

ROYAL ACADEMY OF DANCE

Examinations Customer Service Statement

1 Statement

1.1 The Royal Academy of Dance Examinations Board seeks to provide a professional and efficient service which produces high levels of customer satisfaction.

1.2 The Examinations Board seeks to ensure accountability, accessibility, transparency, and consistency in the delivery of its examinations. It is committed to implementing rigorous quality assurance measures worldwide.

2 Staff

2.1 Staff are required to provide a courteous, helpful, and efficient service. Examiner training takes account of the need to create a welcoming and reassuring environment in examinations.

2.2 Customers can expect RAD staff employed in any capacity relating to the provision of examinations to:

- provide a helpful, courteous, and quick response to all enquiries
- answer the headquarters switchboard within six rings and transfer callers to the appropriate extension or voicemail
- answer direct line calls within six rings (if the member of staff is not immediately available, callers will have the opportunity to leave a voicemail message after six rings)
- respond to all voicemail messages within 24 hours on working days
- respond to all email correspondence within 2 working days
- respond to all written correspondence within 7 working days

N.B. the timescales above may need to be extended during seasonal closure periods e.g. Christmas, and allowing for public holidays.

2.3 In return, RAD staff expect to be treated with appropriate courtesy and respect at all times. Abusive, threatening, or otherwise unreasonable language or behaviour from customers will not be tolerated. RAD staff reserve the right to end telephone conversations where, in their

judgement, they are being treated in such a manner. In such cases, due notice that the conversation is about to be terminated will be given.

3 Complaints, enquiries about results, and appeals

3.1 Information on how to make a complaint or enquiry about a result is contained in the *Complaints, enquiries about results, and appeals* policy, available via the RAD website or on request from the Examinations Department.

4 Customer feedback and evaluation

4.1 The Examinations Board collects structured and regular feedback about the provision of its examinations service from all examiners and RAD offices worldwide. The information provided is reviewed and feeds in to ongoing reviews of policies and procedures. Issues requiring immediate action are taken forward as appropriate. This procedure is documented in the *Examinations Tour Quality Assurance Policy*.

4.2 The Examinations Board administers an online customer feedback survey at www.surveymonkey.com/r/examsfeedback to which all Applicants are invited to contribute on receipt of their examination results. Teachers and others can also contribute at any other time. All feedback is evaluated and appropriate action is taken as required.

4.3 Applicants, teachers, candidates, and parents/guardians of candidates are encouraged to provide feedback at any time on the examination services provided. Comprehensive procedures are in place to monitor feedback in order to ensure that customers are receiving the level of service that we aim to deliver. Feedback can be provided via exams@rad.org.uk or the customer feedback form on the RAD website: <https://www.royalacademyofdance.org/forms/contact-us>

5 Policies and procedures

5.1 Full details of policies and procedures, relating both to the Examinations Board and to the Academy as a whole (other than internal policies), may be found on the RAD website.

6 Resources

6.1 A variety of resources to support RAD examinations is available including:

- Specifications (downloadable from the RAD website at <https://www.royalacademyofdance.org/achieve/exams/what-we-do/rules-regulations-and-specifications>)
- printed books containing detailed descriptions in word notes and Benesh Movement Notation of the syllabus content
- DVDs showing examination content
- printed music books
- CDs of examination music
- syllabus apps

6.2 The CPD Department provides a comprehensive range of courses and seminars which support the RAD's examination provision, including syllabus courses and Examinations Feedback Seminars. Details are available from the CPD Department (cpd@rad.org.uk) or the relevant local office.

7 Examination fees

7.1 Examination fees are published annually and are available from the RAD website:

<https://www.royalacademyofdance.org/achieve/exams/more-information/exam-fees>

A description of provision of services is included.

8 Contact information

website www.rad.org.uk/examinations¹

email exams@rad.org.uk

address RAD Examinations Department

Royal Academy of Dance

36 Battersea Square

London, SW11 3RA

United Kingdom

¹ There are also local RAD websites in various countries and regions worldwide.

telephone +44 (0)20 7326 8073

9 Monitoring and Review

9.1 This document is reviewed on an annual basis and is signed off by the Director of Examinations as Chair of the Examinations Strategy and Operations Committee.

10 Compliance with our Regulators

Ofqual Conditions	
SAQ Principles	<p>2. The awarding body must demonstrate clearly defined business planning processes which show evidence of management commitment and decision making and ongoing review</p> <p>5. The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications</p> <p>7. The awarding body must have an effective approach for communicating with its staff, stakeholders and SQA Accreditation</p> <p>12. The awarding body and its providers must ensure that they have the necessary arrangements and resources required to manage and administer qualification delivery and assessment</p>

Adopted Date: August 2018

Review Date: May 2019

Circulation:

- RAD websites

A handwritten signature in blue ink on a light green background. The signature is cursive and reads "Stockdale".

James Stockdale

Director of Examinations