

Arts Award Centre Operational Guidance

This document provides guidance on how to:

- ▶ Enter young people for Arts Award Discover
- ▶ Enter young people for Arts Award Explore and Bronze/Silver/Gold Arts Award
- ▶ How to register a validated Arts Award centre
- ▶ How to link to an existing Arts Award centre
- ▶ Update your personal adviser details and the details of your Arts Award centre
- ▶ Access information on current/past orders for your Arts Award centre

If you require further support, refer to the artsaward.org.uk/helpcentre, or contact the **Arts Award helpdesk** (ArtsAwardOpsTeam@trinitycollege.co.uk / 020 7820 6178).

For further assistance, video guidance for key processes can be found on the [Arts Award website](#).

The following key terms are used throughout this guidebook.

'young person'	= Any young person entered for Arts Award
'centre'	= an Arts Award validated centre
'adviser'	= a trained Arts Award adviser
'Trinity'	= Trinity College London
'your Trinity contact'	= Your contact at Trinity for all day-to-day queries. This will usually be as follows for each level or type of query: Discover – DiscoverOrders@trinitycollege.co.uk Explore/Bronze/Silver/Gold – ArtsAwardOrders@trinitycollege.co.uk General/Finance/Certificate queries – ArtsAwardOpsTeam@trinitycollege.co.uk
'you'	= All those involved with the delivery of Arts Award qualifications at your centre
'portfolio'	= the evidence which is collected for Arts Award. For Discover, and Explore we use the term 'arts log' to describe the portfolio

Other useful documents

Other useful documents and resources include:

- ▶ [Arts Award toolkit](#) – detailing the qualification requirements and assessment criteria
- ▶ [Qualification specification](#) documents
- ▶ [Adviser hub](#) – providing support materials and guidance for running Arts Award qualifications
- ▶ [Arts Award blog](#) - keeping you updated about resources, opportunities and developments, as well as stories and successes from the Arts Award community
- ▶ [Arts Award on Voice](#) – providing support materials and guidance for young people

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1. The centre portal

The centre portal can be accessed at artsaward.trinitycollege.co.uk/artsawardportal.

Your login details for the centre portal were issued once you successfully completed your adviser training and are the same logins used to [access the Arts Award website](#).

If you have [forgotten your login details](#), you can retrieve/reset these by following the relevant link(s) on the portal login page:

- For a **username** reminder, click '[Forgot Your User ID](#)' and enter the email address registered with your adviser account
- To reset your **password**, click '[Forgot Your Password](#)' and a reset link will be sent to the email address registered with your adviser account

If you no longer have access to your registered email address, or experience issues logging in to the portal, contact us at ArtsAwardOpsTeam@trinitycollege.co.uk with the following information:

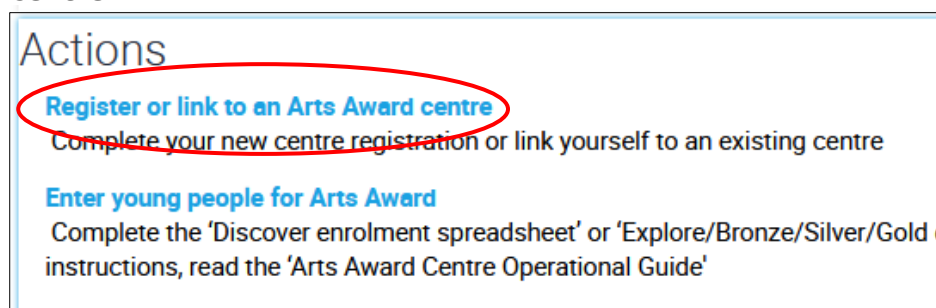
- Your first/last name as registered at the point of training
- Your date of birth
- Your old email address, registered during your training
- Your current email address

2. Register a new validated Arts Award centre

All new validated Arts Award centres need to register their details via the centre portal prior to entering young people for Arts Award. As this process can take a few weeks, it is advised that you register your centre details shortly after your centre has been approved as a validated centre.

For information on how to become a validated centre, [visit our website](#).

STEP ONE - On the portal homepage, click '**Register or link to an Arts Award centre**'.



Actions

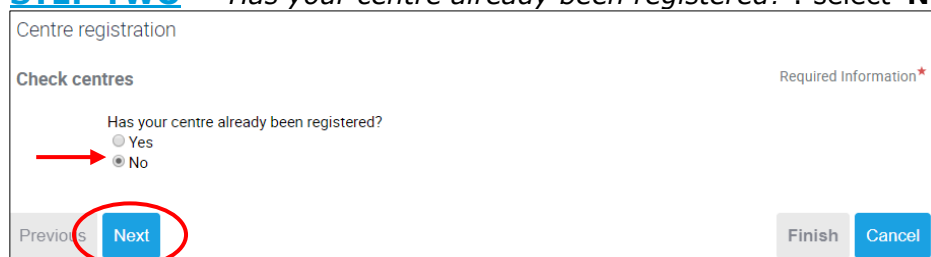
Register or link to an Arts Award centre

Complete your new centre registration or link yourself to an existing centre

Enter young people for Arts Award

Complete the 'Discover enrolment spreadsheet' or 'Explore/Bronze/Silver/Gold' instructions, read the 'Arts Award Centre Operational Guide'

STEP TWO - 'Has your centre already been registered?': select '**No**' and click '**Next**'.



Centre registration

Check centres Required Information*

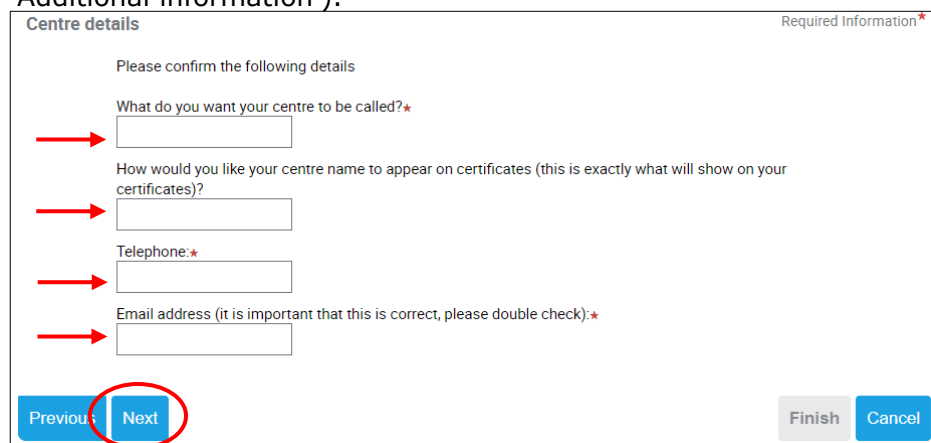
Has your centre already been registered?

☐ Yes

☒ No

Previous **Next** Finish Cancel

STEP THREE - Fill out the information boxes and click 'Next'. All fields marked with an asterisk * are compulsory. Repeat for the following three pages ('Centre address' and 'Additional information').



Centre details Required Information*

Please confirm the following details

What do you want your centre to be called?*

How would you like your centre name to appear on certificates (this is exactly what will show on your certificates)?

Telephone:*

Email address (it is important that this is correct, please double check):*

Previous **Next** Finish Cancel

STEP FOUR - Nominate a main contact for your Arts Award centre.

Note: For details on the role of the main centre contact read our [Best Practice Guidebook](#) (section 1.5 'The role of the centre representative').

If you will be the main contact, do nothing and click 'Next'.

If someone else will be the main contact, click the magnifying glass and then '+' to add the contact to your centre. Enter the first name, last name and email address for the person you would like to nominate as main contact. When complete, press the save button, and then 'OK' to confirm and return to the main form. Click 'Next'.

Centre registration

Centre contacts Required Information*

If you are not going to act as the main contact for this centre, please click on the icon below to create a new main contact for your centre*

Previous Next Finish Cancel

Main Contact

Last Name

No Records

Last Name	First Name	Home Phone #	Work Phone #	Email Address	Email
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Centre registration

Centre contacts

Previous Next Finish Cancel

Main Contact

First Name:*

Last Name:*

Home Phone #:

Work Phone #:

Email Address:

Email Address 2:

Note: This will not give access to the centre portal for this contact. The main centre contact will be the person receiving Arts Award centre-related information and updates, including the centre agreement.

STEP FIVE – Provide information on your Arts Award centre offer:

- *'The Arts Award in your centre is':* Use the drop-down list to select whether your centre will be 'open'/'closed' to new members. An 'open' centre allows contact from members of the public to undertake their Arts Award with them (see step six for how prospective members can locate your information), whereas a 'closed' Arts Award centre does not. This can be amended later via the [Centre details](#) tab in the portal.
- *'We offer Arts Award in the following art forms':* Select which art forms you offer; this helps to give prospective members an idea about your Arts Award delivery.

Click 'Next' and then select your preferred options on the next page:

- *'We welcome contact from':* Select your preferred option

STEP SIX - On the next page, tick the box to choose whether you would like to appear on the Arts Award [centre map](#) for other centres/young people to contact you.

Tip: This can be amended later via the [Centre details](#) tab in the centre portal.

STEP SEVEN – Provide contact details: if applicable, enter the telephone number, website and email of the centre (a main helpdesk line or email address would be ideal) and click 'Next'. You will then be taken to the final page of the centre registration form, which explains the rest of the centre registration process. When you are ready, click '**Finish**'.

STEP EIGHT - Your centre agreement will have been sent via email approximately seven days after you have been approved as an Arts Award validated centre. You can sign the document electronically or forward the email to someone else if you are not authorised to sign on the behalf of the organisation you are registering. The centre agreement will be sent via email with subject line 'Please sign REC-AA-UK' through Adobe Sign (echosign@echosign.com) from Trinity College London's legal department.

Read the email thoroughly and then click through to the document via the link in the email. If you are unable to complete and sign this yourself, you can pass it on to someone else within your organisation with the authority to do so. Complete all the indicated sections of the form and for any section that does not apply enter 'N/A'. When all details have been completed, '**Click to Sign**' will appear at the bottom of the page. Follow the instructions to sign and finalise your centre agreement.

Tip: If you have not received this email within five working days, check your junk or spam folders.

