AMEB Victoria

User's Guide

AMEB Victoria's new online service centre

Contents

AMEB Connect User's Guide

Introduction

AMEB Victoria's new online service centre will allow registered users to:

- Enrol candidates for AMEB Practical, Written and Rockschool examinations

- See provisional examination dates

- View and print Notices of Examination, and email them to candidates

- View and print practical examination reports, and email them to candidates

- Purchase AMEB publications and other resources

- Update some personal details (such as email address or phone numbers)

Registered users of *AMEB Connect* must be 18 years and over. It is common practice for teachers or schools to submit entries as agents for their students. A private user should be a parent or guardian of candidates aged under eighteen.

Special access arrangements apply to state, independent and Catholic schools. Each school (or campus) appoints a representative to access *AMEB Connect*. A member of the school's management team (for example, the Director of Music) completes an access authorisation form.

Client number

The teacher/enroller number will increasingly be referred to as the Client Number. The Client Number is a unique, unchanging code which identifies each client of AMEB Victoria. Schools, teachers, parents and adult candidates are eligible for a Client Number. Holders of client numbers must be eighteen years and over.
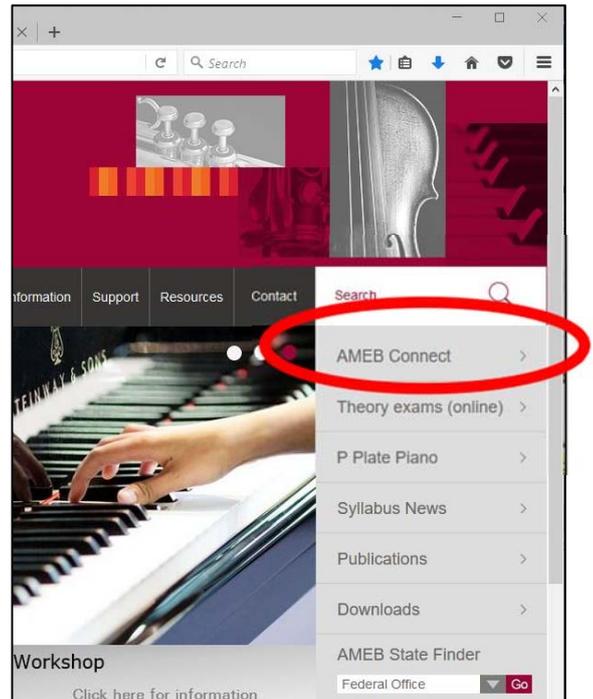
1. Registering on the new *AMEB Connect*

AMEB Connect can be found by going to www.ameb.edu.au and following the link to 'AMEB Connect'.

1.1 New Users

To register as a new user, click **Get Access**.

(a) A 'Yes or No' response is required to the question, '*Do you already have an AMEB Teacher or Enroller number?*' Your teacher/enroller (client) number can be found on any previous correspondence you have had from AMEB Victoria, such as a Confirmation of Enrolment, Notice of Examination or Candidate Certificate.

AMEB Victoria homepage and AMEB Connect link.

> Please note that after clicking the link to *AMEB Connect,* the browser address bar will indicate a web-address hosted by the NSW Education Standards Authority (NESA). NESA securely hosts the *AMEB Connect (Victoria)* and *AMEB Connect (NSW)* for each state branch of the AMEB.

(b) If you do have a teacher/enroller number, enter it with the other details as requested. If you cannot locate your teacher/enroller number or are unable to proceed beyond this screen contact AMEB Victoria.

(c) Enter the email address that is linked to the teacher/enroller number and is used for regular correspondence with AMEB Victoria. Please note that the email address used for your *AMEB Connect* account must be unique, the email address cannot be shared with any other person.

