

## Statement of Commitment Submission FAQs

*Applies from 6 September 2021*

### *How has the submission process changed?*

Previously, we asked Artsmark settings to email us their Statement of Commitment as a Word document or PDF attachment.

From **6 September 2021**, you will need to submit your Statement of Commitment **online** using a unique submission web link which we will provide to you once you have attended Artsmark Development Training and paid your Artsmark fee. Documents submitted by email after 6 September **will not be accepted** and you will be asked to resubmit online.

Please refer to the **Submission guidance** for a step-by-step guide.

### *Have the Statement of Commitment questions changed?*

No, the questions we ask you to complete remain the same, the only difference is the way in which we expect you to submit.

### *I've already submitted my Statement of Commitment as an email attachment before the process changed. Do I need to submit it again using the online form?*

No, not if you submitted your Statement of Commitment to us by email before 6 September 2021. You should have received an email confirming that your Statement of Commitment was accepted. If you aren't sure of the status of your submission, please contact [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk)

However, we will require you to submit your Statement of Impact, the final submission towards an Artsmark award, online and we will email you your unique web link one year before your Statement of Impact is due (your Statement of Impact deadline is usually exactly two years from the date you submit your Statement of Commitment).

### *Where can I find my Statement of Commitment web link?*

Settings can submit a Statement of Commitment once they have completed the following:

- registered for Artsmark online
- paid the Artsmark fee
- two members of staff have attended Artsmark Development training (previously referred to as "Development Day").

Schools receive their Statement of Commitment web link from us by email once the above steps are complete. When you receive your web link depends on when you registered for Artsmark:

**For schools who register for Artsmark from 6 September onwards:**

You will be automatically sent your unique web link to your Statement of Commitment online form as soon as the above steps are complete. If you have completed these steps and have not received your unique web link, please email [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) to request it directly. Please remember to reference your setting's name and seven-digit Department for Education number (if you have one) in your email to us.

**For schools who registered between 1 September 2020 and 6 September 2021:**

If you registered and completed the above steps during the academic year 2020/21 but did not manage to submit your Statement of Commitment within the recommended 3-month time frame or before the submission process changed, don't worry. The Artsmark team at the Arts Council will contact you **before the end of September** to provide you with your unique web link and details of how to submit, when you're ready to do so.

You can also email [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) at any time to request your link directly. Please remember to reference your setting's name and seven-digit Department for Education number (if you have one) in your email to us.

**For schools who registered before 1 September 2020:**

If you registered for Artsmark and completed the above steps before 1 September 2020, but are yet to submit your Statement of Commitment, don't worry. While we recommend you submit your Statement of Commitment within 3-months of attending Artsmark Development training (previously 'Development Day'), this is a guideline only and not a fixed deadline.

We know this has been a challenging time for all Artsmark settings and encourage you to use the Artsmark framework to support you as you deliver your plans for recovery. When you feel ready to submit your Statement of Commitment, **email** [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) to request your unique submission link. Don't forget to follow the [Submission Guidance](#), and refer to our updated [Statement of Commitment guidance](#) to help you write your submission.

***The Statement of Commitment web link was sent to a colleague who has now left. Can you resend the link to me?***

Yes, we can send your unique web link to you on request. Please email [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) to request it and tell us your setting's updated Artsmark contact details. Always reference your setting name and seven-digit Department for Education number (if you have one) in your email to us.

### *I've lost my Statement of Commitment web link. What should I do?*

We can resend your Statement of Commitment web link on request at any time. Please email [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) and reference your setting's name and seven-digit Department for Education number (if you have one) in your email to us.

### *Do I need to create an account, or use a login and password to access the online form?*

No, you do not need to set up an account to submit via the online form, and there are no login details to remember. Each setting is provided with a unique web link to click through to an online form where your setting's name and Department for Education number (if applicable) will appear at the top. This link is unique to your setting, please do not share it with other settings.

### *Will I be able to save the form and come back to it later?*

As you don't need a login to access your form, it's not possible to save and return to it. Therefore, the form *should not* be used to draft your Statement of Commitment. Prepare your answers in advance using the [Word template](#) and the [Statement of Commitment guidance](#) on our website. Make sure to stick to the word limit for each question in your draft as you won't be able to submit the online form if you exceed this. Once you are happy with your final draft and your Headteacher and Chair of Governors have approved it, then you're ready to submit online via your unique web link. Simply copy and paste your answers to each question into the submission form and click 'Submit'. For the full details on how to submit online, check out our **Submission Guidance** for a step-by-step guide.

