RAD online exam entries

These guidelines are subject to change and will alter with various software upgrades and procedural changes

November 2019
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3. **RAV Entries**

(Examinations taking place in a studio provided by the RAD - RAD Approved Venue or RAV)

- Register new students for IDs
- Create an exam entry
- Choose the correct session
- Select grade and student
- Specify preferred dates for candidates
- Edit exam entry
- Flags
- Reasonable adjustments
- Special considerations
- Allocating teachers to students
- The ‘Notes’ box
- Submitting and paying for exams
- Allocating teachers to students
- What happens next?

**Troubleshooting:**
1. There is no session available
2. There are no exams or students available
3. My student has studied with me for a while and also taken exams, why aren’t they appearing in the student drop-down box?

4. **Manage My School (School Administrator role only)**

- Editing a site address
- Adding or removing a teacher from my school

**Troubleshooting**
1. I don’t have the Manage My Schools menu option on the screen
2. My school doesn’t come up in the drop-down box

5. **Manage My Students (School Administrator role only)**

- Withdrawing students from a school
- Correct student details (e.g. Spelling of name, date of birth etc.)

**Troubleshooting**
1. I don’t have the Manage My Students menu option on the screen
2. My school doesn’t come up in the drop-down box
3. I accidentally registered a student twice
1. Initial log in

a. Welcome message

When you log in via the Members’ Area you will be greeted with a welcome message. This will list the schools that you have job roles with – if any of them are incorrect, please contact your local office.

Teachers can use the ‘link myself to RAD school’ menu option to link themselves to a new school. Note that the link request needs to be approved by the School Administrator or the local office before it becomes active:

b. Teachers & School Administrators

- School administrators have more permissions than a teacher
- A school administrator is able to manage school and student data, i.e. edit site details, edit student spellings, withdraw students from school once they have left etc.
- Both are able to enter candidates for examinations and register new students for IDs
- If you are the teacher and should also have a school administrator role, please contact your local office to have this function added
- However, only teachers can be linked to a student in an exam entry

School Administrator menu:
Teacher menu (note the ‘Manage’ option is not available):

2. AEC Entries

a. Register new students for IDs

Only register students that don’t already have an RAD ID number.

Select – My Students>Register New Students:
Notes:

- If you try to register a student for a RAD ID number, and there is already a possible match you will get a notification (see image above). Click on the icon for further information:

- When you are in receipt of the student’s RAD ID number, input the ID into the relevant box, you will notice whether the number is acceptable, or not, when the icon changes. You can click on the icon for further information:

- Display name – this important and will be displayed in the entries, all reports and also certificates

- Once complete, **click save once**, wait for a confirmation message

b. Create an exam entry

- Select - My Exam Entries

- Select - type of exam session

**AEC** – examinations in your own studio
c. Choose a session

- Select your exam location from the dropdown box – **it is important that you choose correctly** so that the examiner is goes to the correct address
- **Check that the RAD Region is correct** – if it isn’t, contact your local office

- Select session – delete any session that shows in the box and select required session from the drop down list. **The session list will not appear until you delete the current session in the box.** If you’re unsure about which session to select, contact your local office
- Select certificate delivery address, or opt to enter alternative address – **it is important that you choose correctly** so that the certificates are sent to the correct address
- Update email address if necessary – a valid email address is required
- Input or select a valid telephone number, this will be used in the Examiners Itinerary and used for contact on the exam day
- Enter pianist details (if applicable)
- Select your payment method (where offered)*
  - *Payment Card* will take you directly to the payment portal once you have completed and submitted your exam entry
  - *Invoice* is to be selected for cheque payments and bank transfers
  - If you have a credit from a previous session that needs to be applied to this entry, contact your local office before you submit your entry so that they can make the necessary invoice adjustment.
- Update billing address

d. Select grade and student

The exams and students section will only be available if you have selected a session.

- Exams/awards are listed in alphabetical order:
• To select your student, start typing their name or ID. The text box will filter as you type:

![Student selection interface]

• Once the correct student is selected, click Add Student.
• Keep going to build your entry (see below about splitting and editing sets).
• Save your work as soon as you start working on it and regularly throughout (do not submit until you are finished and ready to pay – amendments to a submitted entry will incur surcharges as per the Specifications).
• Always reference your exam entry ID number when contacting your local office with a query.
• You can save your work and build your entry over a series of weeks up until submitting or your closing date.

e. Edit exam entry
• Your entries are saved in the My Exams Entries screen.
• You can work on your entry as soon as your session is live and up until the closing date or you have submitted your entry.
• Select ‘edit’ against your pending entry.
• Please delete your pending entry if you have decided against entering in an exam session or need to start your entry from scratch.

