

ROYAL
ACADEMY
OF
DANCE

Applicant Guidelines

RAD online exam entries

How to create and submit AEC, RAV and video assessment entries

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

Some topics will also have an accompanying video tutorial.

26 January 2022

(Each content description is hyperlinked – click for quick access)

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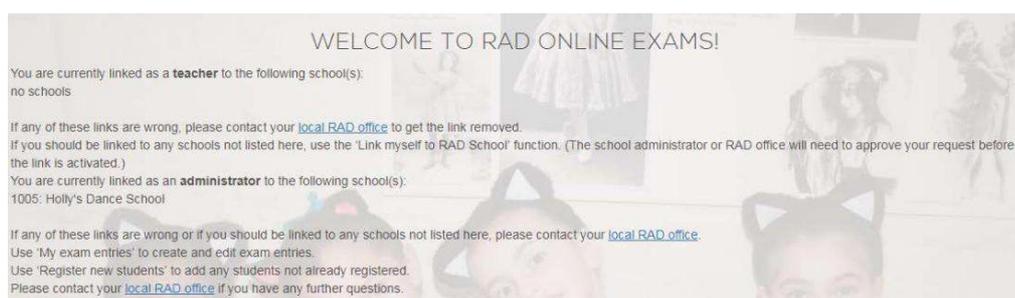
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1. Initial log in ([view video](#))

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.

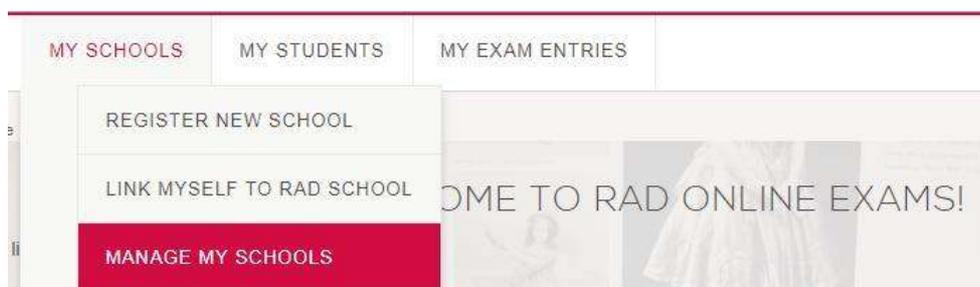
Teachers can use the 'link myself to RAD school' menu option to link themselves to a new school. Note that the link request needs to be approved by your local RAD office or representative before the job role becomes active:



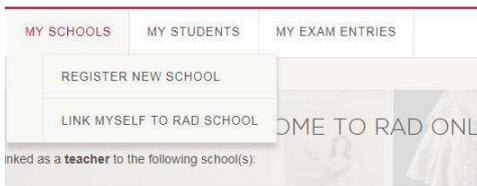
b. Teachers & School Administrators ([view video](#))

- School administrators have more permissions than a teacher, and are responsible for maintaining the data listed against the school
- A school administrator is able to view school and student data, i.e. withdraw students from the school once they have left, and all entries for the school, regardless of which teacher created the entry.
- 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 job role 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 ([view video](#))



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

Select – My Students>Register New Students:

Use upper and lower case. Names will be printed on certificates as you have submitted them in this screen.

Select school: 27313: TESTSCHOOL001

Display Name Reference: First Name Last Name

FIRST NAME <input type="button" value="i"/>	MIDDLE NAME <input type="button" value="i"/>	LAST NAME <input type="button" value="i"/>	DISPLAY NAME <input type="button" value="i"/>	DATE OF BIRTH <input type="button" value="i"/>	RAD ID IF KNOWN <input type="button" value="i"/>	GENDER	ACTIONS
<input type="text" value="Charlotte"/>	<input type="text" value="Middle "/>	<input type="text" value="Carter"/>	<input type="text" value="Charlotte Carter"/> <input type="button" value="v"/>	<input type="text" value="01 Jan 2000"/> <input type="button" value="i"/>	<input type="text" value=""/>	<input type="text" value="Female"/> <input type="button" value="v"/>	<input type="button" value="x"/>
<input type="text" value="Jim"/>	<input type="text" value="Middle "/>	<input type="text" value="Frost"/>	<input type="text" value="Jim Frost"/> <input type="button" value="v"/>	<input type="text" value="01 Mar 2010"/> <input type="button" value="i"/>	<input type="text" value=""/>	<input type="text" value="Female"/> <input type="button" value="v"/>	<input type="button" value="x"/>
<input type="text" value="First Name"/>	<input type="text" value="Middle "/>	<input type="text" value="Last Name"/>	<input type="text" value="Select"/> <input type="button" value="v"/>	<input type="text" value=""/> <input type="button" value="i"/>	<input type="text" value=""/>	<input type="text" value="Female"/> <input type="button" value="v"/>	Add new

One or more of the students you have entered closely match a record already on the system. These rows are indicated by a question mark icon. Please check whether these students have previously been registered for RAD exams, and if they have, enter their RAD ID number so that the existing record can be linked to your school.
NB. There are over a million records on our system and some student details will be very similar or even identical, so this could also be a new student. If you do not enter an RAD ID, a new student record will be created.
You should be very careful to ensure that a new record is not created for a student who has already been registered for RAD exams.

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:

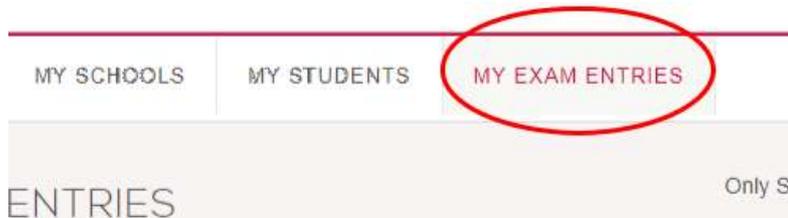


- Display name – this is important and will be displayed in the entries, all reports and certificates
- Once complete, click save once, wait for a confirmation message.

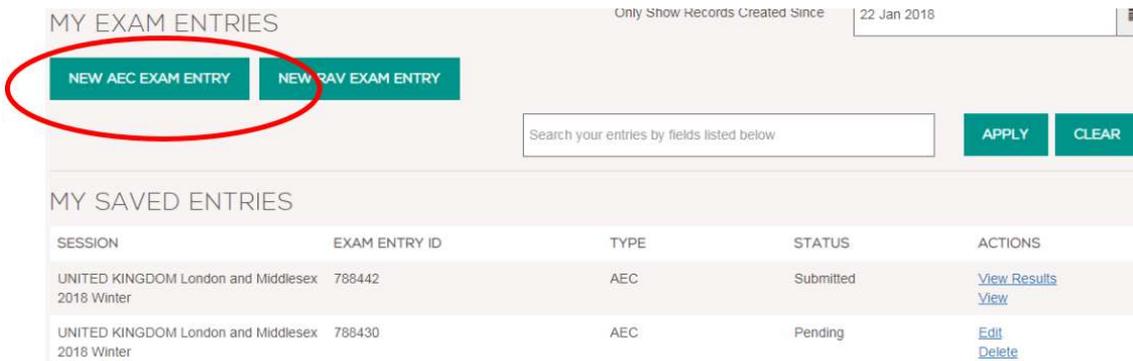
If you register a student incorrectly, please contact your local RAD office/representative to get it corrected.

b. Create an exam entry ([view video](#))

- Select - My Exam Entries



- Select - type of exam session
- AEC – examinations in your own studio



SESSION	EXAM ENTRY ID	TYPE	STATUS	ACTIONS
UNITED KINGDOM London and Middlesex 2018 Winter	788442	AEC	Submitted	View Results View
UNITED KINGDOM London and Middlesex 2018 Winter	788430	AEC	Pending	Edit Delete

c. Choose a session

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

Exam Location: Holly's School of Dance : My home, London, SW11, UNITED K

RAD Region: London and Middlesex (UNITED KINGDOM)

Session: Select

Exam Duration (Hours): 3

- 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 RAD 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. You will be contacted at this email address when your results are ready to be viewed.
- Input or select a valid telephone number, this will be used in the examiner's 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
 - Other Payment Method 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 ([view video](#))

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

- Exams/awards are listed in alphabetical order:

Invoice Address: Holly's School of Dance : My home, London, SW11, UNITED K

Select exam: Select

Select student: Select

Reasonable Adjustments?

ADV1: Advanced 1 Exam
ADV2: Advanced 2 Exam
ADV F: Advanced Foundation Exam
G1: Grade 1 Exam
G2: Grade 2 Exam
G3: Grade 3 Exam
G4: Grade 4 Exam

[contents](#)

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

[+ ADD STUDENT](#)

- Once the correct student is selected, click
- 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
- If a student is a Member, they will be entitled to pay a lower fee for Advanced Foundation up to and including Advanced 2 exam. This will be indicated by a \textcircled{M} (M in a circle) next to their name. If they don't have this and you're sure that have Membership, please contact your local RAD office/representative to investigate before submitting your entry.