### *If I make a mistake on my online form, can I re-submit?*

It is not possible to make further changes after submitting your Statement of Commitment. We advise all settings to write and finalise their draft offline first using the [Word template](#) available on our website, and to ensure that their Headteacher and Chair of Governors (or equivalents) have approved the content before submitting online. Please ensure you've checked the content and all the details on your form carefully before clicking 'Submit'. If you're concerned about an error on your form, and would like to speak to a member of the Artsmark team, please contact [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk)

*I have prepared and finalised my Statement of Commitment using the Word template. Do I have to type my answers into the online form from scratch?*

No, once you have checked over your answers and have the necessary approvals, you can simply copy and paste each answer from your Word document into the relevant field in the online form. Remember to keep within the word limit for each question and we don't accept images, media, hyperlinks or web links. Please make sure you include all the information you want us to consider in your answers, without going over the word limits. If you've gone over the word count you won't be able to submit the form until the errors are corrected.

*Can I add images, videos or links to my online submission? Can I send you additional evidence via email?*

No. In order to ensure that we are consistent and fair in how we assess submissions, we cannot accept any additional information or evidence such as, but not limited to, images, media, hyperlinks or web links. If you include any of the above in your submission or send us any additional evidence or information separately, we may reject your submission and ask you to resubmit.

*I am ready to submit my form, but it asks for my Headteacher and Chair of Governors' approval at the bottom. They haven't read it, can I submit anyway?*

No. Our [Terms and Conditions](#) specify that the Statement of Commitment **must** be approved by your Headteacher and Chair of Governors, or where those positions don't exist, persons with equivalent levels of responsibility. Please ensure that your setting's Headteacher and Chair of Governors have read and endorsed your submission before you check the relevant boxes on the online form.

*Do my Headteacher and Chair of Governors need to sign the online form, and if so how?*

You do not need to add any signatures to your form. You simply need to include the relevant names and ensure the check boxes at the bottom of the form are ticked, indicating that you have secured the approval of your Headteacher and Chair of Governors (or equivalent).

### *I have completed my form but am unable to click Submit. What does this mean?*

This may mean there are errors on the page and one or more sections of the form have not been completed correctly. Please check the following:

- Have you exceeded the word count? The question boxes will prevent you from inputting more than the 500-word limit for each answer (150 for the Context box). Double-check your answers for warnings in red where the word limit has been exceeded and correct any errors.
- Approval – have you ticked all the relevant boxes at the bottom of the form to acknowledge your Headteacher and Chair of Governors' (or equivalent) approval? Have you added their names?

If you're still experiencing issues after going through this checklist, please take a screenshot of your form and email it to [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) so we can look into the problem for you. Please remember to include your setting's name and seven-digit Department for Education number (if you have one) in your email to us.

### *The website crashed or I lost connection while I was filling out the form and I hadn't finished. What should I do?*

If you were still completing the form and had not yet clicked Submit, please use your unique web link to go back to the online form and try again. You should be able to submit your form, but if you are unable to or receive an error message, please get in touch with us by emailing [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) for support.

### *The website crashed or I lost connection after I clicked Submit and I am not sure if it worked. What should I do?*

You should be directed to a completion page when you submit your online form. If you did not see this, you can test whether your form was submitted successfully by trying to access it again using your unique web link. Your web link is for one-time use only, so if your form was submitted successfully a message should appear to inform you that the form has already been used. If you are unsure, please contact [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) and we can check the status of your submission for you.

### *I've submitted my form and been redirected to a completion page. Does that mean my Statement of Commitment has been accepted?*

Not yet - the completion page means that your Statement of Commitment has been successfully submitted. We will confirm the acceptance of your Statement of Commitment by email to your registered main contact within five working days.

### *When will I find out if my Statement of Commitment has been accepted?*

You will receive an email confirming your Statement of Commitment has been accepted within five working days of submitting your form online. If you have not received an email in this timeframe, please contact [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) to confirm your position.

### *I am leaving my post; can the confirmation email be resent to my colleague?*

We can resend your confirmation email at any time. Please let us know your colleague's details by emailing [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk) so that we can update the main contact details we hold for your setting.

### **Further support**

- Your regional [Bridge organisation](#) is on hand to help and they provide a range of different support options for settings in your area. They can look over your draft and offer feedback before you submit. Their contact details are available on our [website here](#).
- As you work through your draft submission, use the [Self-Assessment framework](#) to help you refer to our criteria and Quality Principles. Our [Artsmark Application Guidance](#) may be helpful and we've also recently updated our [Statement of Commitment guidance](#) to recognise the impact COVID-19 may have had on your plans.
- If you have any further questions about the submission process or using the online form, please contact the Artsmark team: [artsmark@artscouncil.org.uk](mailto:artsmark@artscouncil.org.uk)