STEP NINE - Once you have successfully signed the centre agreement, you will receive an email with a countersigned copy of the agreement attached for your records confirming the agreement has been signed and filed. If you do not receive this, please try and re-enter the centre agreement through the original email link. If an error appears, please email centreagreements@trinitycollege.co.uk. If you can access and amend the agreement this means it has not been successfully completed. Please doublecheck all sections of the agreement have been completed as per the instructions in step eight before re-signing.

Once the centre agreement has been signed your new validated centre will be available in the centre portal for you to enter young people for Arts Award.

3. Link to an existing Arts Award centre

3.1 Advisers

If your organisation is an existing validated Arts Award centre, you need to link yourself to the centre in order to be able to access it via the portal.

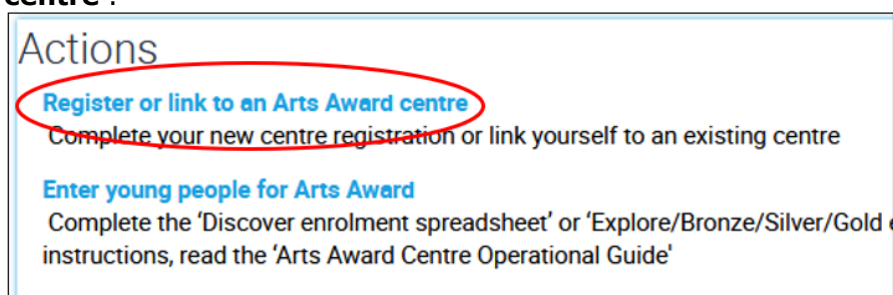
Note: You can only link to Arts Award centres with an 'active' status. If the [centre's status](#) is 'pending' or 'closed', contact us at centreagreements@trinitycollege.co.uk.

To link yourself to an existing and active validated Arts Award centre you need to know the following information:

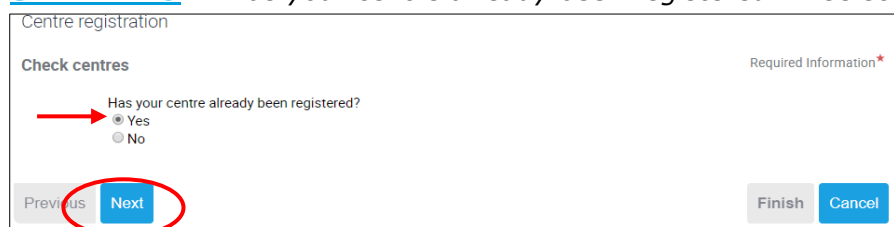
- The five-digit **centre number**, which is unique to your Arts Award centre
- The registered **postcode** for your Arts Award centre

Tip: Advisers, who are already linked to your centre, can locate this information by visiting the [Centre details](#) tab of the centre portal. If you have any issues with finding this information, please email ArtsAwardOpsTeam@trinitycollege.co.uk.

STEP ONE - On the portal homepage, click '**Register or link to an Arts Award centre**'.



STEP TWO - 'Has your centre already been registered?' - select '**Yes**' and click '**Next**'.



STEP THREE - Enter the centre number and postcode and press 'Next'.

If you do not have these details, please ask the main Arts Award contact at the centre or another linked adviser for them. They can [find centre information in the Arts Award centre portal](#).

Note: The postcode field is case sensitive, so if an error occurs, ensure the postcode is entered exactly as registered (e.g., AB11 2eh would need to be entered as such; AB11 2EH would not be accepted).

STEP FOUR - If successful, you will see confirmation that you have been linked to the centre. Click '**Finish**' to exit the form.

Note: If you no longer work for an Arts Award centre you are linked to, you (or the centre) must notify us asap, so we can unlink you from the centre and remove access to the centre's information via the portal.

3.2 Admin staff

Linked advisers may request to set up an account for another key member of staff from the centre, who is not a trained adviser (i.e., exams/administration officer), to access the portal for administration purposes. For further info, [read our FAQs](#).

4. Enter young people for Discover

STEP ONE – Complete the [Discover enrolment spreadsheet](#)

STEP TWO – Enter young people [via the centre portal](#)

Troubleshooting - Common reasons for enrolment errors

Arts Award Discover is an introductory award, and not a regulated qualification. This means that the adviser's assessment is final, and no moderation is required to validate the adviser's assessment.

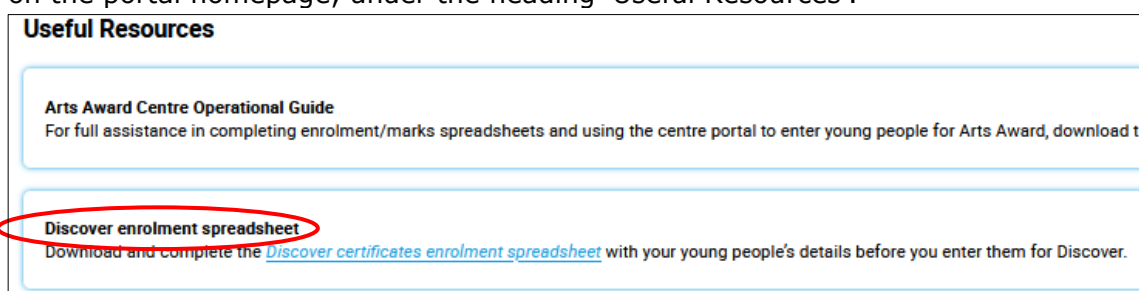
Once you have completed delivery, advisers need to fully assess the young people's work and complete a [Discover marksheet](#) to record their marks for each young person. The Discover marksheet is for the centre/adviser's own records, and does not need to be provided to Trinity. Guidance on the assessment criteria can be found in the Discover and Explore adviser toolkit, at artsaward.org.uk/toolkit.

To enter young people for Discover, you need to complete the [Discover enrolment spreadsheet](#) with the details of all young people that have been assessed by the adviser as meeting the criteria for the level, and then log in to the centre portal to enter them for the award.

Note: All advisers assessing the young people's work must be [linked to your centre](#). [Check if all advisers are linked](#), and if not, ask them to do so prior to entering young people for Arts Award via the centre portal.

STEP ONE – Complete the [Discover enrolment spreadsheet](#)

- a. The spreadsheet is available to download at artsaward.org.uk/EnterForDiscover and on the portal homepage, under the heading 'Useful Resources'.



Tip:

- Make sure you download a new spreadsheet each time you enrol young people as we regularly update the enrolment spreadsheet.
- **Mac-users** need to convert the spreadsheet to and from Numbers (official Apple guidance: [Excel to Numbers](#) / [Numbers to Excel](#))

- b. Open the spreadsheet from your downloads.

In tab '0. GUIDANCE' you will find a list of quick steps on how to complete the spreadsheet and use it to enter young people via the centre portal, as well as certificate and invoice timeframes.

Open tab '1. Enrolment' to enter young people's details.

All sections with a blue heading are **compulsory**, including the two boxes at the top for your **centre name** and **centre number**.

Note: If any of the young people's **date of birth** is not known, you may leave the DOB field blank. This option is only available for Arts Award Discover; dates of birth are compulsory for all other Arts Award levels.

Complete **all required sections** of the spreadsheet for each of the young people you assessed as passing Arts Award Discover.

Ensure all spellings are correct as this is how they will appear on the young people's certificates.

CENTRE NAME:		CENTRE NUMBER:		arts award		TRINITY COLLEGE LONDON		ARTS COUNCIL ENGLAND			
First name	Middle name	Last name	Date of birth	Ethnicity	Gender	ULN	External ID	Arts Award Level (Exam suite)	Edition Title (Examination/Product Name)	Adviser	Art Form
<small>This is exactly how the young person's name will appear on their certificate.</small>	<small>This is exactly how the young person's name will appear on their certificate.</small>	<small>This is exactly how the young person's name will appear on their certificate.</small>	<small>Example: enter each DOB using the format: DDMMYYYY. Examinations leave the DOB field blank.</small>	<small>Click in box and select preferred option from drop down list.</small>	<small>Click in box and select preferred option from drop down list.</small>	<small>Unique Learner Number if known but not required.</small>	<small>If you wish to supply one, but not required.</small>	<small>Arts Award Discover/ This is pre-populated but if not, click in box below and select 'Arts Award Discover' from drop down list.</small>	<small>Arts Award - Discover/ This is pre-populated but if not, click in box below and select 'Arts Award - Discover' from drop down list.</small>	<small>The named Arts Award adviser who assessed the young person's work. They must be linked to the Arts Award centre in their name must be entered exactly as registered.</small>	<small>Click in box and select preferred option from drop down list.</small>
Joe		Bloggs	2000/12/00	Other: Other	M			Arts Award Discover	Arts Award - Discover	Mary Bloggs	Craft

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 will cause issues with entering young people for Arts Award via the portal and cause delays to the certificates issue.

STEP TWO – Log in to the centre portal to enter young people for Arts Award

- When you have completed the enrolment spreadsheet, double check that all the information you entered is correct and final (as no amendments will be possible after you submit these details via the centre portal) and save the spreadsheet. When ready, [log in to the centre portal](#) and click the link 'Enter young people for Arts Award'.

Note: Do not start this process if you have not fully completed the Discover enrolment spreadsheet and are not ready to submit the young people details via the portal. The process of entering young people for Arts Award via the centre portal must be completed **on the same day** you logged in the portal to create the order. Any orders left open in the centre portal after the date they were created will be deleted within 14 days and you will lose all the data you uploaded.

Actions
Register or link to an Arts Award centre Complete your new centre registration or link yourself to an existing centre
Enter young people for Arts Award Complete the 'Discover enrolment spreadsheet' or 'Explore/Bronze/Silver/Gold enrolment and marks spreadsheet' and follow this link to enter young people for Arts Award. For instructions, read the 'Arts Award Centre Operational Guide'

- On the next page you need to confirm you have completed the Discover enrolment spreadsheet by selecting 'Yes' and clicking 'Next'. If your spreadsheet does not contain full and final information, select 'No' and you will be directed to exit this process and return to it when you have completed your spreadsheet.

Enter young people for Arts Award

Enrolment Spreadsheet Required Information *

Have you completed the Discover enrolment spreadsheet or Explore/Bronze/Silver/Gold enrolment and marks spreadsheet with accurate and final details for all the young people you are entering for Arts Award?