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				
SESSION	EXAM ENTRY ID	TYPE	STATUS	ACTIONS
UNITED KINGDOM London and Middlesex 2018 Winter	788442	AEC	Submitted	View Results View
UNITED KINGDOM London and Middlesex 2018 Winter	788430	AEC	Pending	Edit Delete

- 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:

EXAM	STUDENT	DELETE
- 10:00 45m G4: Grade 4 Exam - (3 candidates)		
⋮ G4: Grade 4 Exam	30027971 - Milly Jones ✎	✎ ✕ ⋮
⋮ G4: Grade 4 Exam	30027972 - Tilly Thomas ✎	✎ ✕ ✎
⋮ G4: Grade 4 Exam	30027973 - James Barns ✎	✎ ✕
- 10:45 25m G3: Grade 3 Exam - (1 candidates)		
⋮ G3: Grade 3 Exam	30027974 - Harry James ✎	✎ ✕ ⋮
- 11:10 20m G2: Grade 2 Exam - (1 candidates)		
⋮ G2: Grade 2 Exam	30027988 - Sharon Parks ✎	✎ ✕ ⋮
- 11:30 25m G3: Grade 3 Exam - (1 candidates)		
⋮ G3: Grade 3 Exam	30027975 - Sarah Down ✎	✎ ✕ ⋮

f. Splitting sets ([view video](#))

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':

The screenshot shows a list of exam sets. At the bottom, there is a button labeled '+ ADD EXAM SET' which is circled in red. Above the button, there are two exam sets: 'G2: Grade 2 Exam' and 'G3: Grade 3 Exam'. Below the exam sets, there is a summary of the overall time: 'Overall time: 1h 55m' and 'Overall time without breaks: 1h 55m'.

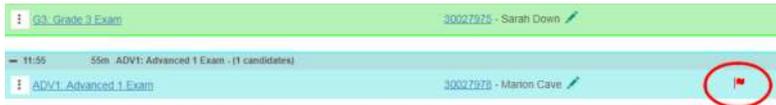
- Either select a grade from the dropdown list or drag a candidate record into the new exam set:

The screenshot shows a new exam set being created. The new exam set is highlighted with a red oval and contains the text '- 11:55 0m'. Above it, there is an existing exam set 'G3: Grade 3 Exam' with one candidate 'Sarah Down'.

g. Flags ([view video](#))

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 hasn't taken

Validation results

Please look at validation results, orange items are just for information only, red items require your attention to override:

Validation results

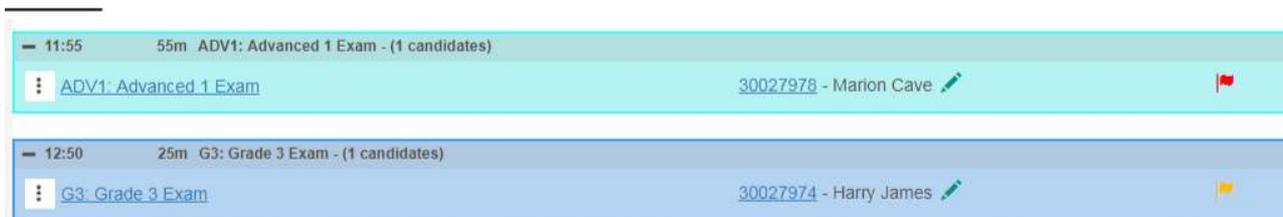
Please look at validation results, orange items are just for information only, red items require your attention to override:

Prerequisite qualifications have not been completed: ADV1: Advanced 1 Exam RAD Level 4 Certificate in Vocational Graded Examination in Dance: Advanced 1 (Ballet)

- If your local RAD 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

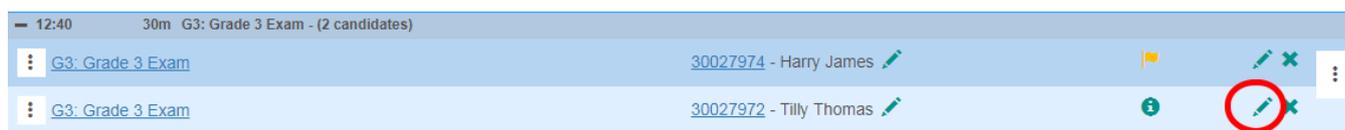
- Candidates approved by local office, proceed with submitting entry

h. Reasonable adjustments ([view video](#))

- Reasonable adjustments may be added when adding the student to the entry

The screenshot shows the RAD website interface for adding a student. At the top, there are two dropdown menus: 'Select exam' with 'G3: Grade 3 Exam' selected, and 'Select student' with '30027972 - Tilly Thomas' selected. Below these is a checkbox labeled 'Reasonable Adjustments?' which is checked. To the right of the checkbox is a text box containing the following text: 'Reasonable adjustments are applied on a case by case basis. The nature of the adjustment applied will be based on the candidate's condition or circumstances and the request made to the RAD. Examples of reasonable adjustments include, but are not necessarily limited to those shown. Please use 'load file' below to attach any supporting evidence.' Below the text box is a dropdown menu labeled 'Select' with a list of options: 'Candidate to take the exam on his or her own', 'Special access arrangements to the examination studio to be put into place', 'Special lighting arrangements to be made in the examination studio', 'The music for the examination to be amplified', 'Agreement made for modifications to examination uniform (subject to health and safety considerations)', 'Examination to take place at a specially appointed date and time', 'Examination to take place at a specially appointed location', 'The candidate to be examined according to the syllabus criteria for the alternative gender', 'Example of action taken which is not classed as a reasonable adjustment', 'Examiner Awareness', and 'Other'. To the right of the dropdown menu is a green button labeled '+ ADD STUDENT'. Below the dropdown menu are three buttons: 'DAYS', 'EXPAND ALL SETS', and 'COLLAPSE ALL SETS'. At the bottom right of the form is a 'DELETE' button.

Or afterwards:



More information and forms are available from the RAD website:

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 and do not get processed through RAD Online Exam Entries. 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 examscustomerservices@rad.org.uk. For more information please visit the RAD website.

j. Allocating teachers to students ([view video](#))

- Select the pencil next to the candidate name



- Check the box to select 'active' teachers for each candidate
- If the check box is shaded and you're unable to select the teacher, their job role is inactive. Please contact your local RAD office/representative. [More information on pg 27.](#)



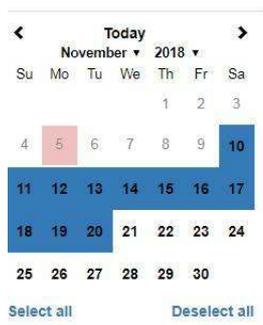
- You may also allocate teachers to candidates in a bulk action by clicking the 'Default Teacher' button, you'll find this button beneath your entries:



- Inactive teaching members cannot be allocated to candidates.

k. Selecting dates ([view video](#))

- 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).



Use this calendar tool to indicate the days when students will take their exams, in particular the first day of the session.

1. The 'Notes' box ([view video](#))

- 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
- Include any additional COVID measures or rules in place at your school

Notes

Please can I have a 9 am start and a break after the 2nd set.

Note type: General

LOAD FILE...

ADD

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

Note has been created Successfully

Notes – click Add button after typing to attach the note to your entry

Enter your note here...

Note type: General

LOAD FILE...

Reasonable Adjustment ⓘ

ADD

NOTE	ADDED	USER	FILE	TYPE
travel instructions attached	13 Nov 19 12:43 pm	Claire Marks		General

- If you load a file, ensure that you have a description in the notes box to accompany your attachment.

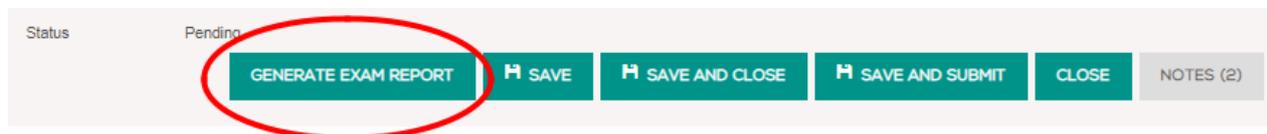
m. Joint exam entries

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/hosting candidates, 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:



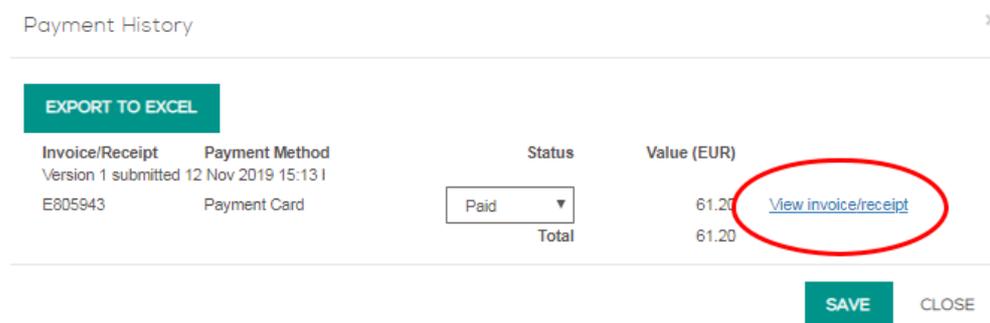
Once you are sure that the entry is correct, select Save & Submit.

Some Countries accept card payments only and you will only have the option of:

- 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). You may only pay by an alternative method with prior agreement from your local RAD office/representative.

Some countries don't accept card payments and you will only have the option of:

- Other Payment Method – 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.

