiet and free from disruption.

For each candidate

1. Register them as they arrive
2. Check that each candidate has brought their appointment slip and that it has been filled in. If not, issue them with a blank appointment slip and have this completed before they go in to the exam.
3. Direct the candidate to the waiting area.
4. About 15 minutes before the candidate's examination please direct him/her to the warm-up room (if one is supplied); then, at the appropriate time show them to the examination room, collecting them punctually if the warm-up room is far away from the exam room. Be waiting for when the previous candidate has finished, and introduce the new candidate to the examiner by name, instrument and grade so that they can double check paperwork and pronunciation, and that it is included on the exam recording.
5. Keep the examiner informed of any absences.
6. After the exam, encourage feedback via the online form at www.trinitycollege.com/haveyoursay

At the end of the day

You will need to remain until the last candidate has completed their examination and been directed out of the venue. Please double check with the examiner that they have everything they need, before leaving the centre.

If things go wrong

Occasionally things do not go to plan. Try to deal with all incidents in a calm and collected fashion. It is important to remember not to allow the candidate to feel stressed. A candidate may turn up who is not on the timetable, or who should have arrived at a different time. Take the candidate's details (ideally off their appointment slip if they have it)

- Name
- Candidate number
- Subject
- Grade

Once the current examination candidate has left the examination room speak to the examiner and explain the situation. The examiner is in charge of the day and will decide on the most appropriate course of action. In no instance should you discuss issues with candidates and teachers in the exam room and certainly not in front of a candidate.

If there is an incident that you and the examiner feel unable to deal with then please contact your co-ordinator in Trinity's UK & Ireland office if an answer isn't evident.