Note: No amendments to enrolments and/or marks will be accepted once you have submitted your order on the centre portal. *

☒ Yes
☐ No


Previous **Next** Finish Cancel

- c. Select the centre you wish to enter the young people through. Click the magnifying glass icon to bring up the list of centres you are linked to and select the relevant centre. Click 'OK' to confirm and return to the main page. Click **'Next'**.

Enter young people for Arts Award

Centre Selection

Please click the icon and select the Arts Award centre you are entering young people for: *



Previous **Next**

Note: If your centre does not appear, make sure you are [linked to the centre](#), or if the [centre's status](#) is 'pending' or 'closed', click Cancel and contact us at centreagreements@trinitycollege.com.

- d. Select the Discover option to enter young people for Arts Award Discover and click 'Next'

Enter young people for Arts Award

Exam Suite Selection

Are you entering young people for Discover or for Explore/Bronze/Silver/Gold? *

☒ Discover
☐ Explore/Bronze/Silver/Gold

Previous **Next**

- e. Click **'Finish'** to get to the final screen where you will create an order to provide the young people's details. This will take a few moments, so please stay on the page until you get to the next screen (do not click 'Finish' twice as this will create an error).

Enter young people for Arts Award

Next Steps Required Information *

Click 'Finish' to move to the next screen and enter young people for Arts Award.
On the next screen you will be required to provide your young people's details exactly as you entered them in your completed enrolment spreadsheet by following the steps below.
Ensure all information in your spreadsheet is accurate, as no amendments are possible once you have submitted your order.

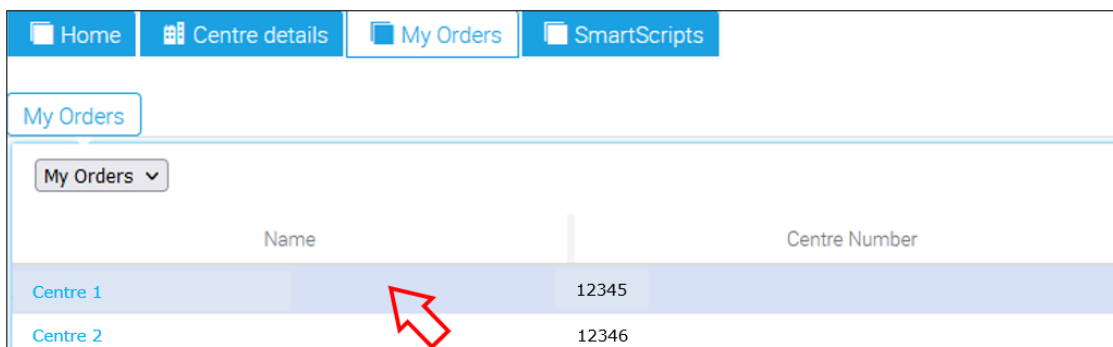
1. If you are linked to more than one Arts Award centres, ensure that the centre you are entering young people for is highlighted in the top section. If not, click into the row that contains the correct centre.
2. In the 'Order Details' section, copy/paste your enrolment information directly from your spreadsheet into the 'Mass Enrolment' field.
3. Click 'Submit' to complete your order.

For support, read the Arts Award Centre Operational Guide.
The invoice will be sent to you automatically via email once you have submitted your order successfully.

Click 'Cancel' to exit this screen and return to the Homepage.

Previous Next Finish Cancel

- f. In the top section of the next screen, ensure that the correct centre is highlighted in blue. If you are linked to more than one centres, the view will default to the top centre on the list. To select the correct centre, click into the row (but not on the hyperlinked centre name itself) to highlight the correct centre.



The screenshot shows the 'My Orders' section with a table of centres. The first row, 'Centre 1', is highlighted in blue. A red arrow points to the highlighted row.

Name	Centre Number
Centre 1	12345
Centre 2	12346

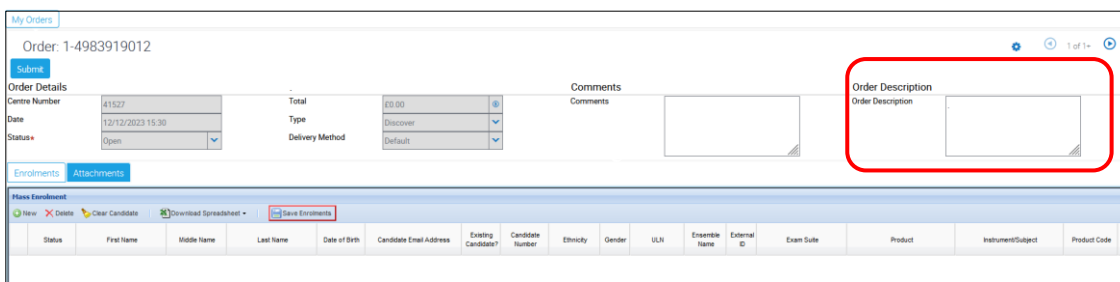
- g. Scroll down to the 'My Orders' section, check the date/time to ensure the latest order that you created is highlighted in blue.



The screenshot shows the 'My Orders' section with a table of orders. The latest order, '1-525555701', is highlighted in blue.

Order #	Type	Young People	Date	Status
1-525555701	Discover	0	11/03/2024 14:00	Open
1-525545851	Standard	0	11/03/2024 11:36	Open
1-5255458770	Standard	0	11/03/2024 10:15	Open

- h. Scroll down to the 'Order Details' section and use the 'Order Description' box to enter a brief description of your project.



The screenshot shows the 'Order Details' section. The 'Order Description' box is highlighted in red.

Order: 1-4983919012

Order Details

Centre Number: 41527, Date: 12/12/2023 15:30, Status: Open, Type: Discover, Delivery Method: Default

Comments

Order Description

Enrolments

Attachments

Place Enrolment

Save Enrolments

Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candidate?	Candidate Number	Ethnicity	Gender	ULN	Ensemble Name	External ID	Exam Suite	Product	Instrument/Subject	Product Code
--------	------------	-------------	-----------	---------------	-------------------------	---------------------	------------------	-----------	--------	-----	---------------	-------------	------------	---------	--------------------	--------------

- i. You then need to upload the young people's details directly from the Enrolment tab of your completed spreadsheet into the '**Mass Enrolment**' field in 'Order Details'. In the 'Enrolment' tab of spreadsheet, click the row number on the left hand side of the row containing the first young person's details. This will highlight the entire row (including all empty columns) and change the cursor arrow into a white cross. Drag your cursor down until all the rows containing young people's details have been highlighted.

Note: Make sure that all the columns are highlighted, including column A which does not contain any data.

9						
10						
	First name	Middle name	Last name	Date of birth	Ethnicity	Gender
11	This is exactly how the young person's name will appear on their certificate	This is exactly how the young person's name will appear on their certificate	This is exactly how the young person's name will appear on their certificate	Enter date of birth using this format: dd/mm/yyyy	Click in box below and select preferred option from drop down list	M / F We are aware that some transgender or agender young people may not wish to be identified as male or female. At the moment these are the
30	Joe		Bloggs	20/02/2000	Other, Other	M
31	Test		One	12/02/2000	White, British	M
32	Test		Two	13/04/2001	Black, Other	M
33	Test		Three	28/02/1999	Prefer not to specify	F
34	Test		Four	28/02/1999	Mixed, Other	F
35	Test		Five	31/01/2005	Black, Other	M
36						

- j. Copy the data you highlighted by either pressing '**Ctrl+C**' on your keyboard, or right-clicking with your mouse and selecting '**Copy**'.
- k. In the portal, right click anywhere in the empty section of the '**Mass Enrolment**' field and either press '**Ctrl+V**' on your keyboard, or right-click with your mouse and select '**Paste**'. Once the data has loaded, click '**Save Enrolments**' and then click 'OK' in the pop-up that appears.

The screenshot shows the 'Mass Enrolment' section of a portal. At the top, there are fields for 'Type' (set to 'Discover'), 'Date' (11/03/2024 14:00), 'Status' (set to 'Open'), and 'Total' (£0.00). Below these are 'Comments' and 'Order Description' fields. The main area is a table with columns: Status, First Name, Middle Name, Last Name, Date of Birth, Candidate Email Address, Existing Candidate?, Candidate Number, Ethnicity, Gender, UIN, Ensemble Name, External ID, Exam Suite, Product, Instrument/Subject, and Product Code. The 'Save Enrolments' button is highlighted with a red box. A red mouse cursor points to the empty area below the table.

- l. 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.

The screenshot shows a spreadsheet titled 'Save Enrolments' with a table containing columns for 'Enrolment', 'Product', 'Product Code', 'Minimum Age', 'Teacher / Admin', 'Teacher on List', 'Applicant', 'School', 'School on List', 'First Language', 'Venue', 'External Funding', 'Fee List', 'ID Document Type', 'ID Document Number', 'Nationality', 'ID Document Expiry Date', and 'Ad Form'. A red circle highlights the 'Save Enrolments' button in the top right corner of the spreadsheet.

Make any corrections and click '**Save Enrolments**'. Check the '[Troubleshooting - Common reasons for enrolment errors](#)' section in this guide for assistance.

Note: If you are getting unable to locate and/or resolve errors and cannot save your enrolments, you need to share your enrolment spreadsheet with your Trinity contact for further support.

To do so:

- Scroll down to the 'Enrolment Attachments' section
- Click the plus (+) symbol on the right hand side to add a new file
- In the new row you created, click the magnifying glass symbol in the 'File Name' column
- Click 'Browse' in the pop-up that appears to locate your enrolment spreadsheet in your folders and upload it
- Click 'Save'
- Send an email to DiscoverOrders@trinitycollege.com with full details of your query

The screenshot shows the 'Add Attachment' dialog box with a 'Please specify a File Name or URL:' prompt. It includes fields for 'File name', 'Web address', and 'Size (in KB)', along with 'Browse...', 'No file selected.', and 'Cancel' buttons. In the background, the 'Enrolment Attachments' section is visible, showing a 'Save' button and a plus (+) symbol, both circled in red.

m. Once successfully saved, scroll up and **click the 'Submit' button once**. It may take up to 15 minutes for the order to be fully processed.