![My Saved Entries table]

• To move individual candidates, click and drag the 3 dots to the left of the candidate record and drop into preferred location.
• To move a set, click and drag the 3 dots to the right of the set, and drop where required.
f. Splitting sets

RAD Online Exams assumes that each set is grouped by 4 (or the appropriate number of candidates, e.g. 8 for a class award). However, you may have 5 x G3 candidates that you would like to split into a 3 and a 2.

- Select ‘Add Exam Set’:

- Either select a grade from the dropdown list or drag a candidate record into the new exam set:

---

g. Flags

Red flags

- You cannot submit and pay for an entry if you have a red flag:
• Click on the red flag to see a description – in this case the candidate is too young and also hasn’t taken the prerequisite exam. Either delete the candidate from the entry or contact your local office for further advice.

Validation results

The candidate will not have reached the minimum age by the Minimum Age Cut-Off Date for this session

Prerequisite qualifications have not been completed: INT: Intermediate Exam RAD Level 3 Certificate in Vocational Graded Examination in Dance: Intermediate (Ballet)

CLOSE

• If your local office approves the candidate, the flag will turn green and you may submit your entry

Amber flags

• These are information flags
• You may still submit an entry with an amber flag
• This example is a flag for a candidate taking an exam more than once in your entry:

Validation results

The candidate appears more than once on this Exam Entry

CLOSE

Green flags

• Candidates approved by local office, proceed with submitting entry
h. Reasonable adjustments

- Reasonable adjustments may be added either when adding the student to the entry – more information and forms are available from the RAD website:

Or afterwards:

Notes

- For data protection reasons, please do not type medical information in the ‘Notes’ box, as the RAD cannot legally accept this without the consent of the candidate or their parents.
- Reasonable adjustment forms and supporting evidence, e.g. doctor’s certificate, are to be attached to the entry prior to submitting. This is a requirement of entry – forms available from our website.

i. Special considerations

These are different to reasonable adjustments. A ‘special consideration’ is a post-examination adjustment to the mark for a candidate who was prepared for and present at an exam, but who may have been disadvantaged by adverse circumstances that arose immediately before or at the time. Applications should be made within five working days of the exam and submitted to exams@rad.org.uk. For more information please visit the RAD website.
j. Allocating teachers to students

- Select the pencil next to the candidate name

<table>
<thead>
<tr>
<th>30027971 - Milly Jones</th>
</tr>
</thead>
<tbody>
<tr>
<td>30027972 - Tilly Thomas</td>
</tr>
<tr>
<td>30027973 - James Barns</td>
</tr>
</tbody>
</table>

- Check the box to select ‘active’ teachers for each candidate

[ ] Nicola

- You may also allocate teachers to candidates in a bulk action by clicking the ‘Default Teacher’ button, you’ll find this button beneath your entries:

- Inactive teaching members cannot be allocated to candidates

k. Selecting dates

- The calendar tool enables you to indicate preferences for exam dates. The number of dates you can indicate depends on your county/location.

- Available dates are shown in blue. Click on dates to deselect (i.e. to indicate that these dates are not possible).
I. The ‘Notes’ box

- Put your notes to local office here then click ‘add’, i.e. preferred start times, breaks, and details of session to be hosted or if you are hosting another school:

![Notes screenshot](image)

- Once you have clicked ‘add’ – the note will be listed beneath. You may delete notes or attachments if they are not required:

![Notes screenshot](image)

m. Joint exam entries

If your candidates are being hosted at another school, or your school is hosting candidates from another school, please record this in the ‘Notes’ box.

- Note which school is hosting and which is to be examined first
- If your session is less than the minimum time for your region/country (usually 3 hours) and you are being hosted, ensure you select this option when submitting your entry. If you are not being hosted, you will be charged the fee for the minimum exam time
n. Submitting and paying for exams

Before you submit the entry, you can download your pending exam report to do some final accuracy checks on exam location, candidates and settings:

Once you are sure that the entry is correct, select Save & Submit.