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:

Confirmed Exam Report (AEC)

Entry ID: 788442



Exam date(s):	10 Nov 2018,13 Nov 2018-21 Nov 2018,23 Nov 2018-08 Dec 2018
Applicant & ID:	Holly Black 2000681
School & ID:	Holly's Dance School 1005

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:	
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Day 1 - 10 Nov 2018

Time:	10:00	Set:	1		
Position:	Exam:	Candidate:	Gdr:	RA:	
1	G6: Grade 6 Exam	30027976 - Caroline Manford	F	N	
2	G6: Grade 6 Exam	30027972 - Tilly Thomas	F	N	

[10:40]	BREAK
---------	-------

Time:	10:55	Set:	2		
Position:	Exam:	Candidate:	Gdr:	RA:	
1	G1: Grade 1 Exam	30027973 - James Barns	F	N	

p. View exam results

When the results are released, a 'View Results' option will be available next to your entry. You will receive an email to inform you that your results are ready to be viewed:

UNITED KINGDOM South West England and Wales 2018 Summer 758435

AEC

Confirmed

[View Results](#)
[View](#)

Troubleshooting:

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

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

2. I can't edit the exam location address

Contact your local RAD office/representative to get the address edited.

3. How do I hold my exams at another school in a different region?

Contact your local RAD office/representative to have your school assigned to a different region. The correct session will then be available to you.

4. I'm allocated to the wrong region

Contact your local RAD office/representative to have your school allocated to the correct region.

Exam Location	Holly's Dance School : Dancing up my street, London, SW11, L	RAD Region: London and Middlesex (UNITED KINGDOM)
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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 RAD office 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.

8. Common error/warning messages:

- On submitting your entry, error message with 'billing' in the description is to advise you that the card billing address is incomplete, if you've chosen this from the list available to you, please contact your local RAD office/representative to get the site address updated. Otherwise, return to the card billing address and complete the required fields:

There are some validation errors, please check your input

- Billing Town: You must supply a Billing Town.

- You haven't assigned a teacher to all of your students in the exam entry:

Warning

One or more of the students on this entry is not linked to a teacher with an active RAD membership. Are you sure you want to proceed?

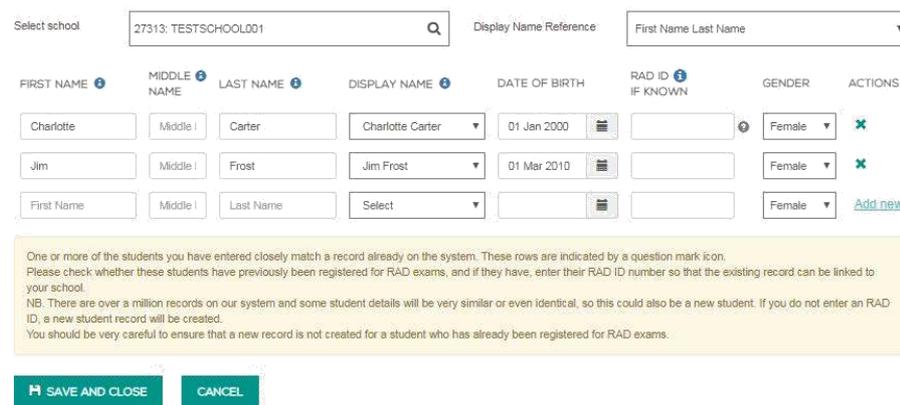
3. RAV Entries

a. Register new students for IDs



Only register students that don't already have an ID. Select – My Students>Register New Students:

Use upper and lower case. Names will be printed on certificates as you have submitted them in this screen.

A screenshot of a student registration form. At the top, there is a 'Select school' dropdown with '27313: TESTSCHOOL01' and a search icon. To its right is a 'Display Name Reference' dropdown with 'First Name Last Name'. Below this is a table with columns: 'FIRST NAME', 'MIDDLE NAME', 'LAST NAME', 'DISPLAY NAME', 'DATE OF BIRTH', 'RAD ID IF KNOWN', 'GENDER', and 'ACTIONS'. The table contains three rows of student data. The first row is for 'Charlotte Carter' (born 01 Jan 2000, Female) and the second for 'Jim Frost' (born 01 Mar 2010, Female). The third row is partially filled with 'First Name', 'Middle I', 'Last Name', and 'Select'. A yellow warning box is present below the table, containing text about potential duplicate records and the importance of entering a RAD ID. At the bottom of the form are two buttons: 'SAVE AND CLOSE' and 'CANCEL'.

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:



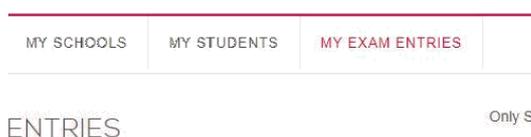
- When you are in receipt of the student’s RAD ID number, input the ID into the relevant box, you will notice whether the number is acceptable, or not, when the icon changes. You can click on the icon for further information:



- Display name – this important and will be displayed in the entries, all reports and certificates
- Once complete, click save once, wait for a confirmation message on the screen

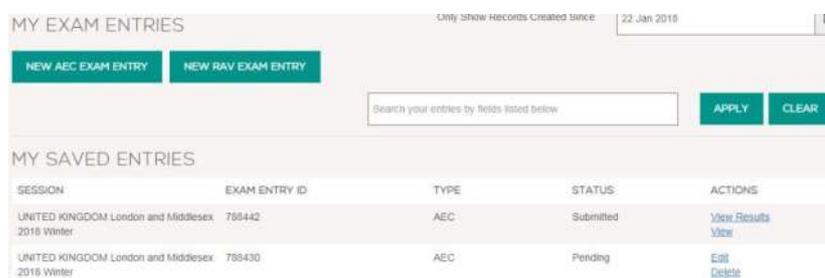
b. Create exam entry

- Select My Exam Entries:



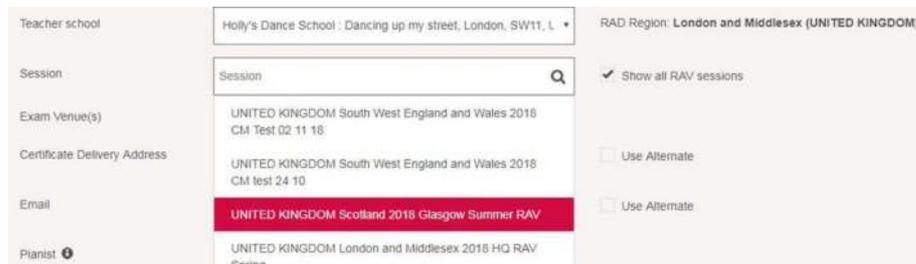
- Select type of exam session

RAV – entering candidates at a venue provided by the RAD:



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 RAD office/representative.

- Possible venues are listed beneath the session:

Session	UNITED KINGDOM South West England and Wales 2018 CM
Exam Venue(s)	14.001: Northern Ballet School 25977.001: Royal Conservatoire of Scotland 699.002: Ballet Cymru, Newport - RAV

- 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:

Invoice Address: Holly's School of Dance : My home, London, SW11, UNITED K

Select exam: Select student

Reasonable Adjustments?

- ADV1: Advanced 1 Exam
- ADV2: Advanced 2 Exam
- ADV F: Advanced Foundation Exam
- G1: Grade 1 Exam
- G2: Grade 2 Exam
- G3: Grade 3 Exam
- G4: Grade 4 Exam

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

Select student:

by case basis. The nature of the :
RAD. Examples of reasonable adj
ny supporting evidence.

- 30027971 - Milly Jones (23/10/2001)
- 30027972 - Tilly Thomas (23/10/2002)
- 30027973 - James Barns (23/10/2002)
- 30027974 - Harry James (23/10/2002)
- 30027975 - ...

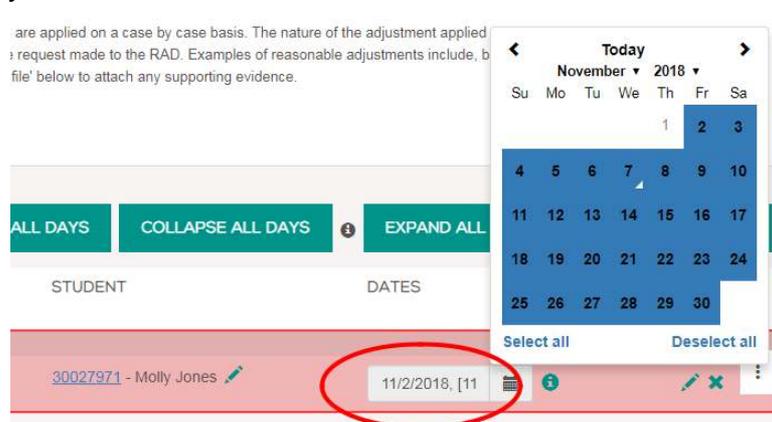
+ ADD STUDENT

- 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 shaded in blue will be considered for allocation
- Ensure that you complete the travel time, this will support the office when scheduling your candidates



- Leave a note should you have more impossible dates than specified in the calendar.