The screenshot shows the 'Order: 1-525555741' section with a 'Submit' button circled in red. Below it, the 'Order Details' section displays the following information:

Order Details	
Type	Standard
Status*	Open
Date	11/03/2024 14:46
Total	£0.00

When the order is processed, the 'Submit' button will turn grey and the '**Status**' field will change from '**Open**' to '**Ready to Deliver**', and you can then navigate away from the page.

Order: 1-5251603070

Submit

Order Details

Type	Standard	Status*	Ready to Deliver
Date	06/03/2024 17:00	Total	£105.50

Note: If you receive an error message when you click 'Submit', you need to share your enrolment spreadsheet with your Trinity contact for further support. To do so, [follow the guidance above to upload your enrolment spreadsheet in the order](#) and send an email to DiscoverOrders@trinitycollege.com with full details of your query, including the order and centre number.

- n. Once you have completed all above steps you will have successfully entered young people for Arts Award Discover. The invoice will be sent automatically by email to the person who submitted the order via the centre portal, and the Finance contact registered for the centre.

Troubleshooting - Common reasons for enrolment errors

- Make sure to complete all compulsory columns highlighted **in blue** for each young person in your enrolment spreadsheet.
Note: For Discover level only the **date of birth** is not compulsory and can be left blank if not known; dates of birth are compulsory for all other Arts Award levels.
- You need to select and copy/paste the full rows containing young people information in your spreadsheet (including the empty column A).
- DO NOT delete or add any columns or rows in the enrolment spreadsheet. This will cause alignment issues when copying and pasting into the centre portal.
- Where a drop-down list is presented in the enrolment spreadsheet, you **MUST** select an option from those given. Please use these options and do not copy and paste data into these cells or enter alternative answers.
- If known, enter the DOB in the required format: DD/MM/YYYY
- Ensure the adviser is trained to assess at Discover level and is [linked](#) to the centre
- Enter the adviser's name exactly as it appears in the centre portal. This is case and space sensitive.
- The young people must be aged 25 and under to be eligible for Arts Award Discover. If any of the young people are outside this age range, you must request [Special Dispensation](#) prior to entering young people via the centre portal.

5. Enter young people for Explore, Bronze, Silver and Gold levels

STEP ONE – Complete the [Explore/Bronze/Silver/Gold enrolment and marks spreadsheet](#)

STEP TWO – Enter young people [via the centre portal](#)

Troubleshooting - Common reasons for enrolment errors

Arts Award Explore, Bronze, Silver, and Gold are regulated qualifications meaning the adviser responsible for the internal assessment of young people's portfolios is required to submit these assessments to Trinity. In some instances, these assessments will be moderated externally by Trinity to validate the adviser's assessment. If your centre has been selected to be moderated, Trinity will notify you within two-three days from the point you entered young people for Arts Award via the centre portal.

You can enter young people for Arts Award only once the young people's portfolios are complete and have been fully assessed by the adviser(s).

Once you have completed your Arts Award delivery, the evidence must be assessed by a trained Arts Award adviser to ensure it meets the evidence requirements and assessment criteria at the relevant level. Guidance on the assessment criteria can be found in the adviser toolkits at artsaward.org.uk/toolkit.

Note: All advisers assessing the young people's work must be [linked to your centre](#). [Check if all advisers are linked](#), and if not, ask them to do so prior to entering young people for Arts Award via the centre portal.

STEP ONE – Complete the [Explore/Bronze/Silver/Gold enrolment and marks spreadsheet](#)

- a. The spreadsheet is available to download at artsaward.org.uk/EnterforEBSG and on the portal homepage, under the heading 'Useful Resources'.

Useful Resources

Arts Award Centre Operational Guide
For full assistance in completing enrolment/marks spreadsheets and using the centre portal to enter young people for Arts Award, download the [Arts Award Operational Centre Guide](#).

Discover enrolment spreadsheet
Download and complete the [Discover certificates enrolment spreadsheet](#) with your young people's details before you enter them for Discover.

Explore/Bronze/Silver/Gold enrolment and marks spreadsheet
Download and complete the [Explore/Bronze/Silver/Gold enrolment and marks spreadsheet](#) with your young people's details before you enter them for Explore/Bronze/Silver/Gold.

Tip: Make sure you download a new spreadsheet each time you enrol young people as we regularly update the enrolment spreadsheet.




- b. Open the spreadsheet from your downloads.

In tab '**0. GUIDANCE**' you will find a list of quick steps on how to complete the spreadsheet and use it to enter young people via the centre portal.

Open tab '**1. Enrolment**' of the spreadsheet to enter the young people's details. All sections with a blue heading are **compulsory**, including the two boxes at the top for your **centre name** and **centre number**.

Complete **all required sections** of the spreadsheet for each of the young people you wish to enter for an Explore/Bronze/Silver/Gold qualification. You must enter **an individual email address for each young person**, which is where their digital certificate will be issued to. The email address must be the young person's (if 18 and over) or their parent/guardian's (if under 18). Please **do not** enter the centre or adviser's email address, as access to each certificate must be shared directly with each young person. For info, see the [Certificates](#) section.




Ensure all spellings are correct as this is how they will appear on the young people's certificates.

CENTRE NAME:		[Type here]		CENTRE NUMBER:		[Type here]		  	
First name	Middle name	Last name	Date of birth	Email address	Ethnicity	Gender	ULN	External ID	Arts Award Level (Exam level)
<p>This is exactly how the young person's name will appear on their certificate. This is exactly how the young person's name will appear on their certificate. Enter date of birth using this format: DDMMYYYY. Enter the email address for the certificate holder. This must be the email address of the young person (if aged 18 or over) or the parent/guardian (if under 18). Click in box and select preferred option from drop down list. Click in box and select preferred option from drop down list. Unique Learner Number, if known but not required. If you wish to supply one, but not required. The level of Arts Award the young person is entering. Click in box and select preferred option from drop down list. This is completed automatically based on the option selected in 'Arts Award Level'. If you click in box below and select preferred option from drop down list. The related Arts Award adviser who awarded the young person's work. They must be linked to the Arts Award centre and their name must be entered exactly as registered. Click in box and select preferred option from drop down list.</p>									

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 will cause issues with entering young people for Arts Award via the portal and cause delays to the certificates issue.

- When you have completed the enrolment tab with full and final information, open the '**2. Marksheet**' tab, where you will need to enter the adviser's marks for each of the young people.

The 'Marksheet' tab will be automatically populated with your centre name and number and each young person's details from the 'Enrolment' tab. You need to complete the **MARKS** section highlighted in blue to enter marks and an overall result for each. Ensure information entered in the 'Enrolment' tab is accurate before completing the marksheet. Any changes to young people's details need to be made in the 'Enrolment' tab, as these data are locked for editing in the 'Marksheet' tab.

CENTRE NAME:		[Type here]		CENTRE NUMBER:		[Type here]		  	
ENROLMENTS								MARKS	
First name	Middle name	Last name	Date of birth	Arts Award Level	Adviser	Unit 1 Marks (P/A/N) A B C D		Unit 2 Marks (P/A/N) A B C D E	
The candidate information is copied across automatically from the Enrolment tab and is locked for editing in this tab. Any edits to candidate must be made in the Enrolment tab.						Click in box for each part of the award and select one of these options from the drop down list: Select P (pass), A (attempted but not passed) or N (not attempted)		Click in box and select P (pass) or B (Below Pass) from the drop down list for the overall result. Click in box and select 'Yes' from the drop down list for the absent young person for the award.	
Name 1		Last Name 1	09/02/2000	Arts Award Explore	Adviser Name 1				
Name 2		Last Name 2	09/02/2000	Arts Award Bronze	Adviser Name 2				
Name 3		Last Name 3	09/02/2000	Arts Award Silver	Adviser Name 3				
Name 4		Last Name 4	09/02/2000	Arts Award Gold	Adviser Name 4				

Select P (pass), A (attempted but not passed) or N (not attempted) for each part of the award. There is one unit for Explore and Bronze levels and two units for Silver and Gold levels. In the Result column select Pass or Below Pass for the overall result, and in the Absent column select 'Yes' for any young people who have not completed portfolios or whose portfolios have not been assessed.

Note:

- If you enter any young people in your spreadsheet that you have marked as 'Below Pass' or 'Absent', you will be charged the standard fee for these young people but they will not be issued an Arts Award certificate. To avoid being invoiced for any 'Below Pass' or 'Absent' young people, do not enter them in your

spreadsheet, but ensure to keep your own record of any young people you did not enter for the award where they have not the completed their portfolio or have been marked as a below pass by the adviser.

- **Mac-users** need to convert the spreadsheet to and from Numbers (official Apple guidance: [Excel to Numbers](#) / [Numbers to Excel](#)).

When editing in Numbers, note:

- The information entered in the 'Enrolment' tab will not automatically populate the 'Marksheet' tab
- The Unit 2 fields will not automatically be greyed out when entering young people for Explore/Bronze levels – these can be left blank.
- Please attach your spreadsheet to your order in Excel format. We are unable to open/convert Numbers files.

STEP TWO – Log in to the centre portal to enter young people for Arts Award

- a. When you have completed the enrolment spreadsheet, double check that all the information you entered is correct and final (as no amendments will be possible after you submit these details via the centre portal) and save it on your computer.

When ready, [log in to the centre portal](#) and click the link '**Enter young people for Arts Award**'.

Note: Do not start this process if you have not fully completed the enrolment and marks spreadsheet and are not ready to submit the young people details and marks via the portal. The process of entering young people for Arts Award via the centre portal must be completed **on the same day** you logged in the portal to create the order. Any orders left open in the centre portal after the date they were created will be deleted within 14 days and you will lose all the data you uploaded.

Actions

[Register or link to an Arts Award centre](#)
Complete your new centre registration or link yourself to an existing centre

Enter young people for Arts Award
Complete the 'Discover enrolment spreadsheet' or 'Explore/Bronze/Silver/Gold enrolment and marks spreadsheet' and follow this link to enter young people for Arts Award. For instructions, read the 'Arts Award Centre Operational Guide'

- b. On the next page you need to confirm you have completed the enrolment and marks spreadsheet by selecting 'Yes' and clicking 'Next'. If your spreadsheet does not contain full and final information, select 'No' and you will be directed to exit this process and return to it when you have completed your spreadsheet.