- **Card payments** – you will be directed to an online card payment portal (preferred, where available). Your receipt will be available to download from the exam entry screen (Payment History)
- **Invoice** – Select this option if you are paying by cheque or bank transfer. The invoice will be automatically downloaded upon submitting your entry and will also be available to download from the exam entry screen after you have submitted (Payment History)

  ![Payment History](image)

  - If paying by bank transfer please use your exam entry number as a reference. If paying by cheque put your exam entry number on the reverse of cheque
  - **Once you have submitted your entry, you cannot make any amendments. All amendments must be agreed by your local office and may incur surcharges**
  - If you have a credit from a previous session, so that your invoice can be adjusted, please contact your local office

o. What happens next?

- Your local office will add breaks and extra days and allocate your dates
- You can see the progress of this at any point in the exam entry screen
- When the local office has finished, they will change the status of the report to Confirmed – you may now download your Confirmed Exam Report:
Confused Exam Report (AEC)
Entry ID: 788442

<table>
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<tr>
<th>Exam date(s):</th>
<th>10 Nov 2018, 13 Nov 2018-21 Nov 2018, 23 Nov 2018-08 Dec 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant &amp; ID:</td>
<td>Holly Black 2000681</td>
</tr>
<tr>
<td>School &amp; ID:</td>
<td>Holly’s Dance School 1005</td>
</tr>
</tbody>
</table>

| Exam location:    | Holly’s Dance School: Dancing up my street, London, SW11, UNITED KINGDOM |
| Contact no.:      |                                                              |
| School contact email: | HBlack@gmail                                               |
| Examiner:         | Maria Rowland                                               |

Additional information:

Day 1 - 10 Nov 2018

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<td>Position:</td>
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<td>Candidate: 30627976 - Caroline Manford</td>
</tr>
<tr>
<td>1</td>
<td>G6</td>
<td>F N</td>
</tr>
<tr>
<td>2</td>
<td>G6</td>
<td>F N</td>
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</table>

[10:40] BREAK

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<th>Set: 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position:</td>
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<td>Candidate: 30627973 - James Banks</td>
</tr>
<tr>
<td>1</td>
<td>G1</td>
<td>F N</td>
</tr>
</tbody>
</table>

p. View exam results

When the results are released, a ‘View Results’ option will be available next to your entry:

Troubleshooting:

1. My exam location doesn’t appear in the dropdown box

Contact your local office to have the exam location address added to your school.

2. I can’t edit the exam location address

Contact your local office to get the address edited. If you have a School Administrator role you will have this facility.
3. How do I hold my exams at another school in a different region?

Contact your local office to have your school assigned to a different region. The correct session will then be available to you. If you have a School Administrator role you will have this facility.

4. I'm allocated to the wrong region

Contact your local office to have your school allocated to the correct region. If you have a School Administrator role you will have this facility.

5. There is no session available

You have to be allocated to the correct region for your sessions to be available. If you are allocated correctly and there is no session, contact your local office. The session may not be ‘live’ yet.

6. There are no exams or students available

Ensure you are allocated to the correct region and that you have selected your session. Exams and students will be available after you have selected the session.

7. My student has studied with me for a while and also taken exams, why aren’t they appearing in the student dropdown box?

They may not have a valid school registration. Contact your local office or idregistration@rad.org.uk to get the school registration updated. If you know their ID, you can try to register them at your school via ‘Register new students’. Do not create a new ID.

3. RAV Entries

a. Register new students for IDs
Only register students that don’t already have an ID. Select – My Students>Register New Students:

Notes:

- If you try to register a student for a RAD ID number, and there is already a possible match you will get a notification (see image above). Click on the icon for further information:

- When you are in receipt of the student’s RAD ID number, input the ID into the relevant box, you will notice whether the number is acceptable, or not, when the icon changes. You can click on the icon for further information:

- Display name – this important and will be displayed in the entries, all reports and also certificates

- Once complete, click save once, wait for a confirmation message

b. Create exam entry

- Select My Exam Entries:
c. Choose the correct session

- To enter candidates in an RAV session outside of your area, check the ‘Show all RAV Sessions’ box:

- Select the correct session from the drop down box. If you’re unsure of the session please contact your local office.
- Possible venues are listed beneath the session:
• Select certificate delivery address, or opt to enter alternative address
• Update email address if necessary – a valid email address is required
• Select your payment method (where offered)*
  - Payment Card will take you directly to the payment portal once you have completed and submitted your exam entry
  - Invoice is to be selected for cheque payments and bank transfers
  - If you have a credit from a previous session, select Invoice and contact your local office to make your payment. (If Invoice is not available in your Country, contact your local office before submitting your entry).