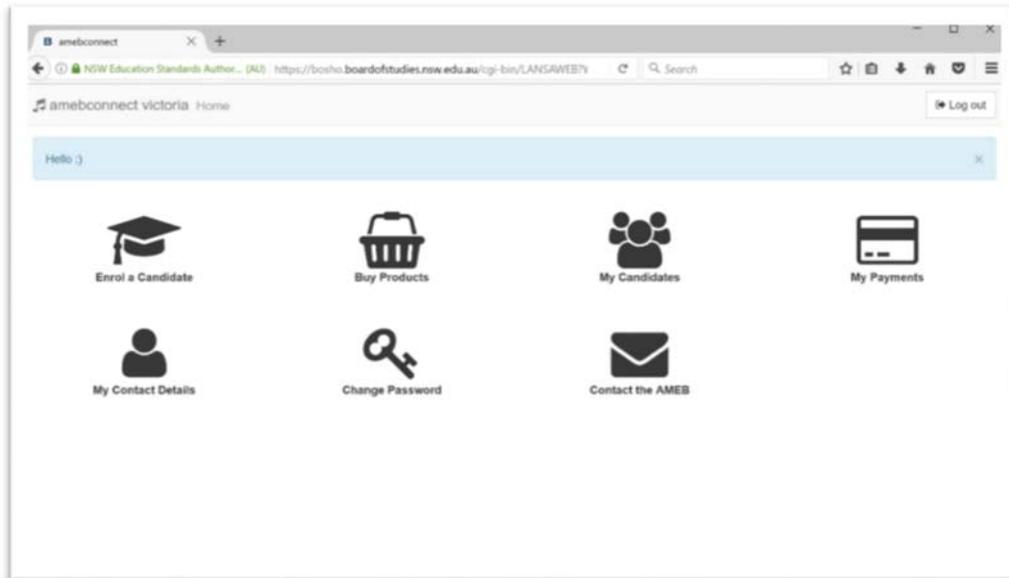(d) Select 'No' if you do not have a teacher/enroller number.

(e) Enter all details as requested. After successfully completing this form you will receive a confirmation email which will grant access to *AMEB Connect.*

1.2 Registered users

If you have previously used the 'old' *AMEB Connect (Victoria)* see the next Section 2, **Logging in to *AMEB Connect.***

2. Logging in to *AMEB Connect*

(a) To log in to *AMEB Connect* go to the AMEB Victoria website; www.ameb.edu.au select the link, *AMEB Connect,* from the top right-hand side of the homepage to be taken to the login screen.

(b) Enter your email address and *AMEB Connect* password and select **Log In.**

(c) Users are reminded to update bookmarks to ensure they have easy access to the new system. If you are unable to login please contact AMEB Victoria or reset the password.

AMEB Connect home screen

2.1 Confirm contact details

Confirm your contact details prior to enrolling candidates or making purchases through *AMEB Connect.*

(a) Click **My Contact Details** to confirm your email address and telephone numbers. Then click the Addresses tab to confirm your postal address.

(b) Enroller type, email address and telephone numbers may be modified by the user. Contact *AMEB Victoria t*o make changes to postal/home addresses.

3. Enrolling candidates for examinations

3.1 Become familiar with examination requirements

Teachers and candidates must be familiar with the **current** AMEB syllabus, examination requirements and regulations (which may change from year to year) and the administrative policies and procedures which are available on the AMEB Victoria website.

3.2 Collate candidate information

It is recommended that candidate information is collated prior to the enrolment process through *AMEB Connect.*
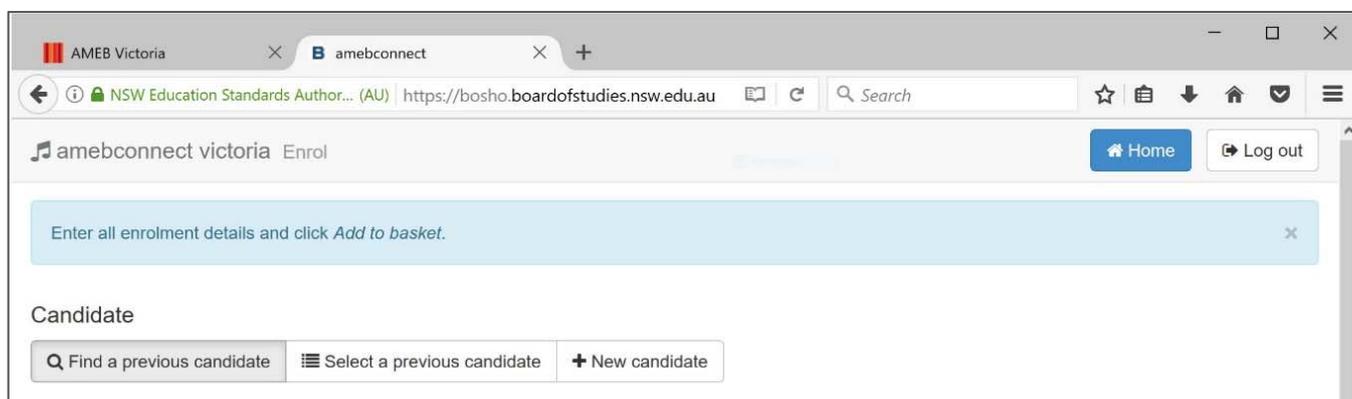
(a) Check the session dates and closing dates for enrolments.