Enter young people for Arts Award

Enrolment Spreadsheet Required Information*

Have you completed the Discover enrolment spreadsheet or Explore/Bronze/Silver/Gold enrolment and marks spreadsheet with accurate and final details for all the young people you are entering for Arts Award?

Note: No amendments to enrolments and/or marks will be accepted once you have submitted your order on the centre portal.*

☒ Yes ☐ No


Previous **Next** Finish Cancel

- c. Select the centre you wish to enter the young people through. Click the magnifying glass icon to bring up the list of centres you are linked to and select the relevant centre. Click 'OK' to confirm and return to the main page. Click **'Next'**.

Enter young people for Arts Award

Centre Selection

Please click the icon and select the Arts Award centre you are entering young people for:★



Note: If your centre does not appear, make sure you are [linked to the centre](#), or if the [centre's status](#) is 'pending' or 'closed', click Cancel and [contact](mailto:centreagreements@trinitycollege.com) us at centreagreements@trinitycollege.com.

- d. Select the Explore/Bronze/Silver/Gold option and click 'Next'

Enter young people for Arts Award

Exam Suite Selection

Are you entering young people for Discover or for Explore/Bronze/Silver/Gold?★

☐ Discover

☒ Explore/Bronze/Silver/Gold

- e. Click **'Finish'** to get to the final screen where you will create an order to provide the young people's details and marks. **This will take a few moments**, so please stay on the page until you get to the next screen (do not click 'Finish' twice as this will create an error).

Enter young people for Arts Award

Next Steps

Click 'Finish' to move to the next screen and enter young people for Arts Award.
On the next screen you will be required to provide your young people's details and marks exactly as you entered them in your completed enrolment and marks spreadsheet by following the steps below. Ensure all information in your spreadsheet is accurate, as no amendments are possible once you have submitted your order.

1. If you are linked to more than one Arts Award centres, ensure that the centre you are entering young people for is highlighted in the top section. If not, click into the row that contains the correct centre.
2. In the 'Order Details' section: copy/paste your enrolment information directly from your spreadsheet into the 'Mass Enrolment' field.
3. In the 'Enrolment Attachments' section: provide your marks by uploading your full spreadsheet.
4. Click 'Submit' in the 'Order Details' section to complete your order.

For support, read the Arts Award Centre Operational Guide.
The invoice will be sent to you automatically via email once you have submitted your order successfully.

Click 'Cancel' to exit this screen and return to the Homepage.

- o. In the top section of the next screen, ensure that the correct centre is highlighted in blue. If you are linked to more than one centres, the view will default to the top centre on the list. To select the correct centre, click into the row (but not on the hyperlinked centre name itself) to highlight the correct centre.

Name	Centre Number
Centre 1	12345
Centre 2	12346

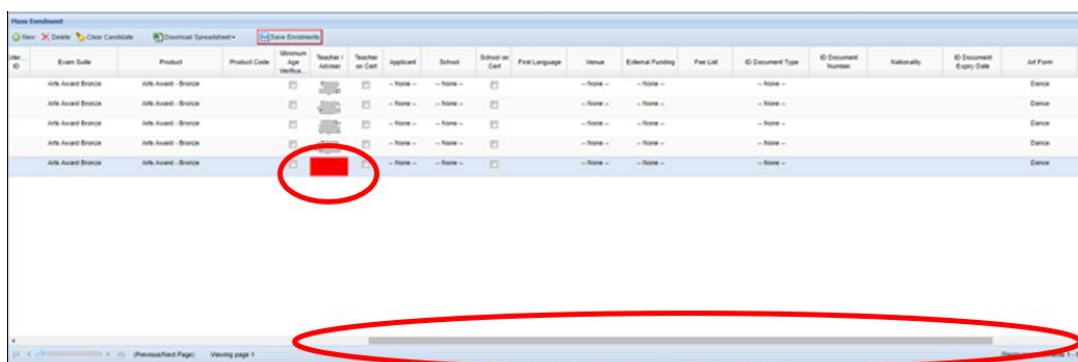
- p. Scroll down to the 'My Orders' section, check the date/time to ensure the latest order that you created is highlighted in blue

Order #	Type	Young People	Date	Status
1-5255556399	Standard	0	11/03/2024 15:26	Open
1-5255555741	Standard	12	11/03/2024 14:46	Open

- f. Scroll down to the '**Order Details**' section and use the 'Order Description' box to enter a brief description of your project and the 'Comments' box to provide any additional notes and instructions, i.e. if you need us to add a purchase order number to your invoice.

- q. You then need to upload the young people's details directly from the Enrolment tab of your completed spreadsheet into the '**Mass Enrolment**' field in 'Order Details'. In the 'Enrolment' tab of spreadsheet, click the row number on the left hand side of the row containing the first young person's details. This will highlight the entire row (including all empty columns) and change the cursor arrow into a white cross. Drag your cursor down until all the rows containing young people's details have been highlighted.

Note: Make sure that all the columns are highlighted, including column A which does not contain any data.

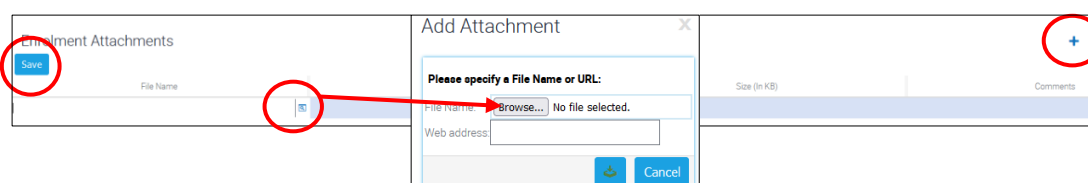


Make any corrections and click '**Save Enrolments**'. Check the '[Troubleshooting - Common reasons for enrolment errors](#)' section in this guide for assistance.

Note: If you are getting unable to locate and/or resolve errors and cannot save your enrolments, you need to share your enrolment and marks spreadsheet with your Trinity contact for further support.

To do so:

- Scroll down to the 'Enrolment Attachments' section
- Click the plus (+) symbol on the right hand side to add a new file
- In the new row you created, click the magnifying glass symbol in the 'File Name' column
- Click 'Browse' in the pop-up that appears to locate your enrolment and marks spreadsheet in your folders and upload it
- Click 'Save'
- Send an email to ArtsAwardOrders@trinitycollege.com with full details of your query

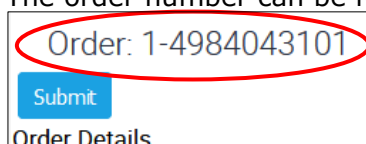


- j. Once you have successfully saved your enrolments, the next step is to **upload your enrolment and marks spreadsheet** on the portal to provide your marks to Trinity. Ensure no changes have been made to the spreadsheet after you saved your enrolments on the portal as this will result in errors with certification and there will be no adjustment to invoiced fees.

Note: the spreadsheet will be removed from the centre portal in six months, so ensure to keep a copy for your own records.

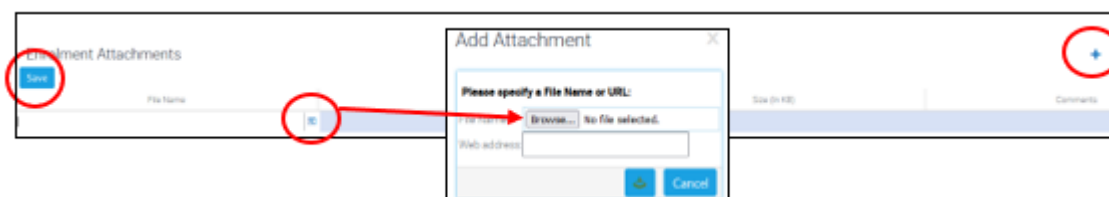
- k. Use the following **template file name** to name your spreadsheet where you have it saved in your computer:
[Order number]_[Centre number], i.e. '1-4984043101-12345'.

The order number can be found in the 'Order Details' section of the screen.



- l. In the portal, scroll down to the 'Enrolment Attachments' section and:
- Click the plus (+) symbol on the right hand side to add a new file

- In the new row you created, click the **magnifying glass** symbol in the 'File Name' column
- Click '**Browse**' in the pop-up that appears to locate your enrolment and marks spreadsheet in your folders and upload it
- Click '**Save**'



- m. To complete the process, scroll back to the top of the page and **click the 'Submit' button once**. It may take up to 15 minutes for the order to be fully processed.

Note: If you receive an error message when you click 'Submit', contact us immediately for further support at ArtsAwardOrders@trinitycollege.com with full details of your query, including the order and centre number.

- r. Once successfully saved, scroll up to the Order Details' section and **click the 'Submit' button once**. It may take up to 15 minutes for the order to be fully processed.

Order: 1-525555741

Submit

Order Details

Type	Standard	Status★	Open
Date	11/03/2024 14:46	Total	£0.00

When the order is processed, the 'Submit' button will turn grey and the '**Status**' field will change from '**Open**' to '**Ready to Deliver**', and you can then navigate away from the page.

Order: 1-5251603070

Submit

Order Details

Type	Standard	Status★	Ready to Deliver
Date	06/03/2024 17:00	Total	£105.50

When the order is processed, the 'Submit' button will turn grey and the '**Status**' field will change from '**Open**' to '**Ready to Deliver**', and you can then navigate away from the page.

- m. Once you have completed all above steps you will have successfully entered young people for Arts Award. The invoice will be sent automatically by email to the person who submitted the order via the centre portal, and the Finance contact registered for the centre.

If your centre has been selected for moderation, Trinity will notify you within two-three days from the point you entered young people via the portal, and provide information on next steps.

Troubleshooting - Common reasons for enrolment errors

- ▶ Make sure to complete all compulsory columns highlighted **in blue** for each young person in your enrolment spreadsheet.
Note: The **email address** is a compulsory field for Explore, Bronze, Silver and Gold levels and is required for certificates issue. For info, see the [Certificates](#) section.
- ▶ DO NOT delete or add any columns or rows in the enrolment spreadsheet. This will cause alignment issues when copying and pasting into the centre portal.
- ▶ You need to select and copy/paste the full rows containing young people information in your spreadsheet (including the empty column A).
- ▶ Where a drop-down list is presented in the enrolment spreadsheet, you **MUST** select an option from those given. Please use these options and do not copy and paste data into these cells or enter alternative answers.
- ▶ Enter the DOB in the required format: DD/MM/YYYY
- ▶ Ensure the adviser is trained to assess at the respective level and is [linked](#) to the centre.
- ▶ Enter the adviser's name exactly as it appears in the centre portal. This is case and space sensitive.
- ▶ The young people must be within the eligible age range for the respective Arts Award level:
 - 25 and under for Explore
 - 11-25 for Explore, Bronze, Silver and Gold

If any of the young people are outside these age ranges, you must request [Special Dispensation](#) prior to entering young people via the centre portal.

