



Arts Award Centre

Best Practice Guidebook

Please read this guidebook in conjunction with the centre validation specification and centre agreement

Trinity College London
www.artsaward.org.uk

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1. Introduction

1.1 Who should read this guidebook

This guidebook is for everyone involved in the quality assurance, delivery and assessment of Arts Award at your centre. This includes:

- ▶ the centre representative/main contact (see below)
- ▶ Arts Award advisers
- ▶ finance staff
- ▶ other key staff at your centre, e.g. exams officers (for schools)

1.2 Guidebook contents

This guidebook contains essential information on how to administer Arts Award, from guidance about support for delivering Arts Award with young people to information on the moderation and monitoring process. It details the standards expected by Trinity, provides step-by-step guidance on how to ensure best practice and provides information on where to find further materials.

1.3 Other useful documents

Other useful documents and resources include:

- ▶ the [Centre Validation specification](#)
- ▶ the [Arts Award toolkit](#) – detailing the qualification requirements and assessment criteria
- ▶ the [qualification specification](#) documents
- ▶ the [Arts Award centre operational guidance](#) – providing step-by-step instructions and support for centres about entering young people for Arts Award and using the [Arts Award centre portal](#)
- ▶ [delivery resources and support](#) for running Arts Award qualifications
- ▶ [Arts Award Voice](#) – providing support materials and guidance for young people

1.4 The role of the Arts Award centre

Arts Award centres are validated by Trinity College London and are responsible for the successful delivery of Arts Award, ensuring the necessary policies, procedures and resources are in place, and for overseeing the work of trained advisers. Any arts, cultural or youth organisation, business or school can apply to become a validated centre and should refer to the [Centre Validation Specification](#) and this Best Practice Guidebook, which contain essential information about how to administer Arts Award. Find out more about becoming a Validated Arts Award Centre and start your application at artsaward.org.uk/apply

Once you have been approved as a validated centre and completed your centre registration you commit to having and maintaining the necessary policies and procedures, including:

- ▶ at least one trained Arts Award adviser to deliver the Arts Award programme at your centre who should have an appropriate contract of employment or engagement, whether as a staff member or freelancer/contractor/volunteer
- ▶ someone who can take responsibility for managing the relationship with Trinity by acting as the centre representative (see section 1.5)
- ▶ an appropriate safeguarding policy and procedure, including Disclosure and Barring Service Enhanced Disclosures (DBS) for relevant staff, Arts Award advisers, freelancers or contractors involved in Arts Award delivery
- ▶ an appropriate data protection policy and procedure, covering the collection of young people's personal details, collection of their parents/guardians email addresses and a process for gaining photography and filming permissions if you plan to use this as evidence in Arts Award portfolios
- ▶ adequate insurance to cover the centre and the Arts Award activities

Trinity operates a centre monitoring programme and from time to time you may be asked to complete a self-assessment process. The aim of this process is to confirm that your centre has good quality learning programmes in place, along with appropriate evidence collection, all of the necessary policies, procedures and personnel and so on. You must respond to this request with the required information to maintain your Arts Award validated centre status.

1.5 The role of the centre representative

To operate effectively as a validated Arts Award centre, your centre will need to appoint a centre representative. This must be one named person that will take responsibility for the role, as follows. The centre representative will act as the main point of contact between your Arts Award Centre, your Arts Award advisers and young people, and Trinity staff and moderators and monitors. It is the centre representative's responsibility to communicate the procedures and information contained in this guidebook to all staff and contractors involved in the delivery and administration of Arts Award at your centre, and to monitor and report compliance to Trinity as needed. Every Arts Award centre must have a named centre representative and only one person can take on this role.

Your centre representative should be an employee of your centre and, ideally, should not be an adviser who is carrying out Arts Award work with the young people. We strongly advise that these roles are kept separate for the centre to maintain an overview of their Arts Award programme and ensure that all staff involved in delivery are following the necessary policies and procedures. If an adviser also takes on the role of centre representative, the centre is reminded of the need to carefully monitor that the adviser is carrying out the necessary administrative tasks to the required standard, as well as focusing on the delivery of Arts Award with young people.

Arts Award advisers linked to your centre are also able to carry out centre administration to support the centre representative. In this instance they share responsibility for ensuring that correct procedures are followed, although the centre representative should maintain overall overview and responsibility.

Your centre representative will receive regular newsletters from Trinity which contain information and updates about the Arts Award qualifications as well as links to relevant support materials and opportunities which may assist your delivery of Arts Award. They should read these updates carefully and ensure that they are shared with and acted upon by all personnel involved in the centre's delivery of Arts Award. From time to time, we will also send separate communications to inform you about important changes and any required actions. Your centre representative must make sure that these actions are taken and all relevant parties at your centre are kept informed. For this reason, it is important that your centre representative remains subscribed to Trinity's Arts Award communications. Should we not be able to get our communications through to you we will request that an alternative point of contact is provided. If we do not have a contact at your centre with whom we can keep in touch, it may be necessary to close your Arts Award centre.

1.6 Arts Award centre numbers

On completion of your centre registration your organisation will be allocated a five-digit Arts Award centre number. This number can be found on your centre agreement and can also be seen when logged in to the centre portal, Trinity's online administration system. **It is important that your centre number is always kept confidential and not shared, other than with those acting on behalf of your centre for Arts Award, for example Arts Award advisers and administrative staff.**

Centre numbers are used to identify your organisation within Trinity systems and are required to 'link' advisers to an Arts Award centre so that they may assess portfolios/arts logs on the centre's behalf. By linking to an Arts Award centre, advisers can view past and present candidate information, as well as view and amend the details of the centre.