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:

MY SAVED ENTRIES				
SESSION	EXAM ENTRY ID	TYPE	STATUS	ACTIONS
UNITED KINGDOM London and Middlesex 2018 Winter	788442	AEC	Submitted	View Results View
UNITED KINGDOM London and Middlesex 2018 Winter	788430	AEC	Pending	Edit Delete

- Exams at RAVs are scheduled by the RAD; therefore your vocational 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 graded candidates, click and drag the 3 dots to the left of the candidate record and drop at preferred location (you cannot move vocational candidates)
- To move a set, click and drag the 3 dots to the right of the set, and drop where required:

EXAM	STUDENT	DELETE
10:00 45m G4: Grade 4 Exam - (3 candidates)		
⋮ G4: Grade 4 Exam	30027971 - Milly Jones ✎	✎ ✕ ⋮
⋮ G4: Grade 4 Exam	30027972 - Tilly Thomas ✎	✎ ✕ ✎
⋮ G4: Grade 4 Exam	30027973 - James Barns ✎	✎ ✕
10:45 25m G3: Grade 3 Exam - (1 candidates)		
⋮ G3: Grade 3 Exam	30027974 - Harry James ✎	✎ ✕ ⋮
11:10 20m G2: Grade 2 Exam - (1 candidates)		
⋮ G2: Grade 2 Exam	30027988 - Sharon Parks ✎	✎ ✕ ⋮
11:30 25m G3: Grade 3 Exam - (1 candidates)		
⋮ G3: Grade 3 Exam	30027975 - Sarah Down ✎	✎ ✕ ⋮

g. Flags

Red Flags

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

⋮ G3: Grade 3 Exam	30027975 - Sarah Down ✎	
11:55 55m ADV1: Advanced 1 Exam - (1 candidates)		
⋮ ADV1: Advanced 1 Exam	30027978 - Marion Cave ✎	🚩

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

Validation results ✕

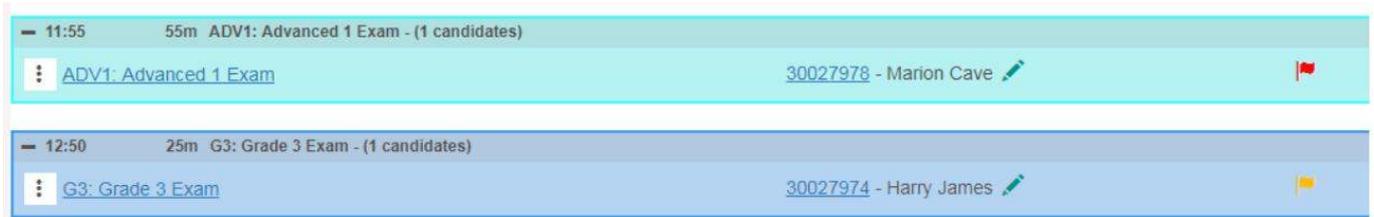
Please look at validation results, orange items are just for information only, red items require your attention to override:

Prerequisite qualifications have not been completed: ADV1: Advanced 1 Exam RAD Level 4 Certificate in Vocational Graded Examination in Dance: Advanced 1 (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



Validation results

The candidate appears more than once on this Exam Entry

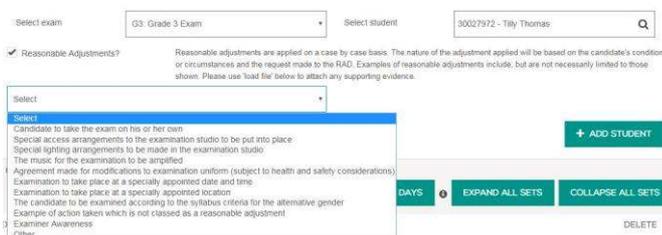
CLOSE

Green flags

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

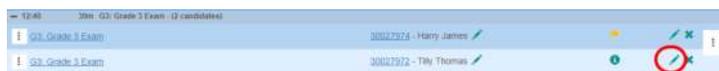
h. Reasonable adjustments

- Reasonable adjustments may be added either when adding the student to the entry
- [more information and forms available from RAD website:](#)



[contents](#)

- Or afterwards:



Notes

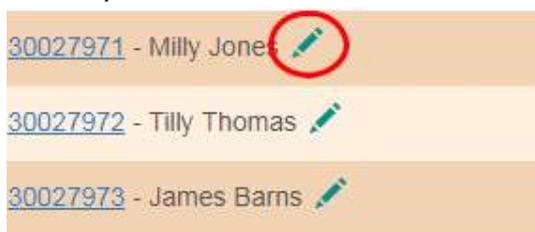
- For data protection reasons, please do not type medical information in the **'Notes' box, as the RAD cannot legally accept this without the consent of the candidate or their parent.**
- Reasonable adjustment forms and supporting evidence, e.g. doctors certificate are to be attached to the entry ready 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 and are not processed through RAD Online Exam Entries. 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 examscustomerservices@rad.org.uk. For more information [please visit the RAD website.](#)

j. Allocating teachers to students

- Select the pencil next to the candidate name



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



- Teachers with an inactive job role cannot be allocated to candidates. Please contact your local RAD office/representative to have this investigated.

k. The 'Notes' box

- Put your notes to local RAD office here then click 'add':

Notes

Please can I have a 9 am start and a break after the 2nd set.

Note type: General

LOAD FILE...

ADD

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

Note has been created Successfully

Notes – click Add button after typing to attach the note to your entry

Enter your note here...

Note type: General

LOAD FILE...

Reasonable Adjustment ⓘ

ADD

NOTE	ADDED	USER	FILE	TYPE
travel instructions attached	13 Nov 19 12:43 pm	Claire Marks		General

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:

Status: Pending

GENERATE EXAM REPORT

SAVE

SAVE AND CLOSE

SAVE AND SUBMIT

CLOSE

NOTES (2)

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

Some Countries accept card payments only and you will only have the option of:

- 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). You may only pay by an alternative method with prior agreement from your local RAD office/representative.

Some Countries don't accept card payments and you will only have the option of:

- Other Payment Method – 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 x

EXPORT TO EXCEL

Invoice/Receipt	Payment Method	Status	Value (EUR)
Version 1 submitted 12 Nov 2019 15:13 I			
E805943	Payment Card	Paid ▼	61.20 View invoice/receipt
		Total	61.20

SAVE CLOSE

- 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 prior to submitting your entry.

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?

[contents](#)

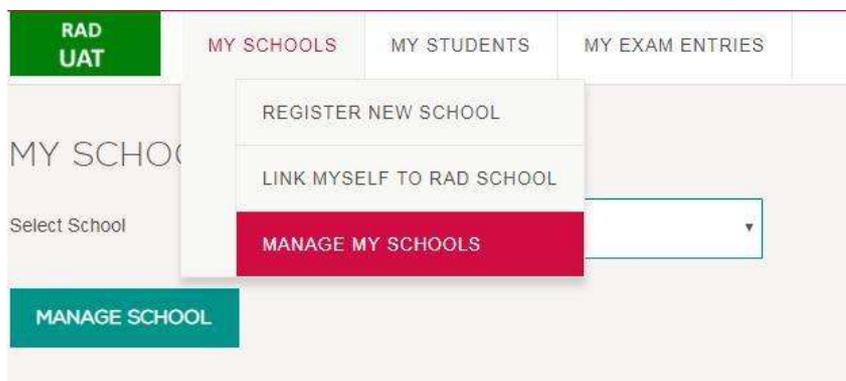
They may not have a valid school registration. Contact your local office to get the school registration updated. If you know their ID, you can try to register them at your school via 'Register new students'. Do not create a new ID.

4. Manage My School (School Administrator role only)

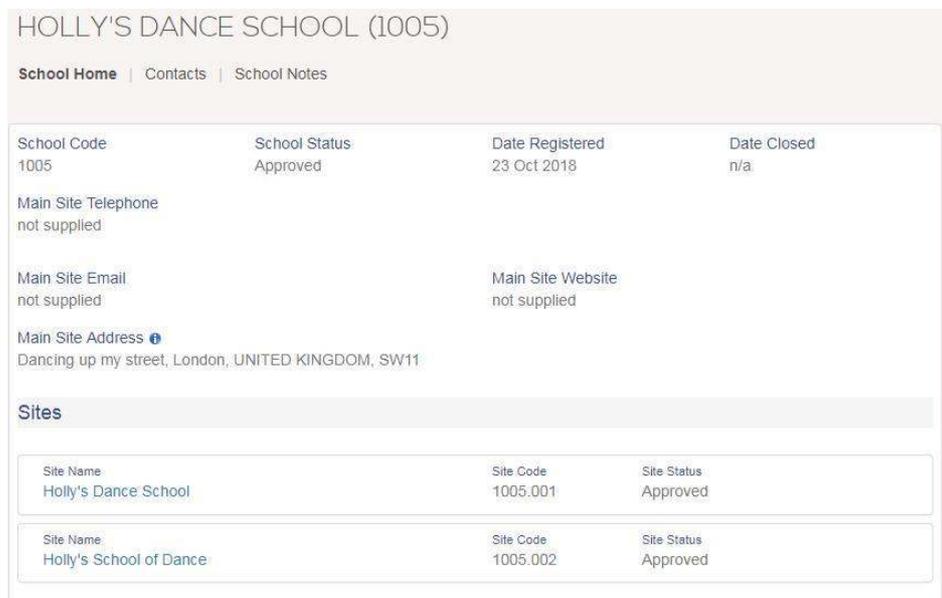
a. Editing a site address

- Contact your local RAD office to have your site address updated, or have another site created.

Note: Major changes to an existing site address will also affect any relevant historic student learning records



- Click on the Site to view:



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)

EDIT SITE

Site Code
1005.002

Site Name *
Holly's Dance School

Email

Web Site

Prevent Registrations Direct Import

RAD Country
UNITED KINGDOM

RAD Region
London and Middlesex

Address

Street 1
My home

Street 2

Street 3

City/Town
London

County

Country
UNITED KINGDOM

Post Code
SW11

Telephone

Fax

b. Adding or removing a teacher from my school

If a teacher no longer works at your school, contact your local RAD office to have their job role updated to 'former', this is the responsibility of the contact with the school administrator role. The contact will remain in your 'contacts' but will not have any access to entries or school data.

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). Contact your local RAD office to have this request approved.