6. Make changes to an order

If you wish to cancel or make changes to an unsubmitted (open) order prior to submitting the order and receiving the invoice, you must email your Trinity contact with full details of your query. In most cases, we will cancel the existing open order and, if you wish to make amendments, we will ask you to create a new order to provide correct information. There will be **no cost** to cancelling your order or amending your enrolments at this stage.

Once you have submitted your order (and marks for Explore/Bronze/Silver/Gold levels) and your invoice has been issued, you will **not** be able to make changes to your order and must email your Trinity contact **immediately** if any information has been uploaded incorrectly.

The following conditions will apply if your order has already been submitted via the centre portal. For full details, read the [Arts Award Training and Qualifications - Terms and Conditions](#).

6.1 Cancel and order / remove young people / change levels /amend marks

Once the order has been submitted and the invoice has been issued, it is not possible to cancel an order, remove candidates, change the level a candidate has been entered for, or amend the marks you provided for any of the candidates.

If you have entered any candidates in error, or at the incorrect level, or provided any incorrect marks, you must notify your Trinity contact **immediately** in writing with full details of all information provided in error.

We will mark the respective candidates as '**absent**' on our system, but there will be no amendment to the invoiced fee in respect of 'absent' candidates. You may re-enter the affected young people by submitting a new order with correct information via the centre portal, for which you will be invoiced separately as per our normal qualification fees.

6.2 Amend name spellings and email addresses

To correct a name spelling or amend an email address provided for a young person entered for a **digital** certificate at Explore/Bronze/Silver/Gold levels, you must notify your Trinity contact **immediately**.

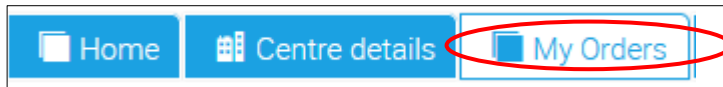
For information on amendment/replacement for **paper** certificates, including Discover, see the [Certificates](#) section or visit artsaward.org.uk/certificates.

6.3 Add young people

To add more young people, you must submit a new order, for which you will be invoiced separately.

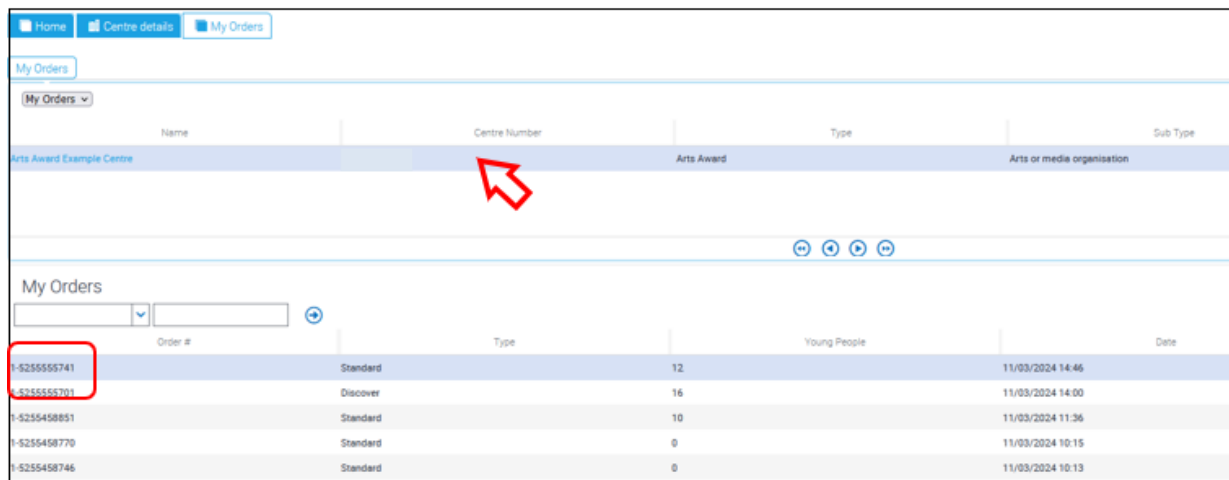
7. Access info for recent/past orders

STEP ONE - On the portal homepage, click the 'My Orders' tab at the top of the page.



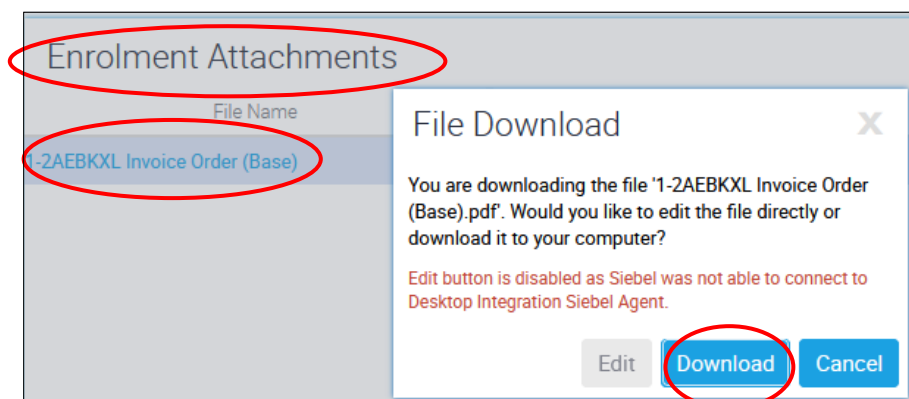
STEP TWO - At the top of the page, select the relevant centre by clicking next to the centre name or number. Do not click on the centre name itself as this will take you through to the 'Centre details' tab instead.

Scroll down to the 'My Orders' section of the page, where you can access a list of all current and past enrolments for your chosen centre. Select the order you wish to look further into.



STEP THREE - Scroll further down to the 'Order Details' section, where you will be able to access all the details of your selected order, including young people's names and levels they were entered for.

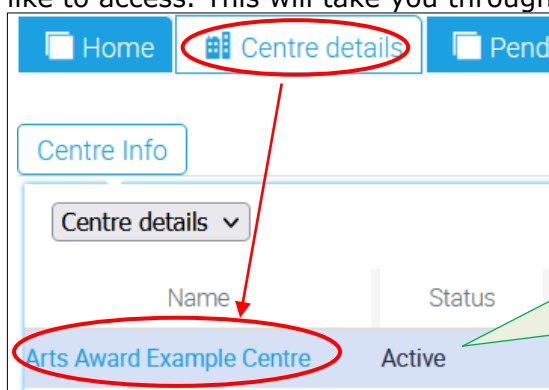
STEP FOUR - For all orders you have already been invoiced for, you can **download the invoice** for your records. To do this, scroll down to the '**Enrolment Attachments**' tab, click the **invoice PDF** file name and in the pop-up box, click 'Download'.



8. Access and update Arts Award centre information

It is the responsibility of advisers/[admin staff](#) linked to an Arts Award centre to ensure centre information is kept up to date. Arts Award centres are responsible for understanding the types of data that linked advisers have access to, and for ensuring that advisers, who leave their organisation, are [unlinked from the centre](#). Further information on this can be found in your centre agreement and [Best Practice Guidebook](#).

To access your Arts Award centre information, click the '**Centre details**' tab at the top of the portal homepage. On the top half of the page, click on the name of the centre you'd like to access. This will take you through to the main centre details page.



Tip: On this page, you can also view the [status of your centre](#) in the 'Status' field. If your centre's status is not 'active', you will be unable to enter young people for Arts Award. Contact us at centreagreements@trinitycollege.co.uk for queries regarding your centre status.

On the centre details page, you will be able to make amendments as follows:

Centre contact details – update your centre's address, telephone number and email.

Note: Please email ArtsAwardOpsTeam@trinitycollege.co.uk when updating your centre address. You must do so prior to creating a new order via the portal to enter young people for Arts Award.

Centre name - it is **not possible** to amend the centre name within the centre portal. Please email centreagreements@trinitycollege.co.uk for further information on how to change your centre name. To amend your centre's name as it appears on certificates only, please email ArtsAwardOpsTeam@trinitycollege.co.uk.

Website listing information – update the centre's visibility on the Arts Award [centre map](#) and if the centre is open to new members and contact from others.

Art forms – in the 'Art Forms' tab, click   to add/remove art forms the centre works with. If the centre is visible on the Arts Award [centre map](#), these will appear there.


Advisers – in the advisers tab, you can view the names of all advisers linked to your centre. It is **not possible** to remove, or add other advisers from your centre via the centre portal:

- Advisers need to [link themselves to the centre](#) through their own account
- To remove advisers, email ArtsAwardOpsTeam@trinitycollege.co.uk with a list of names and a member of the team will facilitate this
- To nominate yourself, or another linked adviser, as the main contact for a centre, email ArtsAwardOpsTeam@trinitycollege.co.uk

Staff – in this tab, you will find any admin users linked to your centre. To set up an admin user account for the centre portal, refer to the instructions on [Page 21](#) of this document.

Young People – you will find all young people previously entered for Arts Award here.

Venues – you do not need to make any updates in this tab.