By sharing your Arts Award centre number and thus authorising advisers to 'link' to your centre, you acknowledge that they will have access to this information and are responsible for abiding by the conditions set out in the Arts Award centre agreement. This means that the terms of the Arts Award Agreement should be made known by the centre to such advisers.

1.7 Trinity points of contact

For additional questions and advice please refer to artsaward.org.uk/helpcentre or contact the Arts Award helpdesk:

- ▶ 020 7820 6178
- ▶ artsawardenquiries@trinitycollege.co.uk
- ▶ Trinity College London, 7th Floor, 22 Upper Ground, London, SE1 9PD

1.8 How to use this guidebook

The structure of this guidebook follows the Arts Award delivery and assessment, moderation and monitoring process from beginning to end. It also contains other information about working with Trinity College London. Please use the contents list on pages 2-3 to find the information you need.

The following key terms are used throughout this guidebook:

'young person'	- any young person taking part in Arts Award and working towards their qualification
'centre'	- a validated Arts Award centre
'centre representative'	- the main point of contact between your validated Arts Award centre, your Arts Award advisers and young people, and Trinity staff and moderators/monitors
'centre monitoring'	- the process of quality assuring the centre's management, delivery and assessment of Arts Award
'Trinity'	- Trinity College London
'your Trinity contact'	- your contact at Trinity for all day-to-day queries
'you'	- all those involved with the delivery and assessment of Arts Award qualifications at your centre
'Trinity Online'	- Trinity College London's web-based administration system
'centre portal'	- the online platform that Arts Award advisers and centre staff use to access Trinity Online
'portfolio'	- the evidence collected for Arts Award (for Arts Award Discover and Arts Award Explore we use the term 'arts logs' to describe the portfolio)
'moderation'	- the process of validating the adviser's assessment of the young people's work
'moderator'	- (where moderation is required) the adviser's assessment is validated by a moderator from Trinity, who looks in detail at a sample of portfolios/arts logs

1.9 Changes to the guidebook

We will make changes to this guidebook from time to time. Whenever we do so, we will notify you. The changes will become binding on the date specified for the change to take place. We will make sure that you are given reasonable notice of any change that is likely to have an operational impact on the delivery or administration of Arts Award at your centre.

Please always ensure that you refer to the most current version of the guidebook which is available from artsaward.org.uk/BPG.

1.10 Arts Award qualifications

Arts Award qualifications are designed to support children and young people to develop as artists and arts leaders. They aim to support and encourage young people of all levels and abilities and from all backgrounds and cultures to engage and participate in the arts. From the initial Arts Award Discover level, all the way through to Gold Arts Award, Arts Award offers a variety of ways to approach creative, and wider skills development that can be tailored to the centre, adviser and young person.

Through Arts Award young people will achieve a nationally recognised qualification that will build confidence through nurturing their individual interests, while also equipping them with life skills that will support their education and future employment.

A young person can be aged 25 or under for Arts Award Discover and Explore or aged 11–25 at the time of enrolment for Bronze, Silver and Gold Arts Award.

2. Delivering Arts Award with young people

Your role, using the toolkit, and support for you and the young people you work with.

2.1 The role of the Arts Award adviser

A trained Arts Award adviser is an individual who has successfully completed Discover & Explore and/or Bronze & Silver and/or Gold adviser training and is therefore authorised by Trinity to deliver Arts Award to young people at the level(s) for which the adviser has been trained and to assess their portfolios and arts logs. For information about Arts Award adviser training please visit artsaward.org.uk/training.

Arts Award advisers are responsible for delivering Arts Award and conducting the assessment of young peoples' work under the conditions stipulated in the centre agreement, toolkit and this guidebook. They should carefully read communications both from the Arts Award team at Trinity and from their Arts Award centre and centre representative to ensure their knowledge remains up to date.

The 'Arts Award adviser' status belongs to the individual, not their centre, and does not expire. Arts Award advisers may deliver Arts Award in many and multiple environments, provided that the organisations through which they deliver are able to meet the [validation requirements for becoming an Arts Award centre](#).

Whilst the Arts Award centre representative undertakes some administrative tasks in relation to Arts Award, only a trained Arts Award adviser can lead the delivery of Arts Award to young people and assess young people's portfolios/arts logs.

The Arts Award adviser plans the Arts Award programme, supports/mentors their young people, and carries out the assessment of their young people's work.

Assessment is undertaken by completing a marksheet that records the results for the young people. Further information on assessment can be found in section 3 of this guide. Once assessment is complete, young people can be entered for Arts Award via the centre portal. Trinity will process results and issue certificates.

The person entering a cohort of young people for Arts Award via the centre portal will be the main contact from the centre for that order, and they will take responsibility for any further correspondence with Trinity in relation to this order, including moderation arrangements (where required). Your Trinity contact will get in touch with this person using the email address/telephone number registered to their personal profile in the centre portal and not via the centre contact details.

Please note that invoices are automatically issued to the person who provided the young people's details via the centre portal and the main finance email address registered for the centre.

Ensuring that advisers do not have a conflict of interest

In their General/Standard Conditions of Recognition, the regulators state that a conflict of interest exists where a person who is connected to the development, delivery or award of qualifications by the awarding organisation has interests in any other activity which has the potential to lead that person to act contrary to their interests in that development, delivery or award. Put simply, a conflict of interest is a private interest which might influence a person's judgment in carrying out their duties for an awarding organisation and thereby undermine the actual or perceived independence and integrity of that awarding organisation.