MY SCHOOLS

Select School

MANAGE SCHOOL

HOLLY'S DANCE SCHOOL (1005)

School Home **Contacts** School Notes

School Code	School Status	Date Registered	Date Closed
1005	Approved	23 Oct 2018	n/a
Main Site Telephone	not supplied		

- Teachers linked to your school will be listed here, along with those that have requested to be linked to it
- 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.)

Job Roles

Job Role	Status	School
Teacher	Inactive	1005 Holly's Dance School
Site		1005.001 Holly's Dance School

If you have a School Administrator and want them to be able to log in and use the system, contact your local office, they can arrange this for you.

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 RAD 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 RAD office.

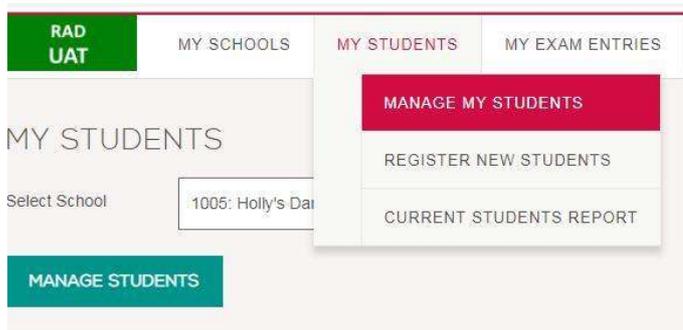
4. Manage My Students (School Administrator role only)

a. Withdrawing students from the school

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

School administrators are responsible for keeping student data current – we would advise regularly reviewing your student register to ensure that they are up to date.

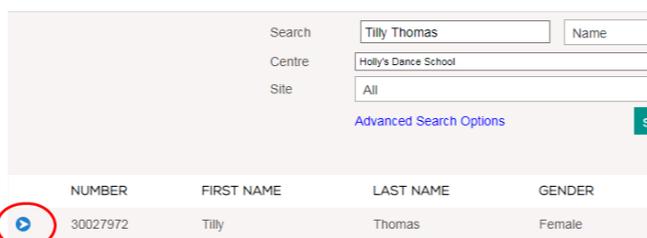
- My Students>Manage My Students – select school from list



- Search for name or ID number of student:

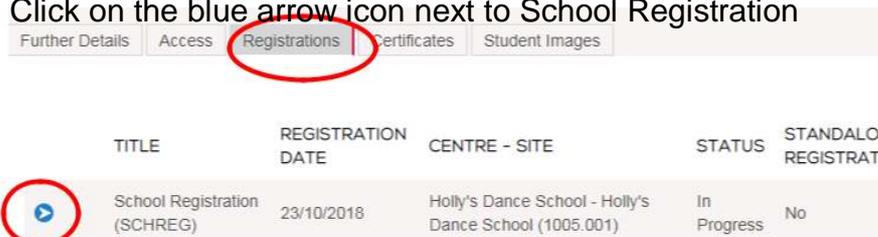


- Click on the blue arrow icon next to student:



NUMBER	FIRST NAME	LAST NAME	GENDER
30027972	Tilly	Thomas	Female

- Click on the blue arrow icon next to School Registration



TITLE	REGISTRATION DATE	CENTRE - SITE	STATUS	STANDALON REGISTRATK
School Registration (SCHREG)	23/10/2018	Holly's Dance School - Holly's Dance School (1005.001)	In Progress	No

- Tick the 'Withdrawn' box and then 'Save & Close'

EDIT QUALIFICATION REGISTRATION - SCHOOL REGISTRATION

SAVE SAVE AND CLOSE CLOSE

Qualification Units PLR Event Info Alternative Achievement Entry Requirements Qualification Prerequisites

Qualification School Registration

Centre/Site Holly's Dance School - Holly's Dance School (1005.001)

Pathway Default Pathway

Programme

Qualification Code SCHREG Status In Progress

Registration Date 23/10/2018 Reg Group Code

Expiry Date Extend Expiry

Earliest Certificate Date 23/10/2018 Withdrawn 06/11/2018

Last Assessment Date Request Full Certificate

Certificate Expires Date Assessment Language ENG: English

Study Mode Not Supplied

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

Contact your local RAD office/representative to have student names or date of births amended.

c. Who owns the data?

The RAD and the School are both 'controllers' of the data (student information), however, they are not 'joint controllers'.

As an agent of the school, the teacher does not have any ownership of the data should they leave the employment of the School.

The School Administrator should ensure that all teacher and student data is up to date within their School.

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.

Filmed exam entries

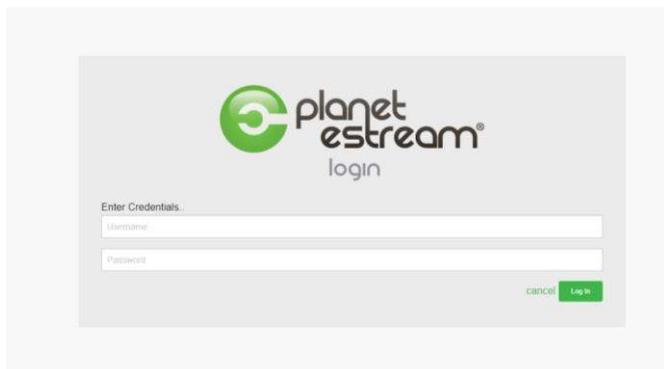
a. Create your exam entry

After consultation with your local RAD office, create your entry exactly as you would normally for an AEC entry. Ensure that you attach the relevant consent forms.

b. Initial log in

- Open your internet browser and go to <https://rad.planetestream.com/>
- Enter your username and password credentials and select 'Log in'

Note: If you don't have a Planet eStream login, contact your local RAD office.

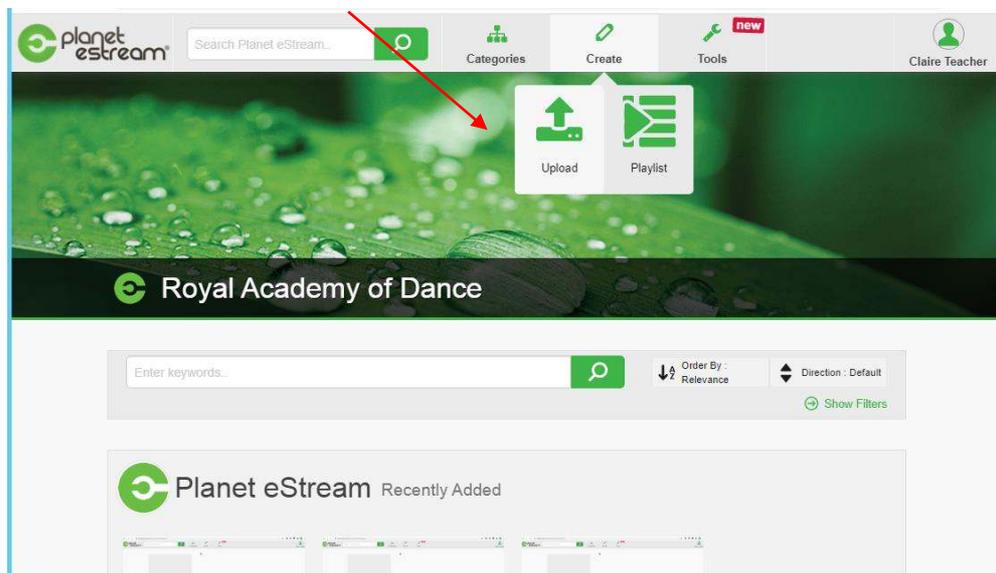


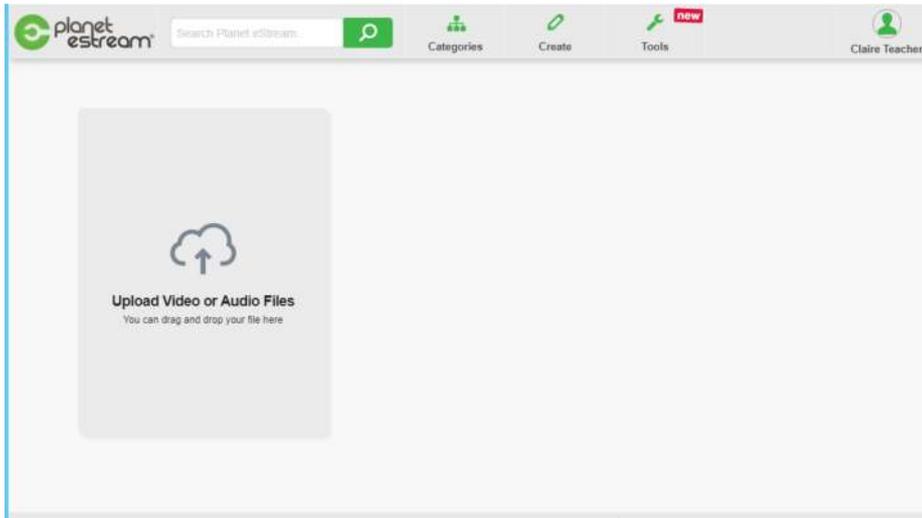
c. Uploading videos ([view video](#))

Tip #1: Practice a short video upload, you can delete it later
Tip #2: File naming convention – use this naming convention for saving your video files on your computer, it will help us manage your footage and save you time when selecting media options later:

Exam entry ID number, day number, set number, i.e. '876532 day 1 set 1'

- On the top menu, select 'Create' and 'Upload'
- Click on the 'Upload video or Audio Files' button and select the file you wish to upload from your computer, click 'open'





