

# How to book a remotely-assessed Performance Grade or ARSM exam

## Who can make the booking?

Anyone who is 18 or older can book the exam via an ABRSM account registered in their name. This could be a teacher, member of staff from a school or other organisation, a parent or the candidate if they are aged 18 or over. We refer to the person who books the exam as the exam 'applicant'.

## Before you book

- Check the relevant syllabus – Performance Grades: [www.abrsm.org/performancegrades](http://www.abrsm.org/performancegrades) or ARSM: [www.abrsm.org/arsmdiploma](http://www.abrsm.org/arsmdiploma)
- Check booking periods, exam dates and fees at: [www.abrsm.org/en/exam-booking/exam-dates-and-fees](http://www.abrsm.org/en/exam-booking/exam-dates-and-fees)
- Read the following important guidance:
  - **Guidance for Remotely-assessed Performance Grade Exams**, available at: [www.abrsm.org/performancegrades](http://www.abrsm.org/performancegrades)
  - **Guidance for Remotely-assessed ARSM Exams**, available at: [www.abrsm.org/arsmdiploma](http://www.abrsm.org/arsmdiploma)
- You will need the following information for each candidate:
  - Name
  - Date of birth
  - ABRSM Contact ID (if known)
  - National ID (only for candidates in Hong Kong, Macau, Singapore, Malaysia, Indonesia, Taiwan)
  - Exam subject and level (grade for Performance Grades/ARSM)
  - Any access arrangements or reasonable adjustments
  - Email address for the candidate (or their parent/carer) – this is compulsory

## Booking a remotely-assessed Harpsichord, Organ or Percussion exam

Currently you cannot select Harpsichord, Organ or Percussion when you book a remotely-assessed Performance Grade or ARSM exam. Candidates can take one of these exams on these instruments, but at the moment our booking service does not allow you to select them. For now, please follow these steps to book an exam:

- When you add your exam details, select '**Harp (Pedal)**' as the instrument. You will be able to select the grade/ARSM as normal.
- Once you've booked and paid for the exam, please contact us, providing the candidate's name, Contact ID and correct instrument, and we will amend the instrument in our system and notify the examiner. The mark form and certificate will show the correct instrument.

Once we've updated our systems, these instruments will appear as booking options for remotely-assessed exams. If you have any questions about this please email us at: [abrsm@abrsm.ac.uk](mailto:abrsm@abrsm.ac.uk)

## Booking an exam

### 1. Log in or register

- If you have an account, log in with your username and password.
- If you are using our new online service for the first time, register and create your account here by clicking on the red Login button on our website.

### 2. Dashboard

- When you reach the dashboard, click 'Public Venue Booking'.

### 3. Let's get started!

- Select the 'Territory' where the exams will take place.
- Choose 'Practical exams'.
- Select 'Remote' as your 'Assessment location' and select a 'date range' - this will be the exam session you are booking in to.

### 4. Add your exams

- Select the exam details: subject, grade/ARSM and any access arrangements.
- To add more exams with exactly the same details, click the plus sign to increase the number of candidates.
- To add exams for different subjects/grades or with different access arrangements, click 'Add more'.
- To change the number of exams use the number box. To remove an exam click the 'x'.
- When you've added your exams, click 'Show available booking options'.

### 5. Search for dates

- You will see a list of dates against '**Performance Grades & ARSM**'. These are exam submission dates. The date you select will be the latest date by which you must upload the exam video recording.
- If you have location settings enabled on your device, you should remove the filter shown in the dark grey bar. To remove a filter, click the 'x'.
- Click 'Apply' to see availability.

### 6. Select dates

- You can select one date for all candidates or select different dates for individual candidates.
  - To select one date for all your candidates:**
    - In the 'All candidates' section click 'Select all' next to your chosen date.
  - To select different dates for individual candidates:**
    - Scroll down to the 'Select candidates individually' section.
    - Click 'Select' next to the date you want to book, then select the exam(s) you want to book for that date.
    - Continue in this way for all your exams.
- When you've selected dates for your exams, click 'Next' to go to the 'Summary' page and add your candidate details.