In general, it is not best practice for Arts Award advisers to assess portfolios belonging to their own children or other close relatives. Where this is the case, advisers must notify Trinity prior to entering young people for Arts Award and this will be assessed on a case-by-case basis. Arts Award advisers may deliver an Arts Award programme to young people with whom they have a

close relationship; however, assessment of the completed portfolio/arts log should be undertaken by a different Arts Award adviser wherever possible. If you are unsure about whether your situation is a conflict of interest, please contact us for advice.

2.2 Arts Award toolkits

It is your responsibility to make sure that you are familiar with the contents of Arts Award qualifications and have provided young people with the support and guidance required. This will be both based on their individual needs and requirements, and those of the whole cohort. There are three Arts Award toolkits, one for the Discover & Explore levels, one for the Bronze & Silver levels and one for the Gold level. The appropriate Arts Award toolkit, provided as part of your Arts Award adviser training, will give you information about the qualification, evidence requirements and assessment criteria for the level you are delivering and assessing.

From time to time the Arts Award toolkits are updated and information is published on the Arts Award website to inform advisers of the changes. It is the adviser's responsibility to keep up to date with these changes, full details of which can be found at artsaward.org.uk/toolkit.

2.3 Support for validated centres

A range of free downloadable resources, including planning tools and resources to support assessment, are available on [our website](#).

To keep up to date on Arts Award news and success stories from centres you may also like to check out the Arts Award blog at artsaward.org.uk/blog.

Information and resources for young people can be found at [Arts Award Voice](#).

For Arts Award Discover, Arts Award Explore and Bronze Arts Award, Trinity offer logbooks which can be used as activity books for evidence collection purposes. These can be purchased at artsaward.org.uk/shop.

If a young person, adviser or member of staff at your centre has any individual access requirements and requires materials in formats such as braille, audio, large print, unlocked PDF or other formats, please complete the [Arts Award accessible materials request form](#).

Trinity also organises a range of face-to-face and online support for Arts Award. To view the opportunities available visit artsaward.org.uk/support.

2.4 Portfolios

Please refer to our [guidance document](#) when creating Arts Award resources for your centre, such as bespoke resources or arts logs. We recommend that centres designing their own logbooks have these checked by the Arts Award support team by sending them to artsawardenquiries@trinitycollege.co.uk.

Centres are responsible for ensuring that they have the correct permissions and/or consent for young people to be filmed, recorded etc. for their own and others' portfolios. This includes any young people who are involved in the events/activities recorded for a young person's portfolio, even if they are not working towards their own Arts Award (for example, a friend with whom a young person is sharing their arts skill).

For more support and guidance with creating portfolios please visit artsaward.org.uk/evidence.

2.5 Young people with special educational needs and disabilities

Trinity is committed to creating an inclusive environment where young people with special educational needs, disabilities and health conditions are able to demonstrate their skills and feel welcomed.

The Equality Act 2010 defines disability as:

A physical or mental impairment which has a substantial, long term, adverse effect on a person's ability to carry out normal day to day activities.

Trinity will make **reasonable adjustments** to allow young people with disabilities to access qualifications fairly and to enable them to demonstrate their knowledge, skills and understanding to the levels of attainment required by the specification for that qualification. We treat each young person individually when considering which reasonable adjustments are appropriate, recognising that requirements vary.

Young people can be assured that we do not compromise on the standard of marking or allow the quality of the qualification to be affected in any way. Trinity's assessment criteria will remain consistent across all exams and qualifications (and in accordance with Ofqual's regulated qualifications framework) regardless of whether reasonable adjustments are in place. Requests for reasonable adjustments will only be approved where they do not compromise the validity of the qualification.

Please note that additional marks cannot be awarded based on a candidate's disability or health condition - each exam or portfolio for a qualification will be assessed in line with the published assessment criteria for that qualification.

Trinity recognises that many disabled people face barriers to access and achievement and are committed to eliminating discrimination on grounds of disability and promoting equality of opportunity.

We are committed to the following principles:

- ▶ encouraging disabled people to declare their disability to us so that we can assist them
- ▶ eliminating any discriminatory practices
- ▶ enabling individuals to demonstrate their skills by removing unnecessary barriers
- ▶ empowering individuals through listening to what adjustments they may need rather than second-guessing what will work for them
- ▶ engaging with people to develop the right solutions
- ▶ ensuring the standards of our qualifications are not compromised in any way

Please refer to our Reasonable Adjustments Policy at trinitycollege.com/policies

Reasonable adjustments by centres

The centre should consider the needs and abilities of the young people they are working with at the beginning of their delivery of Arts Award. Centres are encouraged to make adjustments to how young people participate in activities towards their Arts Award including the collection and recording of evidence in their portfolio, ensuring it reflects young people's preferred learning style.

Young people can evidence their work using a range of formats appropriate to their learning styles or individual requirements, including photographs, drawings, notes or digitally. Young people with communication needs can be supported through using evidencing, such as dictating to a transcriber, digital evidencing, or through the use of symbol-based writing programmes, mentors or feedback statements. There is no need to have these methods approved, although we are happy to discuss portfolio options for young people with special educational needs and recommend you review our [Arts Award at a glance resources](#) for details of the standard expected for each level to help you decide which level is right for the young people you work with.

For Arts Award, the same standard of assessment applies to all young people, regardless of any particular need/disability. For further information about Arts Award's commitment to access and inclusion visit artsaward.org.uk/accessibility.

2.6 Special dispensation

Special dispensation is the process of requesting authorisation for young people who are **outside the stated age limits for Arts Award** to be entered for an Arts Award qualification.