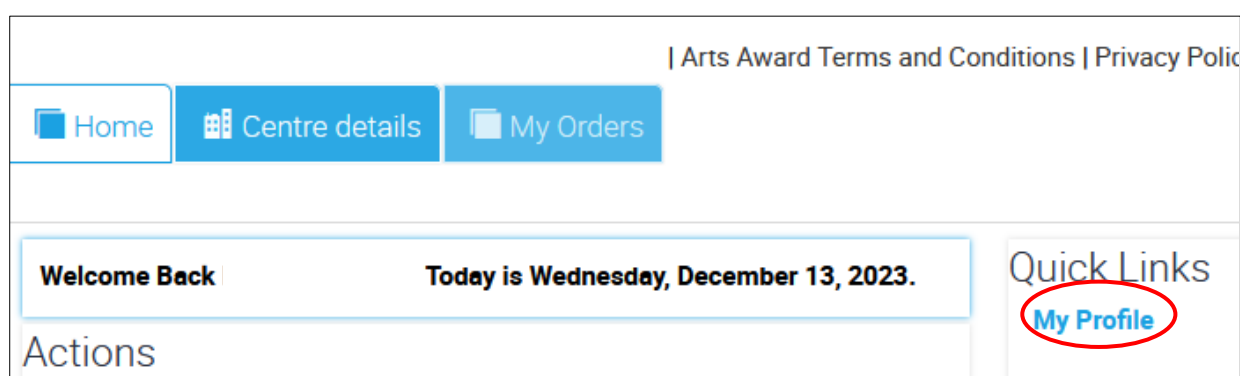
Tip: To save changes press 'Ctrl + S' on your keyboard, or click the menu icon  on the top-right of the page and select 'Save Record'.

9. Access/update personal adviser information

It is the responsibility of all advisers to ensure personal details are kept up to date, as Arts Award uses these to issue important qualification updates and moderation communications.




Note: Your adviser account is confidential and should not be shared with anyone. You should only have one adviser account, regardless of how many training sessions you have attended, as all the levels of Arts Award you have trained to deliver should be attributed to the same account. If you have multiple adviser accounts, contact training.team@trinitycollege.co.uk with the usernames of your accounts and they will merge your accounts into one.


To access your adviser profile page, click 'My Profile' under 'Quick Links' to the top right of the homepage.



On the profile page, you will be able to amend the following:

Adviser information and contact details - including name, phone number, email.

Address – to change your address, in 'Address Line 1' click  and then  in the box that appears. Fill out the form and if the address will be your primary address, check the box marked 'Primary'. To save, click .

Tip: To save changes press 'Ctrl + S' on your keyboard, or click the menu icon:  on the top-right of the page and select 'Save Record'.

Note: You will not be able to amend your User ID, or password within your adviser profile. To reset your password, log out of the centre portal and click the 'Forget Your Password' link on the login page. If you wish to change your User ID, contact ArtsAwardOpsTeam@trinitycollege.co.uk.

10. Arts Award Certificates

1. [Certificate timeframes](#)
2. [Order Explore/Bronze/Silver/Gold paper certificates](#)
3. [Certificate amendment and replacement](#)

1. Certificate timeframes

Please ensure that your invoice has been paid so that we can issue certificates to you promptly. If your invoice is not paid within four weeks of issue, we may not be able to issue your certificates in the timeframe stated.

a. Discover certificates

Discover certificates are sent **within four weeks** from the date you entered young people for Arts Award Discover via the centre portal. Certificates are posted **in paper format** to the centre's main registered address. Tracking information is sent by email to the centre's main email address at the point of dispatch.

b. Explore/Bronze/Silver/Gold certificates

Certificates for Explore, Bronze, Silver and Gold are issued **in digital format within four weeks** from the date you entered young people for Arts Award via the centre portal. Digital certificates are issued directly to the email address provided for each young person at the point of entering them for Arts Award. This is the email address of the young person (if aged 18 and over) or their parent/guardian's (if under 18).

Centres who have specific challenges to gathering email addresses for digital certificates (for example young people who are in care), should contact the [Arts Award team](#) to discuss alternative arrangements.

Note: If your centre is selected to be moderated, certificates will be issued digitally **within eight weeks** from the date young people were entered for Arts Award via the centre portal.

2. Order Explore/Bronze/Silver/Gold paper Certificates

If a young person would like to have a Explore/Bronze/Silver/Gold paper certificate, once their digital certificate has been issued, they can purchase one by following this link – [Purchase Paper Certificate \(candidate\)](#). Only young people who are 18 years or older, or the parents/legal guardians of young people under 18, can purchase paper certificates. The qualification must have been taken in the UK or Ireland, and the person ordering the certificate must be located in the UK or Ireland. To make the purchase, young people will need to provide their Candidate Number (which they can find on the digital certificate), as well as the email address to which the digital certificate has been issued to.

Arts Award centres also have the option to order paper certificates on behalf of the young people once their digital certificates have been issued. Centres receive a **20% discount** if they order five or more certificates from the same order. Centres can order paper certificates by following this link: [Purchase Paper Certificate \(centre\)](#).

If your centre plans on ordering paper certificates for the young people, please ensure to notify them so they do not purchase a certificate directly. If your centre does not plan on ordering paper certificates for the young people, please share with them the instructions below for how to order a paper certificate as a candidate, should they wish to.

The costs of delivery will be as displayed on the platform or Trinity partner platform. Paper certificate fee information can also be found at artsaward.org.uk/Certificates. We will agree a delivery period with you during the order process, and will confirm such delivery period in the confirmation email.

Candidate Certificate Orders

Trinity College London offers digital certificates for some of our qualifications for candidates in several locations. These are secure, reliable and easy to download and share online. If you have received a digital certificate and would still like a paper certificate, you can purchase one using the link below.

Paper certificates

If you have already received a paper certificate but it is damaged or lost, you can order a replacement paper certificate using the link below.

Replacement certificates

Certificates can be ordered either by the young person (if 18+) or their parent/guardian (if under 18), or by the centre. This can be selected at the top of the [Purchase Paper Certificate](#) website.

a. Ordering a certificate as a candidate

TRINITY
COLLEGE LONDON

Welcome to Trinity certificates platform

From this page you can purchase paper certificates for exams taken in the UK and Ireland and for which you have received a digital certificate. In order to do so, you should be located in the UK or Ireland and be either

- ✓ The exam candidate and 18 years or older, or
- ✓ Where the exam candidate is under 18 years of age, the parent or legal guardian of the exam candidate.

Candidate number ⓘ

Candidate number

Email address ⓘ

Email address

Continue

Step 1 - Enter the Candidate Number (which can be found on the digital certificate) and the email address to which the digital certificate was issued to

Here you can see your progress through the paper certificate order. **Step 2** - Confirming you have the intended young person.

Step 3 - Select the certificate you would like printed

The screenshot shows the Trinity College London website interface. At the top, there is a progress bar with five steps: Step 1 Candidate (Complete), Step 2 Exams (Choose certificate to purchase), Step 3 Applicant, Step 4 Basket, and Step 5 Payment. Below the progress bar, the 'Exam list' section is visible, showing a selected exam: 'Communication Skills - Individuals 5' with a price of £5.00. The exam details include 'Subject area: Drama and Speech', 'Country: England', 'Candidate number: 1-4934429120', and 'Subject: N/A'. At the bottom of the exam list, there are 'Cancel' and 'Next' buttons. The footer contains links for 'English', 'Accessibility', 'Data protection', 'Modern slavery statement', 'Privacy statement', 'Terms of use', and 'Trinity policies'.

Applicant information

Applicant – the person responsible for purchasing the paper certificate via this website.

- ✓ The Applicant must be 18 years of age or older.
- ✓ The Applicant must be the Candidate in whose name the certificate has been issued, or, if the Candidate is under 18 years old, their parent or legal guardian.
- ✓ The Applicant must be located in the UK or Ireland.
- ✓ Following a successful purchase order, the Applicant will receive an order confirmation email and all subsequent communication.

☐ Same as Candidate

Applicant details

First name * Last name * Email * Phone number

First name Last name Email +44 000000000000

Delivery address information

Country * Search address

Country Q Search address

Address line 1 * Address line 2 Address line 3

Address line 1 Address line 2 Address line 3

City * State Postal code

City State Postal code

Step 4 - Enter the delivery address you would like the paper certificate delivered to

Candidate

Exams

Applicant

Basket

Payment

Complete

Complete

Complete

Review your basket

Basket information

Communication Skills - Individuals 5		£5.00
Subject area: Drama and Speech	Country: England	Candidate number: 1-4934429120
		Subject: N/A
		Basket total: £5.00
		Delivery charge: £0.00
		Order total: £5.00

☒ I confirm that all the details I have provided in the form are correct and true.
 ☒ I confirm that I am the Candidate for the exam in relation to which the paper certificate is being purchased, or, where such exam Candidate is under 18 years of age, I am the parent or legal guardian of the exam Candidate.
 ☒ I agree to the [Terms and Conditions](#).
 ☒ I understand that, as set out in the Terms and Conditions, I have no right to cancel this purchase once I receive the order confirmation email.

Cancel

Proceed to payment

Step 5 - This is an overview of your certificate order before proceeding to the payment page

Step 6 - Once the payment has been processed, you will receive a certificate confirmation email.



Thank you for ordering a paper certificate from Trinity College London.

Your details have been processed and your payment was received on 2023-08-29

Order ref: NEO0100071

Order detail

EQA - Paper Certificate		£5
Subject Area:	EQA	
Subject:	None	
Candidate ID:	1-4838082327	
Country:	England	
Basket total:		£5
Delivery charge:		£0
Order total:		£5

Delivery address

Applicant address: A M P House Croydon CR0 2LX United Kingdom

Your certificate is now being printed and will be posted to you. If you have any questions, please do not hesitate to contact us at ukandireland@trinitycollege.com

Thank you for your order

Best wishes,

Trinity College London.

b. Ordering certificates as a centre

English

TRINITY

COLLEGE LONDON

Registered Exam Centre
Certificate Orders

✓ If your candidates have received digital certificates for exams run by your Registered Exam Centre, you can purchase paper certificates here.

✓ You will need your Trinity Centre Portal username and centre number, and the order number for the exam(s) that you want to include in this purchase. You will need to place separate certificate orders for exams that have different order numbers.

✓ Note that paper certificates can only be issued once. If a Candidate has already ordered a paper certificate, it will not be available to purchase through this process and a replacement certificate must be requested if it has been lost or damaged.

Trinity Centre Portal username ⓘ

Centre number ⓘ

Order number ⓘ

Continue

Step 1 - Enter the 'Username' of the person who entered young people for Arts Award via the centre portal, your 'Centre number' and 'Order number' ([see instructions for how to access the order number in the centre portal](#)).

