

Candidate Terms & Conditions

NCEA Credit Recognition Service

These Terms and Conditions apply when you apply to Let's Go Educate Limited trading as Let's Go for NCEA credit recognition using evidence arising from an eligible Trinity College London music examination.

These Terms should be read together with the current Candidate Handbook, Information Sheet and Let's Go Privacy Statement.

1. About this service

Let's Go provides an NCEA credit recognition service for eligible Trinity College London candidates. You are not enrolling in a Let's Go course or programme and Let's Go does not provide teaching or training as part of this service.

Your Trinity examination and the NCEA credit recognition process undertaken by Let's Go are separate. Your Trinity qualification and result remain complete and final. Let's Go does not reassess, alter or determine your Trinity examination result.

Let's Go reviews your eligibility and supporting evidence to determine whether the requirements of the relevant NCEA Achievement Standard have been met for credit recognition. A decision made by Let's Go does not affect the validity of your Trinity qualification and does not provide grounds to challenge your Trinity result.

2. Eligibility and evidence

You must meet the published eligibility requirements for the Achievement Standard or Standards for which you apply.

You must provide the information and authentic supporting evidence reasonably required by Let's Go. This may include evidence arising from your Trinity examination and any additional evidence needed to establish a particular NCEA requirement.

If your Trinity examination was completed face-to-face and no recording exists, you may still apply.

Let's Go may request clarification or additional relevant evidence before making a final decision where the evidence initially provided is not sufficient to establish a requirement of the relevant NCEA Achievement Standard.

Additional evidence may include evidence from another authentic performance where this is relevant to demonstrating a requirement of the NCEA Achievement Standard. Any additional evidence is considered solely for the NCEA credit recognition process and does not affect the candidate's Trinity result.

Any additional evidence requested by Let's Go is solely for the purpose of determining whether the requirements for NCEA credit recognition have been met. It is not a reassessment of your Trinity qualification.

Let's Go may decline or defer an application where eligibility requirements are not met or sufficient authentic evidence is not provided.

3. Accuracy and authenticity

You must ensure that information provided in your application is true and correct and that evidence submitted:

- relates to you

- is authentic
- relates to the Trinity examination identified in your application
- has not been altered in a misleading way.

Let's Go may verify information or evidence where reasonably necessary.

Let's Go may decline an application, withhold a result or take action under its academic integrity procedures where it has reasonable grounds to believe that information or evidence is false, misleading, substituted or improperly altered.

4. NCEA outcome

Your Trinity mark or examination result is not automatically converted into an NCEA grade.

Let's Go determines the appropriate NCEA outcome by considering the available evidence against the requirements and grade criteria of the relevant NCEA Achievement Standard.

Assessment and credit recognition decisions are subject to Let's Go's moderation and quality assurance procedures and applicable NZQA requirements.

Successful results will be reported to NZQA and will subsequently appear on your New Zealand Record of Achievement.

5. Fees and payment

The fee for this service will be stated in the current Information Sheet.

The current fee is \$10 per NCEA credit applied for unless otherwise advised before you submit your application.

You will be advised of the total fee before the assessment process proceeds.

Payment must be made using one of the payment methods advised by Let's Go.

Let's Go may delay processing or reporting an application where the applicable fee has not been paid.

6. Cancellation and refunds

You may withdraw your application by notifying Let's Go in writing.

If you withdraw before your application and evidence have been allocated to an assessor, any assessment fee already paid will be refunded.

Once assessment work has commenced, the assessment fee is normally non-refundable.

If Let's Go determines before assessment begins that you do not meet the eligibility requirements, any assessment fee already paid will be refunded.

If Let's Go is unable to provide the service, the relevant fee will be refunded.

Nothing in these Terms limits any rights or remedies you may have under New Zealand law.

7. Privacy and information sharing

Let's Go will collect, use, hold and disclose personal information and supporting evidence in accordance with the Let's Go Privacy Statement and as explained in the Candidate Handbook.

This includes information required to:

- confirm your identity and eligibility
- process your NCEA credit recognition application
- maintain enrolment and academic records

- report results to NZQA
- undertake moderation and quality assurance
- meet legal and regulatory requirements
- fulfil agreed reporting and verification requirements with Trinity College London.

Information may be provided to Trinity College London as described in the Candidate Handbook and Privacy Statement. This may include your name, Trinity candidate number, assessment outcome, number and type of NCEA credits awarded and other information required for verification. A performance recording may be provided to Trinity where required to verify the candidate, recording or Trinity result being considered.

You will be given access to the Let's Go Privacy Statement and Trinity College London Privacy Statement before completing your application.

You may request access to personal and academic information held about you by Let's Go and may request correction of that information where appropriate.

8. Appeals and complaints

You may appeal a Let's Go NCEA credit recognition decision in accordance with the appeals process described in the Candidate Handbook and Let's Go Quality Management System.

An appeal against a Let's Go NCEA credit recognition decision is not an appeal against your Trinity examination result.

Concerns or complaints about the administration, service or NCEA credit recognition process provided by Let's Go should be raised through the Let's Go complaints process.

Questions, complaints or appeals relating to the Trinity examination, Trinity result, Trinity qualification or Trinity policies must be directed to Trinity College London.

9. Candidate responsibilities

You must:

- provide accurate and truthful information
- provide authentic evidence
- comply with reasonable instructions relating to your application
- provide information reasonably required to establish your eligibility
- communicate respectfully with Let's Go
- protect the privacy and intellectual property of others
- not knowingly provide false, misleading, substituted or improperly altered evidence.

Let's Go will deal with candidates fairly, professionally and in good faith.

10. Legal rights

Nothing in these Terms excludes or limits any rights or remedies that cannot lawfully be excluded or limited under New Zealand law.

Nothing in these Terms limits Let's Go's liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded.

11. Documents that apply

These Terms should be read together with the current:

- Information Sheet
- Candidate Handbook
- Let's Go Privacy Statement.

Where there is an inconsistency, these Terms apply to contractual matters such as fees, payment and cancellation. Current NZQA requirements and applicable New Zealand law take precedence over Let's Go documents.

12. Changes to these Terms

The Terms that apply to your application are the version provided or linked to you when your application is accepted.

Let's Go may update these Terms for future applications where the service, regulatory requirements or NZQA requirements change.

13. Acceptance

By submitting your application and agreeing to these Terms, you confirm that:

- you have read and understood these Candidate Terms and Conditions
- you have been provided with access to the Candidate Handbook and Privacy Statement
- the information you provide is true and correct
- you understand that the Trinity examination and the Let's Go NCEA credit recognition process are separate
- you agree to the collection, use and disclosure of information necessary to process and report your application.

If you do not provide the information necessary for the credit recognition and reporting process, Let's Go may be unable to process your application.

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