

# Answers to Questions asked at our ABRSM Discount Scheme Webinar on 11<sup>th</sup> May 2023

## Who can use the scheme

Can organisations other than music services offer discounted codes to their candidates?

- In the pilot phase, the allocations are being given to the music service in each area. Music services can, however, enter candidates who learn with partners and other providers (this is the situation with Ukraine Music Hub, for example).
- At present, we expect entries to be made centrally by music services but we are open to talking about alternative arrangements where this is not possible.

## Allocations

Can we find out the allocation for our area before filling in the form?

- Get in touch with us ([info@musicmark.org.uk](mailto:info@musicmark.org.uk)) to request your allocation or you can use the red button in the spreadsheet to display your allocation.

## Contact IDs

How do parents get a Contact ID for their child(ren)?

- They can [register on the ABRSM website](#)
- [This video explains the process](#)

Can music services get Contact IDs on behalf of candidates?

- It is possible, although not recommended. Parents should really do this for their children.

If a candidate has more than one Contact ID, does it matter which one they use?

- Use the most recent Contact ID for preference. The idea of Contact IDs is that each individual has a single record on the ABRSM's system. The ABRSM can merge multiple Contact IDs if necessary.

Are Contact IDs editable?

- No, they are generated by the ABRSM's system.

## Which form to use

Why do I enter multiple candidates for a Private Visit on the 'single candidates' form?

- Candidates that are entered singly can be administered individually and then added to your Private Visit. If they are added as part of your bulk upload spreadsheet, you will have less flexibility, for example in cancelling or moving them.
- Note that each single candidate discount code must be entered in an individual booking.

If we are only entering candidates for Performance Grades, should we use the 'single candidates' form or the 'public venue' one?

- We recommend entering them as single candidates, to give you more flexibility in changing individual bookings if you need to later.

## Timescales

Given that it might take two weeks for codes to be issued and the on-boarding period for practical exams two weeks, are there any plans to extend the booking period?

- Not at present but asking the question is useful for us.

- We want the scheme to work, so talk to us about your timescales. We ask you to allow two weeks but we may (exceptionally) be able to turn requests around quickly if necessary.
- You don't need to request all your discount codes at once: if you have some candidates confirmed, request their codes sooner and come back to us later for any others.

### **Discount code notification**

Do we only receive the discount code via the form, or will we be notified?

- We will email your form back to you with the discount code(s) added.

### **Code make-up**

What should we expect a valid discount code to look like?

- The codes are a string of numbers and letters but they are usually meaningful and include a reference to the date, LA area, grade and discount.
- They are single use and ABRSM have a record of the Contact ID that each code is issued for.

### **Unused codes**

If codes are generated but then not used, will the funds be available at a later date within the same year, and do we need to inform Music Mark/ABRSM?

- Yes. Please contact us at [info@musicmark.org.uk](mailto:info@musicmark.org.uk) so we can cancel any unused codes and update our monitoring data.

### **Timetabling**

Can candidates see the timetable before you have finished making it?

Timetabling a private visit is entirely in the control of the person or organisation booking it. [Find out more about how Private Visit timetables work.](#)