Step 2 - View your progress and centre details here

TRINITY

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English

Step 1
Centre

Step 2
Applicant

Step 3
Exams

Step 4
Basket

Step 5
Payment

Centre where exams were taken

Your centre details

Centre details

Centre number

Centre name

Main centre email address

Address

Address line 1

Address line 2

City

Delivery details

Delivery details - To order paper certificates via this website you must be

- ✓ 18 years of age or older; and
- ✓ An authorised representative of the Registered Exam Centre through which the exams took place.

Following a successful purchase, you will receive an order confirmation email and all subsequent communication.

Your details

First name

Last name

Email address

Phone number

Delivery Address

☐ Use Registered Exam Centre address

Country

Search address

Address line 1

Address line 2

Address line 3

City

State

Postal code

Step 3 - Provide the delivery address you would like the paper certificates posted to

Step 4 - This list will display all the young people entered in this order. Click the 'Select All' option or tick names individually.

Step 1
Centre
Step 2
Applicant
Step 3
Exams
Step 4
Basket
Step 5
Payment

Complete
Complete
Choose certificates to purchase

Exam list

☐ Select all 0 selected

Candidate name

CANDIDATE NAME	CANDIDATE NUMBER	PRODUCT	SUBJECT	PRICE
<input type="checkbox"/>				£5.00
<input type="checkbox"/>				£5.00

Exam list

☒ Select all 13 selected

Candidate name

CANDIDATE NAME	CANDIDATE NUMBER	PRODUCT	SUBJECT	PRICE
<input checked="" type="checkbox"/>				£5.00
<input checked="" type="checkbox"/>				£5.00

Once selected, the box will appear ticked.

Step 5 – Here you will see the contents of your order before you make payment: the number of certificates selected for printing and total order price. To continue the confirmation boxes will need to be ticked and then select 'Proceed to Payment'. Once payment has been made you will be emailed a confirmation email.

Step 1 Centre Step 2 Applicant Step 3 Exams Step 4 Basket Step 5 Payment

Complete Complete Complete Review your basket

Basket information

13 items Unit price: £4.00 Total price: £52.00

Remove Order total: £52.00

* Certificates will be posted within 7 days of purchase.

☐ I confirm that all the details I have provided in the form are correct and true.

☐ I confirm that I am authorised to act on behalf of the centre placing this order.

☐ I agree to the [Terms and Conditions](#).

☐ I understand that, as set out in the Terms and Conditions, I have no right to cancel this purchase once I receive the order confirmation email.

* Trinity College London is the data controller and will collect and use the personal information submitted in this form in accordance with our [privacy statement](#).

Cancel Back to exams Proceed to payment

3. Certificate amendment and replacement

a. Digital certificates

To amend spelling errors on a digital certificate or update an email address for a candidate entered for a digital certificate, you must notify us **immediately** at ArtsAwardOrders@trinitycollege.co.uk. Such amendments can be accommodated free of charge.

b. Paper certificates

If you have received an original paper certificate from Trinity and wish to make an amendment and/or request replacement, you must follow the certificates amendment and replacement process outlined below, for which there is a fee. For paper certificate amendment/replacement fee information visit artsaward.org.uk/Certificates.

- Replacements can be requested when paper certificates are lost or damaged
- Amendments can be requested when errors need to be corrected on a paper certificate and those errors appeared in the information provided by the centre

Please note Arts Award certificates issued prior to April 2012 cannot be replaced.

To order a replacement paper certificate, you must download and complete the [certificate replacement and amendment form](#) and return it by email to ArtsAwardOpsTeam@trinitycollege.co.uk. Once we receive your form, we will send you

an invoice via e-mail within five working days. Payment can be made by BACS transfer (or cheque, where BACS is not possible). Please send remittance advice or confirm full payment details by email to ArtsAwardOpsTeam@trinitycollege.co.uk so that we are able to issue your certificates.

Replacement certificates are sent **within 6-8 weeks** of the receipt of remittance advice or proof of payment.

11. Centre Portal FAQs

1. [How do I sign the electronic Arts Award centre agreement from Adobe Sign?](#)
2. [What is the 'status' of my centre?](#)
3. [Is there a limit to the amount of Arts Award centres that I can register/be linked to?](#)
4. [How do I remove myself from a centre?](#)
5. [What if I can't find my centre number?](#)
6. [Can I give my Admin staff/Exams Officer access to my centre?](#)
7. [Why can't I log in to the centre portal?](#)
8. [Can I save young people's details on the portal and return to finish the list later?](#)
9. [Can I add more young people to a submitted order?](#)
10. [I cannot complete the enrolment process on the portal. How do I get support?](#)
11. [How do I access my invoice?](#)
12. [How do I change the spelling of the name of a young person that has been entered for Arts Award?](#)
13. [How do I arrange a replacement certificate?](#)

1. How do I sign the electronic Arts Award centre agreement from Adobe Sign?

Once you have registered your centre on the centre portal and received your centre agreement, please click the blue link in the email, which will open the agreement in a separate window and follow these steps:

- ▶ Click on the yellow arrow on left side on the screen to start checking or filling in the necessary information.
- ▶ To move through the contract and check the information we have for your centre (as well as change any incorrect information), please click the yellow arrow on the left side of the screen. You will need to fill in all the required fields to successfully submit the agreement. Where fields are not relevant, please state "N/A".
- ▶ Towards the end of the agreement, you will be required to type your name which will act as your digital signature.
- ▶ You should see an arrow at the end of the agreement with a message "Click to Sign". Once clicked, you will see a message indicating that you have successfully signed the agreement.

Once you have signed the agreement, Trinity College London will then countersign your agreement, and your centre will be made active within five working days.

2. What is the 'status' of my centre?

To check the status of your centre:

- ▶ Log in to the centre portal
- ▶ Click on the 'Centre Details' tab at the top of the page
- ▶ A list of all centres you are linked to will appear at the top of the page and on the right-hand side of this list you will see a 'Status' column

The status of your centre will impact upon your ability to enter young people for Arts Award.

- ▶ 'Active' centres have successfully completed the centre agreement and can enter young people for Arts Award
- ▶ 'Pending' or 'closed' – contact centreagreements@trinitycollege.co.uk to resolve any issues
- ▶ 'Suspended' centres – contact ArtsAwardOpsTeam@trinitycollege.co.uk with your centre name and number

If there has been a delay in your centre being activated, please get in touch with the Arts Award helpdesk on centreagreements@trinitycollege.co.uk.

3. Is there a limit to the amount of Arts Award centres that I can register/be linked to?

No. As an Arts Award adviser you can register or link yourself to any validated Arts Award centre that you are working with.

4. How do I remove myself from a centre?

If you are no longer working with an Arts Award centre, you will need to unlink your account so that you no longer have access to the centre's information. This doesn't stop you from linking to another Arts Award centre, or applying to create a new one. Remember, the eligibility to deliver Arts Award remains with you, the trained adviser.

To [unlink yourself from a centre](#), email us at ArtsAwardOpsTeam@trinitycollege.co.uk.

5. What if I can't find my centre number?

You can retrieve the details of any centre that you are currently linked to by logging in to the Arts Award centre portal and clicking on '[Centre Details](#)' at the top of the homepage. If you know the centre you would like to link to, but don't have the centre number, please contact the existing Arts Award adviser at the centre to obtain this information.

6. Can I give my Admin staff/Exams Officer access to my centre?

Admin users have access to the portal to undertake the administration of Arts Award-related tasks, i.e., enter young people and update centre information. To set up a key member of staff from a centre (i.e., an administrator or exams officer) as an admin user, a linked adviser will need to log in to the Arts Award website and [request an admin account](#).

7. Why can't I log in to the centre portal?

If you cannot log in to the centre portal, it may be due to the following reasons:

- ▶ Forgotten password/password no longer works – To reset your password, click 'Forgot Your Password' on the [centre portal log in page](#) and confirm your User ID.

- Forgotten User ID – To recover your User ID, click 'Forgot Your User ID' on the [centre portal log in page](#) and confirm your email. You will be sent a list of all User IDs associated with the given email address.
- Unable to access registered email account – To request your User ID/reset your password you need access to the email address associated with your adviser account. If you no longer have access to this, email ArtsAwardOpsTeam@trinitycollege.co.uk with your first and last name, date of birth, your old, registered email address and new email address.
- Log in details are correct but still unable to log in - If you continue to experience issues retrieving your password, contact ArtsAwardOpsTeam@trinitycollege.co.uk with your first and last name, your date of birth and the email address used during your Arts Award training.

8. Can I save young people's details on the portal and return to finish the list later?

The process of entering young people for Arts Award via the centre portal must be completed **on the same day** you created the order. Any order that has been left open and has not been submitted on the same day will be deleted and you will lose any saved data.

Note: The young people will not be entered successfully until you click '**Submit**' on the centre portal.

9. Can I add more young people to a submitted order?

It is **not possible** to add more young people to a submitted order. You should create a new order to cover any additions.

For all other changes to a submitted order, see section '[6. Changes to an order](#)' in this document.

10. I cannot complete the enrolment process on the portal. How do I get support?

If you are experiencing issues with the enrolment process, you will need to share your enrolment spreadsheet with your Trinity contact for further support.

To do so:

- Scroll down to the 'Enrolment Attachments' section
- Click the plus (+) symbol on the right hand side to add a new file
- In the new row you created, click the magnifying glass symbol in the 'File Name' column
- Click 'Browse' in the pop-up that appears to locate your enrolment spreadsheet in your folders and upload it
- Click 'Save'

Send an email to your Trinity contact (ArtsAwardOrders@trinitycollege.co.uk for Explore/Bronze/Silver/Gold orders, or DiscoverOrders@trinitycollege.co.uk for Discover orders) with as much detail about the issue, including screenshots where possible, and they will do their best to advise. Once the error is resolved, you can continue entering young people via the centre portal.

11. How do I access my order/moderation invoice?

You will receive an email with your invoice attached automatically when you enter young people via the centre portal. Invoices can be accessed in the centre portal by [following this guidance](#).

Note: If payment is transferred directly into our bank account you **must** send remittance advice or full payment details to ArtsAwardOpsteam@trinitycollege.co.uk.

12. How do I change the spelling of the name of a young person that has been entered for Arts Award?

Read section '[6 Changes to an order](#)'.

13. How do I arrange a replacement certificate?

For information on certificate amendment/replacement, visit artsaward.org.uk/certificates.