(b) Consult with candidates/parents and take note of any dates to be avoided. Dates to avoid include reasons such as, VCE exams, school exams, curriculum days, school camps, religious holidays, or other exceptional situations.

(c) Take note of candidate names and dates of birth as these will be required during the enrolment process. Each candidate's full name will be required as on their birth certificate/passport.

3.3 Log in

Registered users log in to *AMEB Connect* using an email address and password. For more information about logging in see Section 2 of this Guide or contact us on 9035 8888 if you require login assistance.

3.4 Add enrolments to the basket

Select **Enrol a Candidate** on the *AMEB Connect* homepage.

Candidate tabs

(a) +New candidate

Select this tab to enter candidates who have not previously entered for an AMEB exam in Victoria. Enter candidate details as required.

(b) Find a previous candidate

Candidates can be found by using either:

1. name and candidate number OR
2. name and date of birth.

The search is not case sensitive. Any candidates who have previously sat an AMEB exam in Victoria after 1997 may be found using this search, even if they were enrolled under a different teacher number. If you have enrolled the candidate in previous sessions it may be easier to use **Select a previous candidate.**

> You may also add candidates to the basket through the **My Candidates** option on the Home screen. (Only available to those who have previously enrolled candidates in AMEB Victoria exams.) First, select the Year to display a selection of candidates. Secondly, select the boxes on the left side of the screen and click **+Enrol selected candidates** to add them to the basket.

(c) Select a previous candidate

Use the dropdown filter to show candidates from this year, last year etc. Select candidates for enrolment by checking the boxes on the left of the screen. Then click the button **+Enrol selected candidate(s)** at the top of the screen to proceed to the next step. This tab will not be visible if you have never enrolled a candidate in the past.

Candidates may also be filtered by series (examination session) or completed/upcoming examinations. The **Find keyword** search box works in real time for information displayed on screen.