Special dispensation for young people, who are outside the stated age limits for Arts Award (see section 3.1 for details), can be requested if:

- ▶ one or more of the young people in a cohort will be 26 at the time of entry for Arts Award via the centre portal - **all levels**
- ▶ one or more of the young people in a cohort will be 10 at the time of entry for Arts Award via the centre portal - **Bronze, Silver and Gold only**

In both cases the adviser must present a valid reason for the request and the young people who are granted special dispensation must be enrolled alongside a cohort where the majority are within the stated age limits for Arts Award.

How to apply for special dispensation

To request special dispensation for young people who are outside the stated age limits for Arts Award you must download and complete the [Special Dispensation Request Form](#) and send it to ArtsAwardOpsTeam@trinitycollege.co.uk. You must do so prior to providing young people's details via the centre portal and wait for a response from Trinity before you proceed.

Please note: it is very unusual for special dispensation to be granted in any circumstance other than those detailed above.

If you are intending to offer Arts Award to an individual who will not, at the time of enrolment, meet the above criteria, we strongly advise that you [contact us](#) before you start delivering your Arts Award programme/project.

2.7 Equal opportunities policy

Trinity is committed to providing equality of opportunity and treatment for all and will not unlawfully or unfairly discriminate directly or indirectly on the basis of any characteristic. Read more about Trinity's commitment to equality, diversity and inclusion at: trinitycollege.com/about-us/policies

2.8 Safeguarding

Centres should be particularly aware of safeguarding issues when working with children and young people, including where they are working away from their host centre, or working as leaders themselves. Centres are required to have effective safeguarding policies and procedures in place and ensure all staff or freelancers engaged in Arts Award delivery are aware of their roles and responsibilities and how to escalate concerns where required. Centres should be prepared to make safeguarding policies and procedures available to Trinity on request.

Trinity is fully committed to safeguarding and protecting the individuals we work with. All posts, including trainers, moderators and monitors, are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. Our safeguarding policies and procedures are regularly reviewed and promote safeguarding and safer working practice across all parts of our work. Trinity's [Safeguarding and Child Protection Policies](#) is available on our website.

2.9 Insurance

Taking part in Arts Award does not require any activities that are different from those already being run in most centres. However, children and young people should be supervised by their adviser(s) or other qualified adult(s) at all times. Centres must have adequate insurance as a condition of the centre agreement.

Trinity College London cannot accept responsibility for any loss, damage or injury incurred while taking part in activities.

3. Assessing and entering young people for Arts Award

The following information covers the process of entering young people for Arts Award. Internal assessment is the process by which the adviser assesses the completed portfolios/arts logs against the evidence requirements and assessment criteria for the relevant Arts Award level. Entering young people for Arts Award involves providing Trinity with the details (and marks for Explore, Bronze, Silver and Gold levels) of the young people whose portfolios have been assessed by the adviser. A percentage of centres entering young people for Explore, Bronze, Silver and Gold levels will be externally moderated annually by Trinity.

3.1 Entry requirements

- ▶ Arts Award's national qualifications support young people aged 25 and under to develop as artists and arts leaders. A young person can be aged 25 and under at the time of enrolment for Arts Award Discover and Explore, or aged 11–25 at the time of enrolment for Bronze, Silver and Gold Arts Award
- ▶ Young people may enter for any level of Arts Award without having previously taken any other Arts Award level or Trinity qualification
- ▶ All young people's portfolios and arts logs must be completed and fully assessed by a trained adviser at the respective level of Arts Award prior to entering them for the qualification

3.2 Complete internal assessments and enter young people for Arts Award Discover

Arts Award Discover is not a regulated qualification, meaning the adviser's assessment is final and centres will not be selected for moderation to validate the adviser's assessment.

Once you have finished your Arts Award Discover delivery, you need to assess the arts log of each young person you wish to enter for Arts Award Discover. Assessing work involves checking all evidence has been collected for each part of the award and recorded in individual arts logs. The evidence must be assessed by a trained Arts Award adviser to ensure it meets the assessment criteria for Arts Award Discover level. Guidance on the assessment criteria can be found in the Discover and Explore adviser toolkit, at artsaward.org.uk/toolkit.

Advisers are not required to submit assessment information to Trinity but should record their marks using the Discover marksheet, which can be downloaded at artsaward.org.uk/EnterForDiscover. Centres are responsible for keeping a record of young people's marks and a sample of arts logs each time they enter young people for Arts Award.

Once you have completed your internal assessments, you may enter for Arts Award Discover only those young people you have assessed as meeting the criteria for the level.

To enter young people for Discover, centres must follow these steps:

- a. Download and complete the [Discover enrolment spreadsheet](#) with the details of the young people you wish to enter for Arts Award Discover. When completing the enrolment spreadsheet, it is crucial to ensure that all information provided is correct and that the name entered in the 'Adviser' column for each young person is the same adviser who assessed the young person's portfolio. This should be one person only and they must be trained at the level of Arts Award for which they are assessing.
- b. Provide the details entered in the spreadsheet by submitting your entries via email or via [the centre portal](#). For full instructions, visit artsaward.org.uk/EnterForDiscover.

3.3 Complete internal assessments and enter young people for Explore, Bronze, Silver and Gold levels

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.

Once you have finished your Arts Award delivery, you need to assess the portfolio of each young person you wish to enter for an Arts Award qualification. Assessing work involves checking all evidence has been collected for each part of the award and recorded in an individual portfolio. 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

You can enter young people for Arts Award via the centre portal as soon as the portfolios are complete and have been fully assessed by the adviser(s).

