

ROYAL ACADEMY OF DANCE

Exams Customer Service Statement

1. Statement

- 1.1. The Royal Academy of Dance (RAD) seeks to provide a professional and efficient service which produces high levels of customer satisfaction.
- 1.2. The RAD seeks to ensure accountability, accessibility, transparency, and consistency in the delivery of its exams. 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 exams.
- 2.2. Customers can expect RAD staff employed in any capacity relating to the provision of exams 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 two working days, and
 - respond to all written correspondence within seven working days.

N.B. The timescales above may need to be extended during staff leave and seasonal closure periods e.g. Christmas and allowing for public holidays. We endeavour to notify customers about any possible delays by setting up out of office voice messages and emails.

- 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 Exams Department.

4. Customer feedback and evaluation

- 4.1. The Awarding Organisation collects structured and regular feedback about the provision of its exams service from all examiners and RAD offices worldwide. The information provided is reviewed and feeds into ongoing reviews of policies and procedures. Issues requiring immediate action are taken forward as appropriate. This procedure is documented in the *Exams Tour Quality Assurance Policy*.
- 4.2. The Exams Board administers an online feedback survey at <https://forms.office.com/e/mcJmWhRaUP> to which all Applicants are invited to contribute on receipt of their exam results. All feedback is evaluated, and appropriate action is taken as required.
- 4.3. Applicants, teachers, candidates, and parents/guardians of candidates are encouraged to submit any other feedback, at any time, on the exam 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 the Customer Services Team at:
examscustomerservices@rad.org.uk

5. Policies and procedures

- 5.1. Full details of policies and procedures, relating both to the Awarding Organisation 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 exams are available, including:
 - Specifications (downloadable from the RAD website or on request from the Exams Department,
 - printed books and eBooks containing detailed descriptions in word notes and Benesh Movement Notation of the syllabus content,
 - DVDs and video applications showing exam content,
 - printed music books and music eBooks, and
 - CDs and downloads of exam music.
- 6.2. The CPD Department provides a comprehensive range of courses which support the RAD's exam provision, including syllabus courses. Details are available from the CPD Department (cpd@rad.org.uk) or the relevant local office.

Exams Feedback Seminars are provided by the relevant local office to support teachers.

7. Exam fees

7.1. Information on exams fees is contained in the *Examinations fees and payments policy*, available via the RAD website or on request from the Exams Department.

A description of provision of services is included.

8. Contact information

Website: www.rad.org.uk/exams¹

Email : exams@rad.org.uk


Address: RAD Exams Department
Royal Academy of Dance
188 York Road
London, SW11 3JZ
United Kingdom

Telephone: +44 (0)20 7326 8073

9. Monitoring and Review

9.1 This policy is monitored by the Exams and Regulatory Subcommittee.

9.2 This policy is reviewed on an annual basis and signed off by the Director of Exams.

Policy Author:	Mariko Keith (Examinations Customer Service Manager)
Approved by	 Mary Keene Director of Exams
Policy Adopted Date	June 2021
Policy Reviewed	January 2025
Next Review Date	January 2026

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