3.5 Enrolling multiple candidates

If you are enrolling multiple candidates, select your candidates or add new candidates as required. You may continue to select or add candidates and add them to the basket as described above. *AMEB Connect* will then ask you to enter exam details for each candidate in turn. As you complete each enrolment, click **+Add to Basket.**
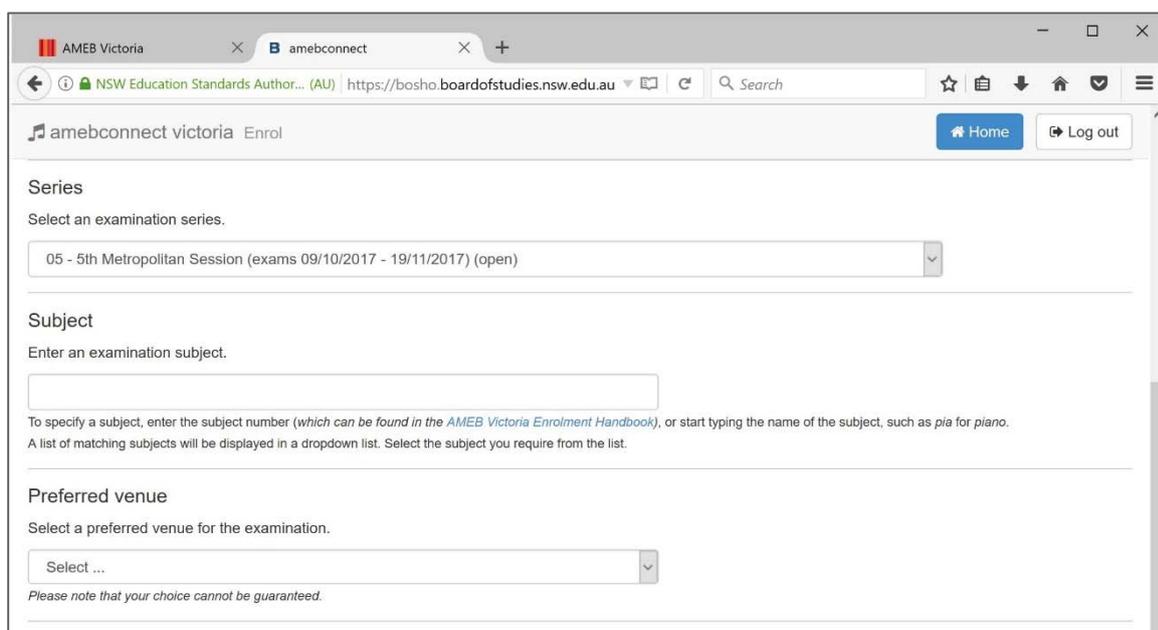
> Candidates are not enrolled in exams until the payment is processed and a Confirmation of Enrolment has been received by email.

3.6 Entering enrolment details

(a) Series (Examination Session)

Choose the examination session for the candidate by making a selection from the drop-down menu. (Your choice will remain preselected for additional candidates but may be modified if required.)

Sessions which are currently open will be displayed in green. Different candidates may be enrolled in different sessions if required.

Adding series (exam session), subject and venue

(b) Subject

Choose the examination subject for each candidate by typing part of the subject then selecting the correct option from the drop down list. For example, typing 'piano' will bring up a list of piano subjects from which to choose. The subject number (if known) may be typed into this box to bring up the correct examination.

(c) Preferred venue

Select a preferred venue from the drop-down list. Candidates for Melbourne have two options: 'AMEb Studios' or 'Enter a venue number'. If you select 'Enter a venue number', an AMEB Victoria Centre Code is required. Schools and studios with their own venue number should enter it here. If you have permission for your candidates to be examined at a private school or studio enter the appropriate number here. Only the school/studio owner can provide you with their venue number.

A school or private studio with examining time of 3 hours or more in a particular subject may apply to be an examination centre and also may request to host Practical examinations outside the published session dates. Please contact AMEB Victoria to enquire.

> Enrolments remain in the basket even after logging out of *AMEB Connect.* You may return later to add more candidates to the basket. Please note, candidates are not enrolled for examinations until the payment has been completed and a Confirmation of Enrolment is received by email.

3.7 Scheduling requests

There are two parts to entering scheduling through *AMEB* Connect for each candidate.

(a) A drop-down menu will allow the choice of either; no preference, not Saturday, not Sunday or not weekend.

(b) The text box allows the enrolling person to enter any dates to avoid (maximum 120 characters).

AMEB Victoria will make every effort to avoid specific dates if these are advised at the time of enrolment. Please note that practical exams can be scheduled on any day in the published exam session (Monday – Sunday), between the hours of 9am and 6pm, except gazetted public holidays. It is possible to request that exams are not scheduled on a weekend but this must be indicated at the time of enrolment.

Scheduling

Select a scheduling preference.

No preference

Scheduling request (maximum 120 characters)

List dates to be avoided ONLY (consult with student/family), e.g. not 9/8.
Practical examinations are scheduled between the hours of 9am and 6pm, from Monday to Sunday inclusive during each session, except on gazetted public holidays.
Exams may be scheduled on independent school holidays, curriculum days, VCE exam dates or the Saturday, Sunday or Monday preceding the Melbourne Cup public holiday, unless these dates are specifically advised as dates to be avoided.
Please tell us if a student has been taught by an AMEB examiner in the last three years.
No other examiner-specific requests will be considered.
Requests for exams late in the session, or for exams on specific dates, will not be considered.
Additional fees will be charged for scheduling requests not included on this enrolment.