## 7. Summary – check your booking and complete your candidate details

### All candidates - apart from in Hong Kong, Macao, Singapore, Malaysia, Indonesia and Taiwan:

- If you have an ABRSM Contact ID for the candidate, add it here with their date of birth and click 'Find candidate' to bring up their details.
- If the candidate doesn't have a Contact ID yet, tick 'This candidate does not have a Contact ID' and then complete their details.

### Candidates in Hong Kong, Macao, Singapore, Malaysia, Indonesia, Taiwan:

- The first time you book exams for a candidate with our new online service, add their National ID and date of birth, then complete the rest of their details.
- For future bookings, you can just add the candidate's National ID and date of birth and click 'Find candidate' to bring up their details.

You may find the following information useful:

**ABRSM Contact ID** – the first time you book an exam for a candidate, they will not have a Contact ID. We will provide this once an exam has been booked for them and it will appear on all future communications about their exams.

**National ID (Hong Kong, Macao, Singapore, Malaysia, Indonesia, Taiwan only)** - you will need to enter a candidate's National ID every time you book. After their first exam booking, entering the National ID will automatically complete the other details.

**Date of birth** – this is compulsory as we need this information to identify candidates in our system and link up their records.

**Email address for the candidate (parent/carer)** – this is compulsory for remotely-assessed Performance Grade and ARSM exams as it allows us to invite the candidate to register and create an ABRSM account. For these exams, it may be necessary for the candidate (parent/carer) to upload the video recording (and the responsible adult to sign the declaration) independently of the applicant. To do this the candidate will need to have an account in their name.

Once an exam has been booked, we will use the candidate (parent/carer) email to invite them to register using the candidate's Contact ID. We will only use the email once, for this purpose, unless the candidate registers and sets up an account, in which case they will receive operational emails about exam bookings.

**Presented by** – this will show the applicant name by default, but you can change it to any name that you want to have on the certificate as ‘presenting’ the candidate for their exam. This might be a school, music centre or a particular teacher. You can enter different ‘presented by’ names for different candidates.

**Sensitive data consent** – if you have requested access arrangements or reasonable adjustments for a candidate, please read the information provided and tick the box.

**National centre number (UK only)** – add this if candidates are taught at a school or college or if you teach them on behalf of a school or college. We can then confidentially pass on exam information to the government for inclusion in performance tables.

- Add any other candidate details in the same way.
- Once you’ve completed and checked your candidate details, tick the box at the bottom of the page to show that you’ve read and agree to our *Exam Regulations* and to confirm that any Grade 6 to 8 and ARSM candidates have the necessary prerequisites.
- Click ‘Submit and pay’ to complete your booking.

## 8. Postal address and booking summary

- Add, check or amend your postal address here. We need this to send certificates.
- You can also check your booking details here and add a discount code if you have one.
- If you have a discount code enter it in the ‘Discount Code’ box and click the green arrow.
- Click ‘Confirm’ to go to the payment window.

## 9. Pay for your exams

### 10. Exam booking confirmation

- You will see a message to confirm that we are processing your booking.
- Shortly afterwards you will receive an email to confirm your booking

**Viewing your bookings** - to view your booked exams at any time, go to ‘My bookings’ and click ‘Booking details’.

**Cancelling an exam** - if you cancel an exam before the booking period closes or within 14 days of making the booking, we will automatically refund the exam fee. You will receive an email to confirm this. To cancel an exam booking:

- Log in and click ‘Booking details’ to view the relevant booking.
- You will see a list of candidates/exams with a bin icon at the end of each line.
- Click on the relevant bin icon to cancel a candidate’s exam.

**Changing an exam submission date** - once exam appointments are confirmed, applicants and candidates with an account can log in and search for alternative exam submission dates and change a date, subject to availability.

*While we are developing our systems, you will see exact exam times when you reschedule an exam submission date. However, these exam times do not apply, only the date. Once you have selected and confirmed a new date, the actual deadline (date and time) for submitting the video recording will appear in your booking details. This is a temporary arrangement while we update our systems.*

You can find out more about changing an exam submission date at:  
[www.abrsm.org/en/exam-booking/exam-appointments](http://www.abrsm.org/en/exam-booking/exam-appointments)

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