*payment methods will be set by your local office and they will advise further
• Update billing address

d. Select Grade and Student

• Exams/Awards are listed in alphabetical order:

• To select your student, start typing name or ID. The text box will filter as you type

• Once the correct student is selected, click
• Keep going to build your entry
• Save your work as soon as you start working on it and regularly throughout (**do not submit until you are finished and ready to pay**)
• Always reference your exam entry ID number when contacting your local office with a query
• You can save your work and build your entry over a series of weeks up until the closing date

e. **Specify preferred dates for candidates**

• Click on the calendar icon
• Dates left in blue will be considered for allocation

f. **Edit exam entry**

• Your entries are saved in your exam entries screen
• You can work on your entry and get it exactly how you’d like it over a period of time
• Select ‘edit’ against your pending entry
• You can also delete your entry if you have decided against entering candidates in a particular exam session, or if you want to start working on your entry from scratch:
Exams at RAVs are scheduled by the RAD; therefore your candidates may not be timetabled in the order that you place them in your entry. However, individual graded candidates will remain in the sets in which you place them (except Grade 8).

To move individual candidates, click and drag the 3 dots to the left of the candidate record and drop at preferred location.

To move a set, click and drag the 3 dots to the right of the set, and drop where required.

g. Flags

Red flags

You cannot submit and pay for an entry if you have a red flag:

Click on the red flag to see a description of the warning – in this case the candidate is too young and also hasn’t taken the pre-requisite exam. Remove the candidate, or contact your local office for advice:

The candidate will not have reached the minimum age by the Minimum Age Cut-Off Date for this session

Prerequisite qualifications have not been completed: INT: Intermediate Exam RAD Level 3 Certificate in Vocational Graded Examination in Dance Intermediate (Ballet)
• If your local office has approved this candidate, the flag will turn green and you may submit your entry

**Amber flags**

• These are information flags
• You may still submit an entry with an amber flag
• This example is a flag for a candidate taking an exam more than once in your entry

**Green flags**

• Candidate approved by local office, proceed with submitting your entry

**h. Reasonable adjustments**

• Reasonable adjustments may be added either when adding the student to the entry - more information and forms available from RAD website:
• Or afterwards:

![Image of exam entry list]

Notes

• For data protection reasons, please do not type medical information in the ‘Notes’ box, as the RAD cannot legally accept this without the consent of the candidate or their parent.

• Reasonable adjustment forms and supporting evidence, eg. doctors certificate are to be attached to the entry ready for submitting. Please quote your exam entry ID number in the correspondence – forms available from website.

i. Special considerations

These are different to reasonable adjustments. A ‘special consideration’ is a post-examination adjustment to the mark for a candidate who was prepared for and present at an exam, but who may have been disadvantaged by adverse circumstances that arose immediately before or at the time. Applications should be made within five working days of the exam and submitted to exams@rad.org.uk. For more information please visit the RAD website.

j. Allocating teachers to students

• Select the pencil next to the candidate name

![Image of teacher allocation]

• Check the box to select teacher(s) for each candidate:

![Image of teacher selection]

• Inactive teaching members cannot be allocated to candidates
k. The ‘Notes’ box

- Put your notes to local office here then click ‘add’, i.e. preferred start times, breaks, and details of session to be hosted or if you are hosting another school:

![Notes section]

- Once you have clicked ‘add’ – the note will be listed beneath. You may delete notes or attachments if they are not required:

![Deleted note]

l. Submitting and paying for exams

Before you submit the entry, you can download your pending exam report to do some final accuracy checks on exam location, candidates and settings:

![Download exam report]

Once you are sure that the entry is correct, select Save & Submit.
• Card payments – you will be directed to an online card payment portal (preferred, where available). Your receipt will be available to download from the exam entry screen (Payment History)

• Invoice – Select this option if you are paying by cheque or bank transfer. The invoice will be automatically downloaded upon submitting your entry and will also be available to download from the exam entry screen after you have submitted (Payment History)

• If paying by bank transfer please use your exam entry number as a reference. If paying by cheque put your exam entry number on the reverse of cheque

• Once you have submitted your entry, you cannot make any amendments. All amendments must be agreed by your local office and may incur surcharges

• If you have a credit from a previous session, so that your invoice can be adjusted, please contact your local office

m. What happens next?