+ Add to basket

Entering scheduling requests

3.8 Special Needs

If a candidate has special needs this should be indicated in the 'Scheduling request' box. The Special Needs Form, which is available on the AMEB Victoria website, should be completed in accordance with the Special Needs Policy. This form should be emailed as soon as possible after the enrolment is submitted and must be received before th closing date for enrolment for the particular session.

3.9 Amending or correcting candidate details

To amend details of a previously enrolled candidate (such as name or date of birth) please email us at ameb-vic@unimelb.edu.au

3.10 Confirm enrolment details before payment

Click the green **Basket** button in the top right of the screen. A list of your enrolments will be displayed. Check that all the information is correct. You can edit the details by clicking **Edit enrolment**, or delete the enrolment entirely by clicking **Remove enrolment.**

You may choose to buy AMEB publications or resources before making a payment. Click **Home** at the top of the page then **Buy products.** All candidate details will remain in the basket until you have finished shopping.

3.11 Payment

(a) Tick the box under **Agreement** which notes your acceptance of the exam requirements and regulations.

(b) Click the **Pay** button at the bottom of the screen. You will be taken to a secure payment page hosted by NAB where payment can be made by Mastercard or Visa credit, debit or pre-paid cards. No card information is retained by the payment system.

(c) A receipt/tax invoice from the National Australia Bank will be sent if an email address is entered in the box provided (optional). AMEB Victoria will also email a Tax Invoice which lists full details of enrolment and purchases.

(d) Check the confirmation email to ensure that all details are correct (including spelling of candidate names) and advise any corrections by email within 5 business days.

IMPORTANT – Your enrolment is not complete until your payment has been submitted. Please contact AMEB Victoria if you have any questions or would like to make an amendment or correction to an exam enrolment.

3.12 After enrolment

(a) Once the exams have been scheduled, the enrolling person will receive an email advising that Notices of Examination are available on *AMEB Connect* to download and print, or email to the candidate.

(b) After the exam, the enroller will receive an email advising that reports and results are available on *AMEB Connect.* Reports are uploaded to AMEB Connect within two (2) weeks of metropolitan examinations, and three (3) weeks of regional examinations.

(c) Certificates will be posted to the enrolling person within three (3) weeks of the examination.

4. Corrections to enrolment

A Confirmation of Enrolment will be emailed to the enrolling person by the *AMEB Connect* system. It is very important that all the candidate details are carefully checked. Corrections to enrolments (with the exception of scheduling requests) must be submitted by email to the AMEB Victoria office within 5 business days.

Note that a request to change the subject or grade after the five-day period has elapsed must be accompanied by a rescheduling fee equivalent to 75% of the entry fee.

5. Closing dates and late entries

Note that from midnight on the closing date *AMEB Connect* will automatically apply a late fee of $30 per candidate. The late enrolment period will extend for a period of seven calendar days following the closing date. The series will automatically close to enrolments at midnight at the end of the late enrolment period.

6. Making purchases through *AMEB Connect (Victoria)*

Purchases can be made only by registered users of *AMEB Connect.*

6.1 Log in

(a) To log in go to the AMEB Victoria website; www.ameb.edu.au select the link, *AMEB Connect* from the top right-hand side of the homepage to be taken to the login screen.

(b) Enter your email address and *AMEB Connect* password and select **Log In**.

6.2 Confirm your details

(a) Select **My Contact Details** on the homepage to confirm your email address and telephone numbers.

(b) Then click the **Addresses** tab to confirm your postal address. The correct address is required to ensure that you receive book orders and important correspondence (eg exam certificates if enrolling examination candidates.)

6.3 Select products

Select **Buy Products** on the homepage.

(a) Find products by selecting from the list of categories or use the **Search for products** box to bring up a list of related products. For instance, searching for *Piano* will show a list of publications and resources for that instrument.

Products menu

(b) Select each product for purchase by clicking **+Add to basket.** Increase or decrease the quantity of each product by clicking the arrows next to each product. The quantity may be modified before clicking **+Add to basket.**

(c) Continue to search for new products and add them to the transaction by clicking **+Add to basket.** Products will remain in the basket until you proceed to the final payment screen.