To enter young people for Explore/Bronze/Silver/Gold levels, centres must follow these steps:

- a. Download and complete the [Explore/Bronze/Silver/Gold enrolment and marks spreadsheet](#) with the details and marks for the young people you wish to enter for Arts Award.

This spreadsheet has two functions: in the first tab (the 'Enrolment' tab) you need to enter young people's details and in the second tab (the 'Marksheet' tab) you enter marks for each of these young people.

When completing the 'Enrolment' tab it is crucial to ensure that all information provided is correct and that the name entered in the 'Adviser' column for each young person is the same adviser who assessed the young person's portfolio. This should be **one person only** and they must be trained at the level of Arts Award for which they are assessing.

The 'Marksheet' tab populates automatically with each young person's details from the 'Enrolment' tab, and you need to enter marks and an overall result for each. Ensure information entered in the 'Enrolment' tab is accurate before completing the marksheet.

- b. Provide the details and marks entered in the spreadsheet by submitting your entries either via email or via [the centre portal](#). For full instructions, visit artsaward.org.uk/EnterForEBSG.

For further information about the types of data Trinity collects to enable us to issue qualifications, please see section 3.8.

Centres can enter young people for Arts Award year-round once they are ready to provide young people's details and marks. Centres must ensure they provide accurate and final information for all young people at the point of entering them for an Arts Award qualification, as no changes are possible once you submit your enrolment order via the centre portal (see section 'Changes to entries' below). By entering young people's details and marks, you are confirming as a centre that you have read and agree to the [Arts Award Qualifications and Adviser Training - Terms and Conditions](#).

3.4 Key timelines

Centres must allow 8 weeks' turnaround from the point of providing young people's details and marks to the issue of certificates, in case the centre is required to provide portfolios for moderation. See section 3.10 for detailed information on certificates and moderation results timeframes.

3.5 Changes to entries

Centres may make amendments to young people's details and/or marks, or cancel an entire order, only **prior to** submitting this information via email or via the centre portal. For all such

requests, centres must contact Trinity at DiscoverOrders@trinitycollege.com (for Discover level only) or at ArtsAwardOrders@trinitycollege.com (for Explore/Bronze/Silver/Gold levels).

It is **not possible** to cancel an order, add or remove young people, change the level a young person has been entered for, or amend the marks provided for any of the young people once this information has been submitted via the centre portal. If you have provided any such incorrect information, you must notify us **immediately with full details** at DiscoverOrders@trinitycollege.com (for Discover level only) or at ArtsAwardOrders@trinitycollege.com (for Explore/Bronze/Silver/Gold levels). We will mark the respective young people as 'absent' on our system, but there will be **no amendment to the invoiced fee** in respect of this.

To add or re-enter young people with correct information, you must submit a new order via the centre portal, for which you will be invoiced separately.

For information on certificate amendment and replacement, see paragraph '3.14 Certificate amendment and replacement'.

For full details on changes to entries, read our [Arts Award Qualifications and Adviser Training - Terms and Conditions](#).

3.6 Using the Arts Award centre portal

Centres are able to use the Arts Award centre portal to enter candidates for all Arts Award qualifications. The Arts Award centre portal is an extension of Trinity Online, which is the system used to facilitate examination sessions for all of Trinity's qualifications.

Trinity Online offers centres the following functionality:

- ▶ entering young people for Arts Award qualifications by providing their details and marks
- ▶ access to all current and historic invoices
- ▶ access to young people's records
- ▶ centre record and contacts management

There is no limit to the number of user accounts that can be requested for set up on Trinity Online, as long as each user fills in an application form and accepts our Trinity Online Conditions of Use. Accounts can be set up, for example:

- ▶ for administrative members of staff to enrol young people
- ▶ for managers who oversee the delivery of Arts Award in an organisation but are not themselves trained Arts Award advisers
- ▶ for advisers to access their centre information
- ▶ for finance departments to view and print invoices

Username and passwords for Trinity Online are personal and not transferable and may not be used if the member of staff to whom the account was allocated is no longer employed by you or is no longer involved in administering Arts Award for your centre. You must inform Trinity when there are staff changes so that accounts can be deactivated, and new ones set up.

It is the responsibility of the centre representative and all advisers linked to an Arts Award centre to ensure that Trinity is kept up to date with staff changes that may impact upon the details held within Trinity Online. This includes changes to contact roles (such as the centre representative), admin staff and Arts Award advisers. Amendment requests should be made in writing to ArtsAwardOpsteam@trinitycollege.com.

You must use Trinity Online and conduct all of your other activities as a centre, in accordance with Trinity's Data Protection Policy, [see trinitycollege.co.uk/policies](http://trinitycollege.co.uk/policies). For details on how to use Trinity Online for Arts Award administration, please refer to the [Arts Award Centre Operational Guidance](#).

When you provide young people's details onto Trinity Online, you must ensure that personal details are accurate and up to date. This is particularly important as the data entered on Trinity Online will be used for the issue of certificates and for young people verification for moderation purposes, where required. Please note that the name on the certificate will exactly match that entered on Trinity Online. If you do notice any errors, please contact your Trinity contact immediately.

3.7 Qualifications fees

Details of qualification fees can be found at artsaward.org.uk/costs. Discounts are available for large cohorts entered together as part of the same order. No reduction is offered should a certificate not be issued due to an 'absent' or 'below pass' result.

For centre submitting entries via the centre portal, invoices are issued automatically upon successful enrolment and sent via email to the person who provided the young people's details via the centre portal and the Finance contact registered for the centre. For centre submitting entries via email, invoices are sent upon successful enrolment to the email address used to send the enrolment spreadsheet.