- You will then see a new pop-up window where you will need to add details about your footage. Please ensure you complete all required fields in order to confirm your upload

Unless you have used the correct naming convention when you saved your footage on your computer (tip #2), you will need to uncheck this box in order follow the required naming convention

Naming convention for the entry: Exam entry ID and day and set number, i.e. 875698 day 1 set 1

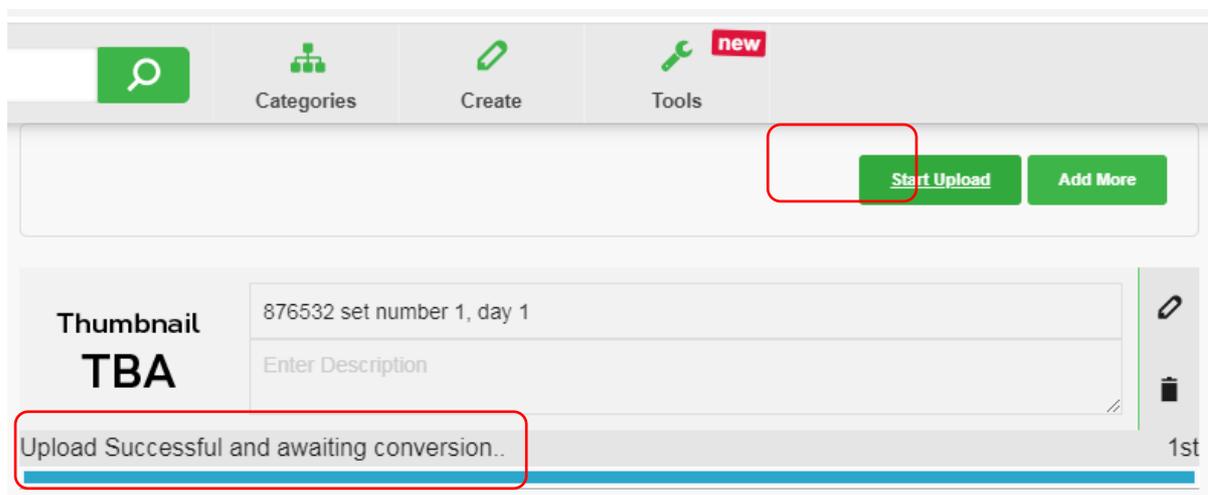
Here you can see further information about what is required in each field

- Once you have completed the required fields, select 'confirm'
- Click the 'Start upload' button, you will see the blue progress bar for your upload
- Once your video has uploaded, the system will convert the footage to the required format
- If all your files have uploaded successfully and are being converted, you may log out
- You should create your playlist once all the footage has been converted.
- Once the footage has been converted, created your playlist

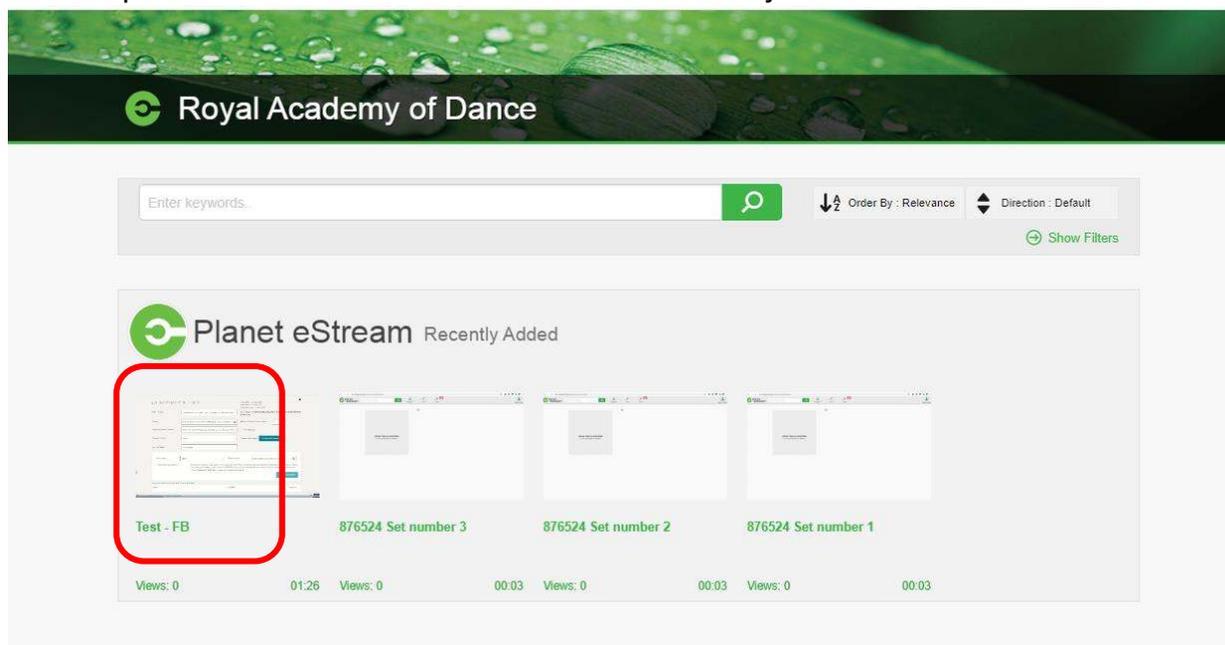
Tip #3: Upload at night. Once your videos have uploaded successfully, they will go into a conversion queue, along with all the other footage being converted at that time.

Once all the footage has uploaded successfully, you can log out, you'll be notified by email when the footage has all be converted – this may take a long time and is dependent on the conversion queue and size and type of original file.

Remember, [adjust your computer settings](#) so that it doesn't go to sleep mid upload



- When you return to Planet eStream to create your playlist, you will see your uploaded and converted videos in the 'Recently Added' section



- Click on your uploaded video, you will be able to check the quality of the footage and the details of the video
(Missing exercises will not receive a mark)

The screenshot shows the Planet eStream interface. On the left, there is a video player with a 'Play' button and a red arrow pointing to it. Below the player, a text box says 'You can edit the video'. On the right, the 'Details' panel for a video titled 'Test - FB' is visible. It includes options like 'Private', 'Recording', 'Location', and 'Viewed'. A red box highlights the 'Share' button, and another red box highlights the 'Delete' button. A red arrow points from the 'Delete' button to a text box on the right that says 'You can delete footage using this button'. Below the 'Details' panel, there is a form for 'Exam Entry Information' with fields for 'School Name and ID Number' and 'Qualification Description'.

If you only have one video to share with your local office for examining, then you can now create a web link by clicking on the 'Share' button and selecting 'Share by web link'. Right click the link in the pop up window and select copy, this can then be added to the notes section of your online entry in RAD Online Exams. Notify your local office when your entry has been updated with the footage link. If you have more than one video, you should [combine them into a Playlist](#) so that you only need to share one link.

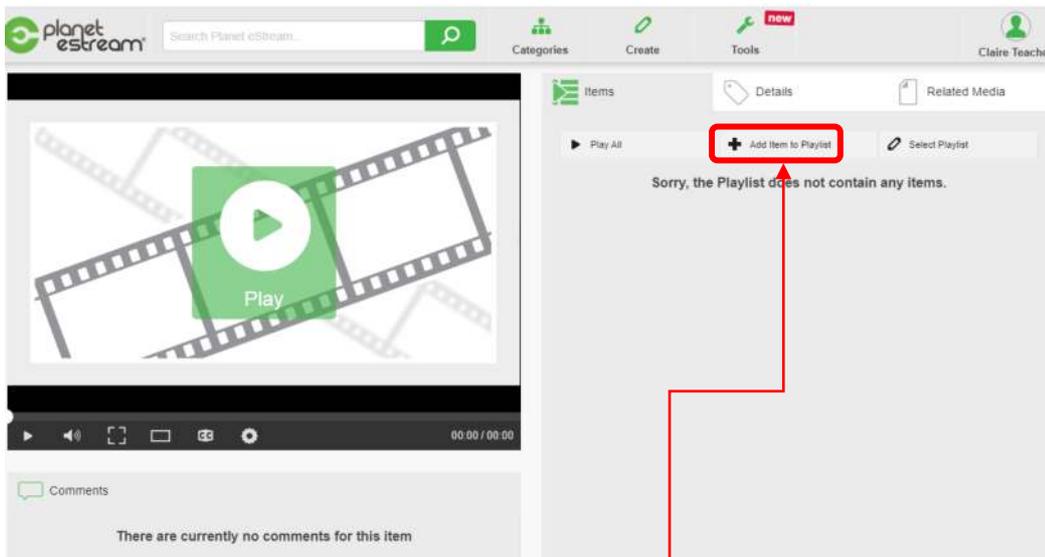
d. Creating a playlist ([view video](#))

- If you have multiple sets for the same exam entry, you can combine them into a playlist so that you only have one link
- Once you have uploaded all of your videos for your entry, select 'Create' then 'Playlist' from the menu.