• Your local office will build the RAV session and allocate dates to your candidates

• You will receive a Confirmed Exam Report by email from your local office

Troubleshooting:

1. There is no session available

The RAV session may not be ‘live’ and open to schools yet. If you are looking to enter in a session outside your region, ensure the ‘show all RAV sessions’ checkbox is ticked.

2. There are no exams or students available

Ensure you are allocated to the correct region and that you have selected your session. Exams and students will be available after you have selected the session.

3. My student has studied with me for a while and also taken exams, why aren’t they appearing in the Student drop-down box?
They may not have a valid school registration. Contact your local office or email idregistration@rad.org.uk to get the school registration updated. If you know their ID, you can try to register them at your school via ‘Register new students’. **Do not create a new ID.**

4. **Manage My School (School Administrator role only)**

   a. **Editing a site address**

   - My Schools>Manage My Schools – Select the school to edit

   ![Manage My Schools screenshot](image)

   - Click on the Site to edit:

   ![Site details screenshot](image)

   - Select ‘Edit Site Details’:
• Make any amendments to name, address and region (change region to join session in another region). Then save. (see image on next page)

Notes:

• **School Home** – this takes you to the home screen for the school
• **Sites** – these are addresses associated with your school (studio address (AEC), certificate delivery etc.)
• **Contacts** – individuals associated with your school (school administrators and teachers)
b. Adding or removing a teacher from my school

If a teacher no longer works at your school, contact your local office to have their job role updated to ‘former’.

A teacher can request to be linked to your school via the ‘link myself to RAD school’ menu option (My Schools>Link myself to RAD school).

As school administrator, you have to approve this request.

- Go to My Schools>Manage my schools - Select ‘Contacts’:

- Teachers linked to your school will be listed here, along with those that have requested to be linked to it
- Click on the teacher’s name to approve their request
- They will have a job role with the school and it will be ‘Teacher’ (Note: job roles are always linked to a site, not the main school, but contacts are able to access any site linked to the school when creating exams.)
- To approve the request, click on the ‘Teacher’ job role
• Change status from Requested to Active – then save

You can also create new contacts (teachers and school administrators). However, teachers you create yourself will not have RAD Registered Teacher status and will not be able to validate entries. If you create a new School Administrator contact and want them to be able to log in and use the system, contact your local office.

Troubleshooting:

1. I don’t have the Manage My School menu option on the screen
   You don’t have a School Administrator role added to your profile - contact your local office.

2. My school doesn’t come up in the drop-down box
   You don’t have a School Administrator job role at the school - contact your local office.

4. Manage My Students (School Administrator role only)
   a. Withdrawing students from the school

   This means removing students from your current school record so that they no longer come up in the drop-down list when creating exam entries.

   • My Students>Manage My Students – select school from list
• Search for name or ID number of student:

Search for name or ID number of student:

- Search: Tilly Thomas
- Centre: Holly's Dance School
- Site: All

• Click on the blue arrow icon next to student:

- Search: Tilly Thomas
- Centre: Holly's Dance School
- Site: All

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>FIRST NAME</th>
<th>LAST NAME</th>
<th>GENDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>30027972</td>
<td>Tilly</td>
<td>Thomas</td>
<td>Female</td>
</tr>
</tbody>
</table>

• Click on the blue arrow icon next to School Registration:

- Title: School Registration (SCHREG)
- Registration Date: 23/10/2018
- Centre - Site: Holly's Dance School (1005.001)
- Status: In Progress
- Standalone Registration: No
• Tick the ‘Withdrawn’ box and then ‘Save & Close’

![EDIT QUALIFICATION REGISTRATION - SCHOOL REGISTRATION](image)

b. Correct student details (eg. Spelling of name, date of birth etc)

• Either click on the Manage My Students menu option or on the student ID in the exam entry – both take you to the same place:

![Exam Entry](image)

• Revise details (e.g. spelling of name):

![Student Details](image)

• It’s important to also update their display name - do this by selecting ‘Further Details’:
• Amend Display Name accordingly, then save:

Troubleshooting

1. I don't have the Manage My Students menu option on the screen
   You don't have a School Administrator role added to your profile – contact your local office.

2. My school doesn't come up in the drop-down box
   You don't have a School Administrator job role at the school – contact your local office.

3. I accidentally registered a student twice
   Contact your local office to have these student details merged.