Fees must be paid within 30 days of invoice issue. It is the responsibility of the centre contact to whom the invoice is issued to ensure this occurs and facilitate where invoices need to be amended to reflect purchase orders or differing payment addresses. Amendment requests can be made in writing to ArtsAwardOpsteam@trinitycollege.com. Trinity is not able to undertake any processes relating to a centre's finance arrangements (e.g. uploading invoices to an online system) and any administration of this nature must be completed by the centre representative for that centre.

When payment is made, we request that you send remittance advice or proof of payment to ArtsAwardOpsteam@trinitycollege.com so that we can log your payment against your order. Where remittance is not provided, or payment is not made within 30 days of invoice issue, the outstanding balance will be marked as 'overdue' and the debt collection process will commence. Please note that further candidate entries will NOT be accepted from centres with payment in arrears. Centres may be suspended if their balance remains unpaid.

3.8 Data protection

'Personal data' is data that can be used to identify a living person and can be, or is intended to be, held on computer or in manual records.

Your centre contract with Trinity is governed by UK law and, therefore, UK data protection laws apply to the way in which data must be collected and 'processed' by or on behalf of Trinity. Under UK data protection laws, Trinity is a 'data controller' and third parties processing personal data on its behalf, wherever they are in the world, are 'data processors'. This means that both Trinity and your centre must be compliant with UK data protection laws when they collect or process personal data, for example when they organise or use personal data about young people, Trinity moderators, etc.

When your centre collects personal details from actual or potential customers, they should be notified that their data will be shared with Trinity for marketing and academic purposes.

Young people have the right to see the personal data held about them by Trinity and can make a request about using and correcting that data. There are prescribed times and ways to respond to these requests, which your centre might need to comply with if you are required to help Trinity with such a response.

Qualifications at Trinity are confirmed via the issue of a certificate to the young person. For Arts Award we collect the following data:

- ▶ Full Name
- ▶ Date of Birth (DOB) – this is compulsory information for Explore/Bronze/Silver/Gold levels only
- ▶ Ethnicity
- ▶ Gender
- ▶ Level of award achieved
- ▶ Adviser name (trained Arts Award adviser who has assessed the portfolio/arts log)
- ▶ Artform

Name and DOB are used to accurately identify candidates in our system. This is particularly important if candidates contact us at a later date to confirm achievement of a qualification or need a certificate re-issuing. We also collect DOB in order to verify eligibility to do Arts Award qualifications as there is an upper age limit restriction on them. We will keep this data on file indefinitely for security purposes of identification.

Ethnicity and gender are collected for the purposes of monitoring participation in Arts Award qualifications. Arts Award's ethos is about accessibility, and we provide high level data to Arts Council England and publicly to demonstrate how we are meeting this aim. We do not share individualised data

with Arts Council England or publicly. Centres responsible for submitting this data can select 'prefer not to specify' (ethnicity/gender) and/or leave the gender field blank.

Please refer to our [policy page](#) for more information.

3.9 Special consideration policy

Special consideration may be given to young people who are ill, injured or suffer other adverse circumstances at or near the time of the assessment or moderation. Please see Trinity's Special Consideration Policy for further information and please contact your Trinity contact if you believe a young person has a special consideration request.

3.10 Certificates and moderation results

The awarding of our qualifications is officially confirmed when certificates are issued.

Arts Award Discover certificates are posted in paper format to the centre's main registered address within four weeks from the date young people were entered for Arts Award via email or via the centre portal (subject to payment).

Certificates for Explore, Bronze, Silver and Gold are issued in paper format to the centre's main registered address within four weeks from the date young people were entered for Arts Award via email or via the centre portal (subject to payment).

If a centre has been selected to be moderated, moderation results are officially confirmed at the point of certificates issue. Where moderation has taken place, certificates will be issued within eight weeks from the date young people were entered for Arts Award via email or via the centre portal (subject to payment). In the case of moderation referrals, the certificates timeframe may be extended.

Trinity's central office does not give results out over the phone. Centres, representatives and advisers should also follow this policy.

For certificate information, visit artsaward.org.uk/certificates.

3.11 Certificate amendment and replacement

We offer a certificate amendment and replacement service for centres who would like to:

- Order a replacement paper certificate - Replacements can be requested when paper certificates are lost or damaged.
- Request an amendment - Amendments can be requested when errors need to be corrected on a certificate and those errors appeared in the information provided by the centre, i.e. incorrect name spelling.

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

4. External moderation by Trinity College London

4.1 Moderation

Centres are responsible for ensuring all portfolios have been assessed and are ready for possible moderation prior to entering young people for Arts Award. Trinity selects centres for moderation based on several factors including but not limited to previous moderation results, size of group and whether the centre is newly validated. Centres should expect to have their work moderated at least every three years.

All centres should assume when they enter young people for Explore/Bronze/Silver/Gold levels that they will be required to submit work for moderation and must ensure that the work of all young people entered is available for moderation. All Arts Award moderations are conducted online via our portfolio submission platform.

If your centre has been selected to be moderated, Trinity will notify you via email once you have provided young people's details and marks for Explore/Bronze/Silver/Gold levels via email or via the centre portal. Trinity will select at random a sample of portfolios per adviser group across the entire cohort entered for Arts Award and request these portfolios to be provided for moderation together with a completed [evidence locator form](#) for each young person.