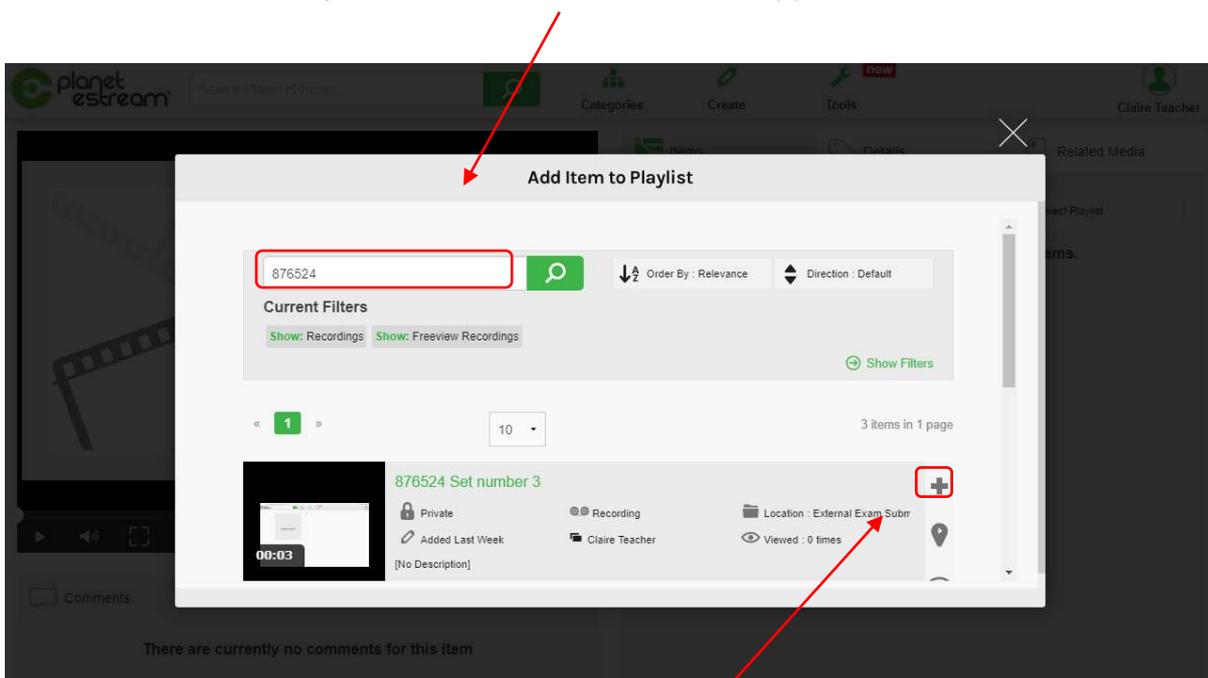
The screenshot shows the Planet eStream interface. At the top, there is a navigation bar with 'Categories', 'Create', and 'Tools' buttons. The 'Create' button is highlighted with a red box. Below the navigation bar, there is a large green banner with the text 'Royal Academy of Dance'. In the center of the banner, there is a 'Create' menu with two options: 'Upload' and 'Playlist'. The 'Playlist' option is highlighted with a red box. Below the banner, there is a search bar with the text 'Enter keywords' and a search icon. To the right of the search bar, there are options for 'Order By: Relevance' and 'Direction: Default'. Below the search bar, there is a section titled 'Planet eStream Recently Added' with several video thumbnails.

- A new window will appear to 'Create a new playlist'
- The playlist title should be your Exam Entry ID number
- Enter the details for the required fields and then select 'Create'.

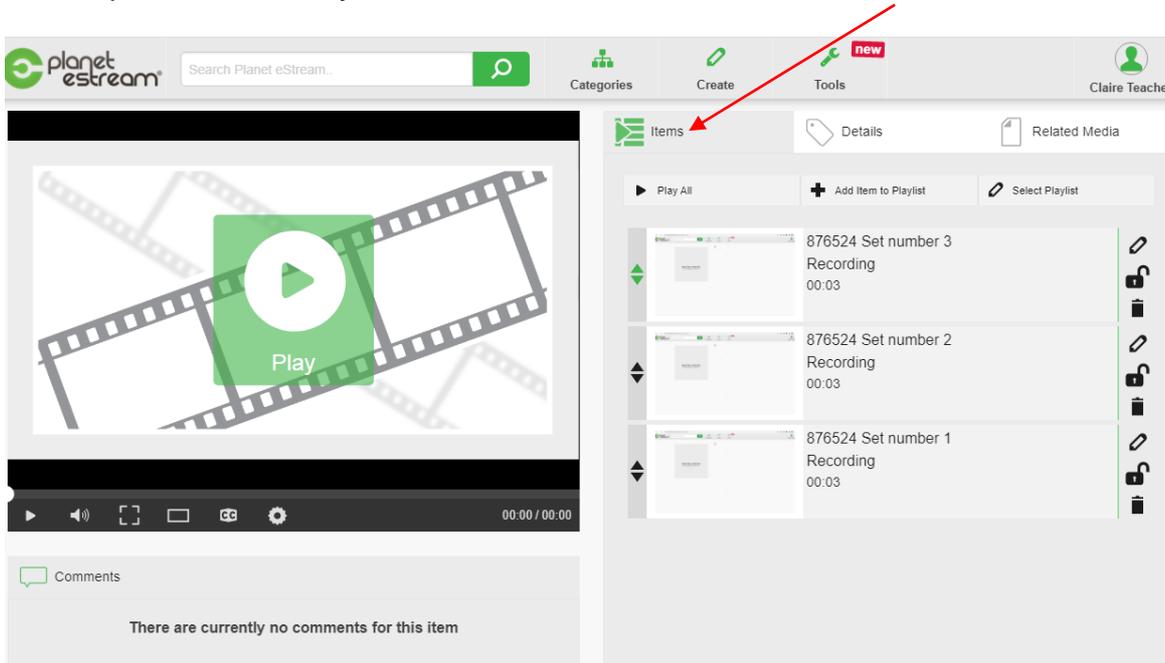
Note: Your playlist should match the order in which you filmed your exams and your exam entry (e.g. Day 1 set 1,2,3, Day 2 Set 1,2,3,4,5 Day 3 Set 1 etc..) if it **doesn't, then this may result in delays to examiner assessment and release of results.**



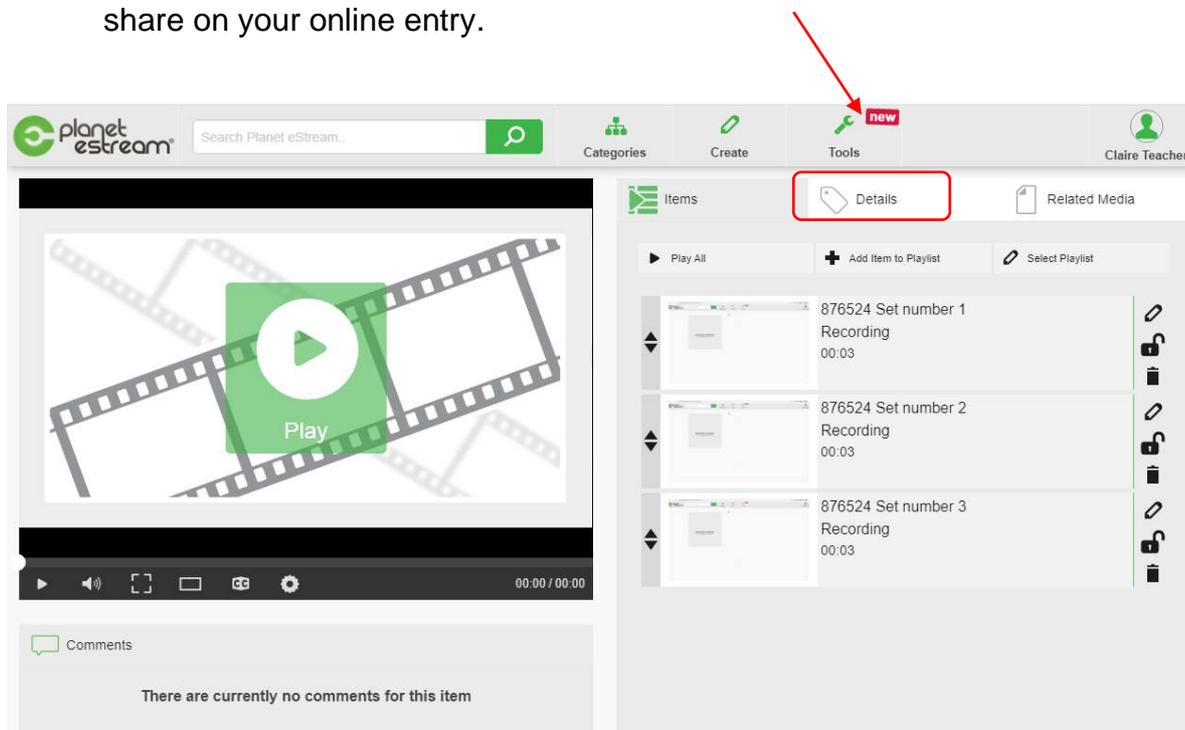
- To add videos to the playlist click the 'Add items to playlist' button
- In the pop up box, search for the entry ID number that you used as the title for your videos, a list of your available videos will then appear



