



PROFESSIONAL TEACHER OF DANCING

CUSTOMER SERVICE POLICY

ISSUE AND REVIEW

The date of issue of this policy is January 2018. This policy was reviewed in October 2020 and will continue to be reviewed regularly.

GENERAL INFORMATION

The Professional Teachers of Dancing (PTD) is committed to providing a transparent and efficient service. The PTD is committed to:

- Providing a courteous and efficient service
- Providing accurate and informed responses to queries
- Providing timely responses to customer queries
- Ensuring a fair assessment of all candidates and learners.
- Treating all customers equally

DATA

The PTD will comply with the UK Data Protection Act 2018.

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 PTD has a robust quality assurance process which aims to provide the best quality syllabi for customers as well as a high level of monitoring of assessment standards. Quality checks include:

- Regular moderation of assessments
- Robust training for examiners and ongoing CPD
- Ongoing review of syllabi to ensure qualifications remain current

Customer support services

A range of customer support services are offered by the PTD as follows:

- Teachers courses and workshops
- Promotional DVDs and syllabi
- Professional Teachers of Dancing Newsletter
- Professional Teachers of Dancing website
- Examination procedures information

In the event of an emergency where an examiner is unable to attend on the examination day due to illness or accident every attempt will be made to allocate a replacement examiner. If there are no other examiners available on the date the examination may have to be postponed to a later date.

The PTD aims to respond to all emails within 5 working days. More complex enquiries and syllabus queries may take longer.

CONTACT INFORMATION

Professional Teachers of Dancing

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Any matter that the PTD is unable to resolve will be forwarded to RSL Awards Ltd.