Advisers are required to complete an evidence locator form for each arts log/portfolio selected in the sample. The evidence locator form is used by the moderator to find the evidence in each sample arts log/portfolio for each part of the award and to understand the basis on which the adviser has made their marking decision. The Evidence Locator Forms and guidance on how to complete it can be found at artsaward.org.uk/EvidenceLocatorForm.

The moderation notification email will include the names of the young people whose portfolios have been selected in the sample and provide information about how to submit the requested work. Centres must provide the sample portfolios and evidence locator forms via Trinity's online portfolio submission platform within two weeks of the issue of the moderation notification email.

Centres must ensure all uploaded files are accessible and legible, evidence locator forms are completed fully and accurately for each young person selected in the sample, and any evidence provided through a URL link is accessible online without the need for the moderator to login to an account or download any files to access it.

For detailed instructions on how to submit portfolios for moderation via Trinity's online platform, please see the preparing portfolios for moderation section of the toolkit artsaward.org.uk/toolkit.

Centres will not be permitted to waive a moderation request and must build in the extra time required for moderation into their schedule.

If your centre has been selected to be moderated and you wish to withdraw any of the portfolios from moderation (whether selected in the sample or not), you must notify your Trinity contact, or email ArtsAwardOrders@trinitycollege.co.uk, immediately and no later than two working days from the issue date of the moderation notification email and await further instructions or an amended sample.

If any portfolios/arts logs are not available and provided for moderation, the affected young people will be marked as 'absent' and there will be no amendment to the invoiced fees in respect of absent arts logs/portfolios.

If any issues have been identified in your portfolio submission, we will make reasonable efforts to communicate the specific information or amendments required to complete the arts log/portfolio submission successfully. For Moderation referrals, read section 4.1.

The purpose of moderation is not to re-assess the arts logs/portfolios; the moderator is instead looking for consistency of approach across the adviser's marking and to establish if the correct marking decisions were made by the adviser.

All moderation results are arrived at on the basis of the sample portfolio evidence provided, without regard to external circumstances. Entry for Arts Award constitutes acceptance of the professional judgment of the moderator.

Where an adviser has marked an arts log/portfolio as a pass, the main reason the moderator may be unable to validate this mark are:

- the arts log/portfolio does not include all the evidence as listed in the 'evidence required' sections of the Arts Award toolkit
- the moderator does not agree that the evidence presented by the young person meets the requirements of the assessment criteria

All advisers, who have assessed young people's work that was provided for moderation, will receive a feedback report for each Arts Award level moderated within approximately two weeks from the portfolio submission date. Results are confirmed by the issue of a certificate. See section 3.10 for information on moderation results and certificates.

4.2 Moderation referrals

In cases where any portfolios/arts logs/evidence locator forms have not been provided by the centre exactly as requested, and issues have been identified, the moderator will refer the submission back to the main centre contact to take action on the identified issue(s). Centres will be required to resolve all identified issue(s) as requested and re-submit work via the portfolio submission platform within five

working days following receipt of a moderation referral notification.

Referrals can include evidence files or URL's not working or eligible, evidence stated on the evidence locator forms that is missing, the portfolios submitted do not match the sample group or adviser does not match the marksheet.

Following a referral notification, the moderator will resume the moderation process once the centre has addressed the identified issues and re-submitted their work via the online submission platform. If the centre has not responded to the referral notification, the moderator will resume moderation once the stipulated deadline has passed. The moderator will complete the moderation by assessing the work exactly as it is made available to them via the online submission platform at the stage of resuming moderation following a referral.

If any of the work has not been provided as requested in the referral notification, or is inaccessible, illegible or missing, this may affect the moderation outcome.

Any portfolios/arts logs/evidence locator forms that are not available for moderation following referral will result in the respective young people being marked as 'absent' by the moderator and this may affect the results for the remaining young people outside the sample.

Moderation referrals will affect the moderation feedback and certificates timeframes, therefore, to avoid any delays, centres must check they have provided all work exactly as requested in the first instance. In some cases, the moderator may refer a portfolio submission directly to Trinity, who will notify the centre directly to address the identified issues and moderator concerns and provide guidance on next steps.

4.3 Candidate re-entry

Centres may wish to re-enter young people that have received a 'below pass' result or have been marked as 'absent' by the moderator following moderation.

In all cases, the per-head fees for re-entry are the same as normal qualification fees. Centres must follow the normal process for entering young people for Arts Award, as set out in section 3.3.

5. Working with Arts Award/Trinity

Upholding the terms and requirements of Trinity College London's Arts Award toolkit and guidance notified to you from time to time, as applicable, and ensuring these are communicated to advisers and appropriate staff.

5.1 Trinity's customer service statement

Trinity College London is committed to providing a high-quality support service for all our users from initial enquiry through to certification. Please see trinitycollege.com/customer-service for the full Customer Service Statement.

This statement will help us monitor and continually improve our service to you. If you wish to feedback on this statement, please do so through Trinity's online [customer feedback survey](#) or your Trinity contact.

5.2 Feedback

Trinity is always keen to gain feedback from its centres and young people so we can improve our services. We need to know what we are doing well and what we could improve upon.

Centres who are selected for moderation are sent an invitation to complete an online [customer feedback survey](#). We would be grateful if you could take the time to complete this when you receive it.

5.3 Appeals, complaints and re-mark requests

We strive to ensure that all our advisers, young people and centres have a positive training and moderation and monitoring experience. However, we recognise that occasionally things do not always run as smoothly as we would like. If you are unhappy with any aspect of Trinity's service, please contact us. You should raise your concern with your Trinity contact in the first instance who will either be able to solve the problem or advise you how to take your complaint further.