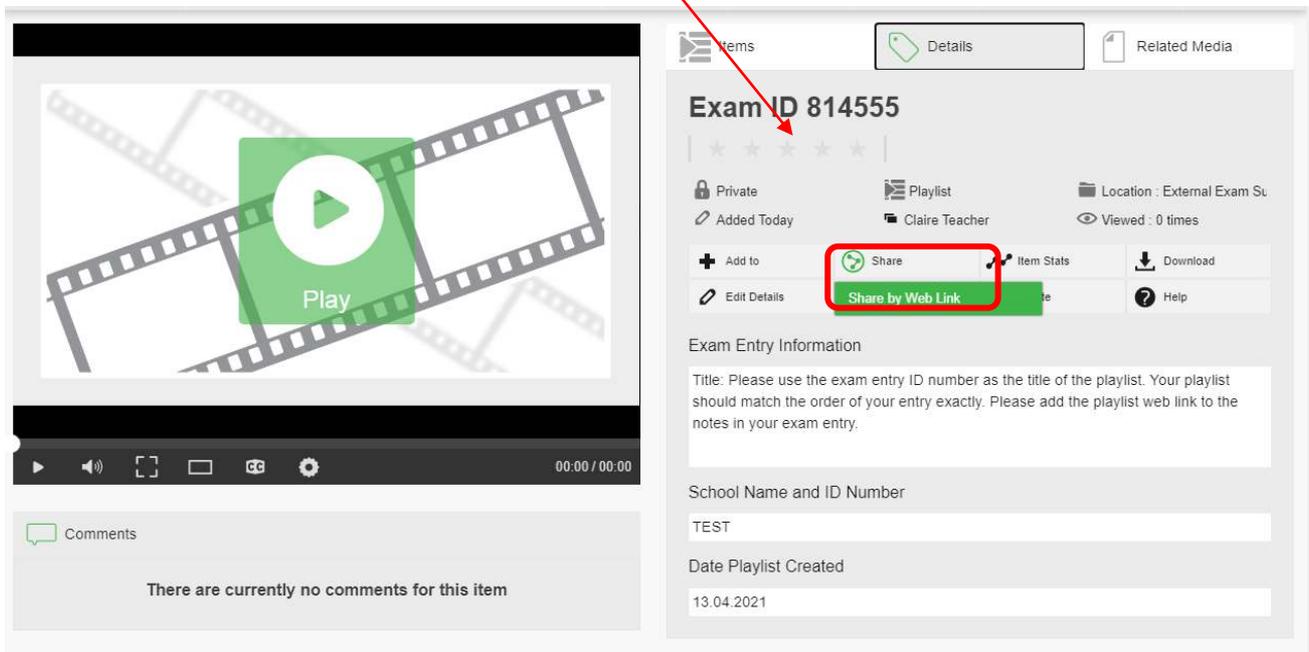
- Click the plus button next to each of the videos you want to add to your playlist. Once you have added all of your videos, close the pop up box to return to the playlist
- From here, you can reorder the videos to match your exam entry by clicking and holding the double arrow to the left of the video and dragging the video to its correct place in the entry



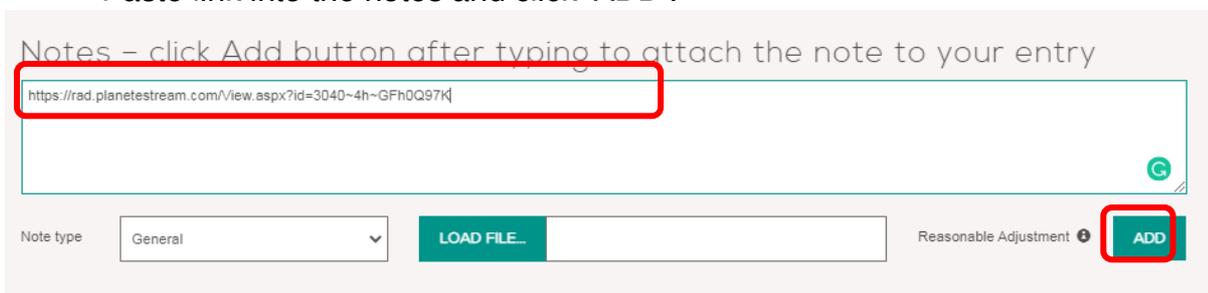
- Once you have ordered your playlist to match the order of filming, click the 'Details' tab to double check the information provided is correct and to get the web link to share on your online entry.



- Click the 'Share' button and select 'Share by web link'. Right click the link in the pop up window and select copy, then paste this link into the notes section of your online entry in Radius. Notify your local office when your entry has been updated with the footage link



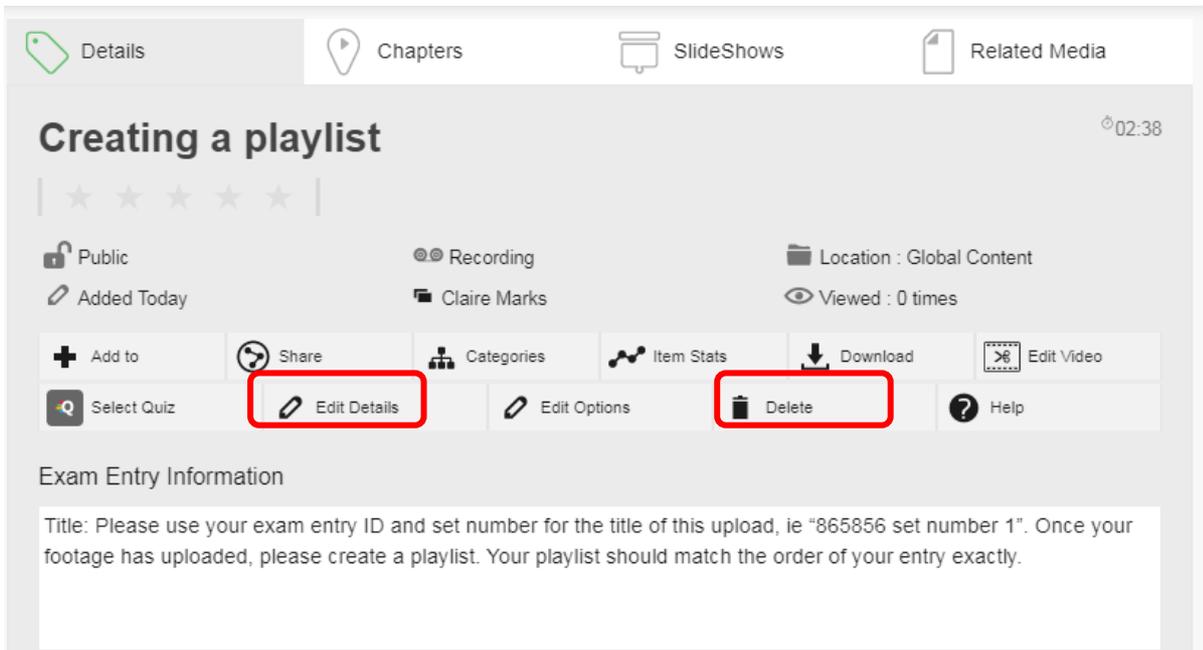
- Paste link into the notes and click 'ADD':



- Lastly, submit the entry (if you haven't done so already)
- Your local office will ensure that the entry is put forward for assessment.

c. Editing and deleting files ([view video](#))

- In either the recording or playlist, go to the details tab and select 'edit details' to edit your upload information, or select 'delete' to remove from Planet eStream:



Note: Issues with footage and consent forms will result in a delay to examiner assessment and release of results.

f. Troubleshooting and upload speeds

There are 2 main factors which will influence how long it takes to upload your files to Planet eStream - file size and upload speed.

File size

You do not need to film in 4K HD high quality for your videos. Doing so will result in large file sizes that may take hours to upload or even fail to upload.

Upload speed

The amount of time it takes to upload a video to Planet eStream is outside of our control. If your upload is slower than expected, it could be due to multiple factors, including:

- Low upload speeds provided by your particular internet plan
- Size of your file – recording in very high quality will result in very large file sizes
- Time of day/peak hours of usage with your internet service provider
- Increased traffic on your local network
- Settings on your computer – ensure your computer is not set to go to sleep while you are uploading. (e.g. in your 'energy saving' or 'battery' settings).

You can check your upload speed with an online speed test:

- e.g. <https://www.speedtest.net>

You are looking for your upload speed only (download speeds are often much higher)

“Typically, when uploading files to websites your internet won’t usually use the full upload speed capability, so for instance if you have c.40Mbps upload speed and a file of 3gb in

size, we would probably expect it to upload within around anywhere from 15-60 minutes. If *your upload speed is lower it will take longer*“ - Planet eStream

Create a test video and upload it to check if your files are uploading ok. Be patient and give yourself time to upload your videos.

We can accept footage on USB's for large file sizes by prior arrangement with local offices.

Upload tips from the Planet eStream development team

The bandwidth will be affected by who or what else is using your broadband. The more devices using the internet – the slower your upload will be:

- Try turning off other devices that might be using the internet at the same time. Your provider may limit the bandwidth at busy times
- Try uploading at a different time of day.
- PeS recommend Firefox and Chrome as the preferred browsers for uploading
- Your connection to the internet can vary depending on which room you are in:
- If you can, use an ethernet cable to connect directly to your router this will increase the speed of your upload and give greater stability.

Naming your files for uploading

If you can – rename your files before you upload to Planet eStream.

Use your Exam Entry ID - this is the number at the top of your online entry e.g. 812345

Add the day and set number, also the part number (if you have split your videos).

e.g. 812345 Day 1 Set 5 Part 2

If you have filmed on more than one day – number the sets starting at 1 for each day.

e.g. 812345 Day 3 Set 1

You can add the grade to the title if you would like

e.g. 812345 Day 2 Set 1 G3 or 812345 Day 4 Set 1 INTF

(but do not add names, candidate nos school ID etc.)

Check the Members Area for all the most recent forms and information including tips on how to set up in your space for filming, and how to complete your online entry for filmed exams - <https://members.royalacademyofdance.org/Exams/Exam-Updates>