ROWAN ACADEMY OF DANCE

**CUSTOMER SERVICE POLICY**

**ISSUE AND REVIEW**

The date of issue of this policy is January 2019. This policy was reviewed in July 2020 and will continue to be reviewed regularly.

**GENERAL INFORMATION**

The Rowan Academy of Dance (RAD) is committed to providing a transparent and efficient service to the best of their ability.

We are committed to:

* • Providing a courteous and efficient service
* • Providing accurate and informed responses to parent/guardian queries
* • Providing timely responses to parent/guardian queries
* • Ensuring a fair assessment of all candidates and learners.
* • Treating all customers equally

**EXAMINATIONS**

Examinations are conducted by examiners trained by the PTD and are continuously up-dated and monitored so ensuring a consistent standard of marking is maintained. The examination structure is designed to cater equally for the pupil attending weekly lessons as well as the child who will go on to make dance his or her profession.

The work progresses through each level building on lessons previously learned as well as adding new skills. Musicality and artistry are valued as highly as technical execution and all syllabi are regularly reviewed to keep them up to date.

**QUALITY ASSURANCE**

The RAD has a robust quality assurance process which aims to provide the best quality classes for dancers as well as a high level of monitoring of assessment standards. Quality checks include:

* • Regular moderation of assessments
* • Robust training for teachers and ongoing CPD
* • Ongoing review of syllabi to ensure qualifications remain current

In the event of an emergency where a teacher is unable to attend a class due to illness or accident every attempt will be made to allocate a replacement teacher. If there are no other teachers available on the date the class will be deducted of the next monthly bill.