You may choose to enroll candidates for exams before making a payment. Click **Home** at the top of the page then **Enrol a candidate.** All purchases will remain in the basket until your payment has been finalised and you have received an email confirming the purchase.

6.4 Confirm purchase details

(a) Click the green **Basket** button in the top right of the screen. A list of your products will be displayed. Check that all the information is correct.

(b) Edit the details by clicking **Update quantity,** or delete the product entirely by clicking **Remove item.**

6.5 Payment

(a) Click the **Pay** button at the bottom of the screen. You will be taken to a secure payment page where payment can be made by Mastercard or Visa credit, debit or pre-paid cards. No card information is retained by the payment system.

(b) A receipt/tax invoice from the National Australia Bank will be sent if an email address is entered in the box provided (optional). AMEB Victoria will also email a Tax Invoice which lists full details of enrolment and purchases.

(c) Return to *AMEB Connect* by clicking the link.

7. My candidates

My Candidates

After selecting **My candidates** from the *AMEB Connect* home screen, candidate information may be viewed such as candidate numbers, past exams and grades. Examination notices and reports may be accessed from this location when they become available.

The current status of exam scheduling will show for each candidate. A 'traffic-light' colour system is used to indicate the current status of exam scheduling. Please note that the exam date is not confirmed until the notice of examination has been sent to the enrolling person and the confirmed exam date is indicated by a green **scheduled** notice in *AMEB Connect.*

Use the filters at the top of the screen to show candidates according to selected criteria. These filters useful when a large number of candidates have been enrolled in the past. The filters may be used to find all candidates by a particular instrument, grade etc.

(a) Show enrolments by Year

Use the drop-down menu to show enrolments for the corresponding year. The default setting is 'This year.' If no candidates are showing it means there were no enrolments for that year.

(b) Series filter (examination session)

Use this option to show enrolments which correspond to a chosen examination session.

(c) Examinations filter

Use this filter to show enrolments by upcoming or completed examinations.

(d) Find keyword

This search box appears only when candidates are showing on the screen. The search works in real time only for information displaying on the screen.

7.1 Notices of examination and examination reports

When available, notices of examination and examination reports will be displayed on the right side of each candidate's name. These documents will be available to view on *AMEB Connect* after a notification is emailed to the enrolling person.

Prior to the exam, the Notice of Examination will be available on *AMEB Connect* for each candidate. After the exam, the examination report will replace the notice for examination in the **My candidates** window.

Reports are uploaded to *AMEB Connect* within two (2) weeks of metropolitan examinations, and three (3) weeks of regional examinations.

The document may be viewed by clicking **view exam notice/report**.

To email the document to the candidate click **email exam notice/report**. An email template will be displayed where a message to the candidate can be composed. Enter the candidate's email address in the space provided. If you would like to retain the email address so future documents can be easily sent to the candidate tick the box **always use this email address for this candidate.**

> Please note that only practical examination reports are available on *AMEB Connect.* Theory, Music craft, Musicianship and Rockschool examination reports will be sent by post at this time.

8. My Payments

Payment history can be accessed by selecting **My payments** on the *AMEB Connect* home page.

Use the **Year** filter at the top of the screen to show relevant payments according to year. By default this page shows the current year when it is opened.

The **Keyword** search box works in real time for payments displayed on the screen.

9. Change password

AMEB Connect passwords are personal and should not be shared with any other person. Special access arrangements apply to schools. Each school (or campus) appoints a representative to access *AMEB Connect*.

To update your password select **Change Password** on the *AMEB Connect* home page. Complete the required fields and click **Change password.** Passwords must be 6-10 characters in length with at least 1 letter and 1 number (no symbols).

10. Contact AMEB Victoria

Click **Contact the AMEB** to send an email to directly to AMEB Victoria. The staff of AMEB Victoria are available 9:00am – 5:00pm Monday to Friday to assist you with enrolling or purchasing publications on the new *AMEB Connect*.

259 Auburn Road, Hawthorn, Victoria 3122
T 03 9035 8888
www.ameb.edu.au
ameb-vic@unimelb.edu.au