Information about our complaints policy, academic investigations and appeals policy and re-mark procedure, which govern how complaints are handled by Trinity, are available on the Trinity website at: trinitycollege.com/policies and trinitycollege.com/appeals

Trinity also delivers a range of qualifications in music, drama, and English language, so for clarity, advisers wishing to appeal the outcome of a moderation should specifically read the 'clerical check' and 're-mark' information and provide details in the form about which service is required.

We ask that you help us in any investigation into your concerns by co-operating fully and providing all necessary information.

5.4 Use of the Arts Award centre logo

As a validated Arts Award centre, you may display the **Arts Award centre logo** on your website and use it in your marketing and communications materials. Using the logo will help you to recruit young people, promote your centre's work and celebrate young people's achievements with Arts Award.

The logo can be downloaded from [the Arts Award website](#) (login required). When using the logo, it is important that you follow the [guidance available](#). Please contact artsawardenquiries@trinitycollege.co.uk if you need the logo in any other formats.

Also included in the guidance is information about how to describe Arts Award. It is very important that you follow these guidelines if you want to mention Arts Award on your website or

in publicity materials. This will ensure that young people and others have a clear and consistent impression of the Arts Award brand.

Please contact Trinity College London if you have any queries after reading these guidelines, or if you would like us to review a draft: artsawardenquiries@trinitycollege.co.uk.

6. Quality and standards

Your centre is required to participate fully and regularly in Trinity College London's quality assurance programmes which are designed to preserve Trinity College London's good reputation and the good standing of its qualifications. Some of Trinity College London's initiatives in this area are outlined below.

6.1 Centre Monitoring

Centres may be subject to random monitoring from Trinity, the purpose of which is to confirm that the organisation continues to comply with the criteria for validation as detailed in its application to become a validated centre.

Trinity will select a sample of centres annually for monitoring with the aim of identifying good practice and areas for development ensuring we continue to maintain and improve delivery standards.

Centre monitoring aims to be a supportive process from which the whole Arts Award community can benefit, enabling us to offer support nationally and make improvements to the awards where needed. It is not an inspection framework and if your centre is selected for monitoring and support, we will provide details of what to expect and the information you will need to make available to us.

6.2 Arts Award external trainers, moderators and monitors

Arts Award external trainers, moderators and monitors are experienced arts education professionals with a wide range of art form knowledge. They may have a teaching, youth work or artistic background, but they all have experience of working with young people and a commitment to young people's creative progression. These individuals must complete regular training and standardisation and are monitored on a regular basis to ensure Trinity College London's standards are maintained.

Monitoring of panel members

A proportion of panel members' work such as delivery of training or moderation are monitored by a Trinity monitor. The purpose of these observations is to ensure adherence to Trinity procedures. The Trinity monitor will report back to the trainer/moderator and to Trinity on the delivery of the online training/moderation process. They take no part in the training/moderation process and will not influence the interaction between the panel member and adviser or centre (where applicable). Centres do not receive feedback from the monitor. In the case of a monitoring visit, centres will be contacted in advance to notify them. The process is separate and different from Centre Monitoring explained in 6.1.

6.3 Results entry – clerical checking

Candidate marks and overall results provided by centres (and moderators, where moderation is required) are routinely checked at Trinity's central office. Please note that results provided by the centre/moderator are provisional. Final results are confirmed when the results validation process is completed and, where an overall pass has been obtained, the certificate is issued.

6.4 Malpractice

Trinity is committed to upholding the integrity of its qualifications. It is also committed to ensuring that all young people taking Trinity exams at a validated centre do so under similar conditions at each centre and therefore have an equal opportunity to demonstrate their abilities.

Accordingly, Trinity will not tolerate any act or omission, or any attempted act or omission, that is or results in cheating, unfair practice or a breach of its rules and regulations. Advisers found to have committed any of the above will, at Trinity's discretion, be disqualified from delivery of Arts Award. Similarly, centres found to have committed or colluded in any of the above will, at Trinity's discretion, be deregistered, and affected young people will have their qualifications voided.

Trinity's Malpractice Policy provides full details regarding types and examples of malpractice,

Trinity's investigation process when malpractice is suspected, and possible sanctions imposed on centres and/or young people. Read the policy [here](#)

6.5 Anti-corruption and bribery

Trinity takes a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and to implementing and enforcing effective systems to counter bribery and corruption.

Centres are responsible for familiarising themselves with the requirements of Trinity's Anti Bribery policy ensuring any staff and freelancers comply with the requirements in their delivery or administration of Arts Award qualifications. Read the policy [here](#)

6.6 Regulation

In line with your centre agreement, you should take all reasonable steps to ensure that Trinity can comply with the conditions of recognition of any regulatory body either recognising or governing Trinity College London's Arts Award qualification.

An example of one of these 'reasonable steps' would be agreeing to representatives of regulatory bodies visiting your centre or to provide information/documents as and when requested by the regulator.

Trinity College London's regulatory bodies include the Office of Qualifications and Exams Regulation (Ofqual) in England, Qualification Wales and the Council for Curriculum, Exams and Assessment (CCEA) in Northern Ireland. Trinity is also a registered charity regulated by the Charity Commission.

Arts Award Centre Best Practice Guidebook

Thank you for supporting the creative development of children and young people by choosing to run Arts Award. This Centre Best Practice Guidebook is to support you in the administration of Arts Award at your centre. All Arts Award centres supporting young people to achieve an Arts Award should use this guidebook alongside the Arts Award Adviser Toolkit for the level you are delivering.

Get in touch

artsaward.org.uk

artsawardenquiries@trinitycollege.co.uk

020 7820 6178