



Customer Service Policy

Quality of Service

The ABD's aim is to make the service to its customers:

- Consultative and responsive.
- Open and informative.
- Prompt and efficient.
- Streamlined and manageable, with its service being regularly reviewed by the Directors.
- Cost effective, with costs and operational efficiency regularly scrutinised.
- Collaborative and consistent, as a member of the Board of Dance Qualifications and Training and the British Dance Council to ensure consistency in standards of qualifications being offered.

Quality of Examinations

Examinations are conducted by examiners who hold a minimum of three Fellowships (one must be Ballet) and one Licentiate in Theatre Dance core subjects. These examiners are trained by the ABD and monitored, thus ensuring a consistent standard of marking is maintained.

The examination structure is graded and designed to cater equally for the pupil attending weekly lessons as well as the child who will go on to make dance his/her profession, either as a performer or as a teacher.

The work progresses through each level, building on the lessons previously learned, as well as adding new skills. Musicality and artistry are valued as highly as technical execution and all Programmes of Study have undergone Comparability Studies held in conjunction with the BDQT and Gqal.

Value for money

The ABD endeavours to offer value for money while ensuring that costs are covered.

Examination fees are reviewed annually in August for the coming academic year and every attempt is made to make sure that they are reasonable. Theatre Faculties fees are published and disseminated amongst members in August. A full list of fees is available and can be obtained from the ABD Headquarters.

Customer support services

The range of customer support services offered by the ABD is as follows:

Teachers courses

Day courses are arranged regionally and at the ABD Headquarters throughout the year. Week long Summer Schools in both Theatre Dance and Ballroom & Latin are also held throughout the summer holidays.

Promotional video and CD

These are obtainable on request from the ABD HQ.

Lists of schools by area and dance discipline

These are available on the BDQT website enabling customers to find a suitable school in their area.

Dance Newsletters

This is published three times per year and sent to all members.

Classified ads

These can be placed in the Dance Newsletter to help employers and suitable teachers.

Sales Department

Different types of merchandise can be purchased from the ABD shop including examination specifications, books, videos, CDs & leotards. These are available by mail order, or by visiting the "ABD SHOP" section of the ABD website to purchase online using the secure server.

Qualification specifications

The specifications for all ABD qualifications are published in the "Regulation and Rules Book" which is available free of charge from the ABD Headquarters.

Examination procedures - UK Examinations

The ABD does not specify dates on which examinations must be held, but endeavours to arrange these to suit the convenience of the teacher.

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.

If a candidate is unable to take an examination due to illness, the ABD will refund 100% of the fee on receipt of a doctor's certificate.

If any problems should arise with regard to examinations, the candidate, or their representative, should endeavour to discuss this with the teacher in the first instance. The teacher will, if appropriate, contact the ABD to establish whether the difficulty can be resolved.

Theatre Faculties

Candidate registration details have to be recorded at Headquarters prior to the examinations taking place.

The teacher must, therefore, complete a timetable sheet and return it to Headquarters 6 weeks before the examination date, together with the fees and will also be asked to complete a registration form giving more details about the candidates, including their date of birth, sex, ethnic origin etc. Information is required for all candidates, including adults and those undertaking professional examinations.

In the case of Professional Examinations, picture ID is required to be brought to the examination and shown to the examiner upon request.

This information will be recorded at Headquarters and each candidate will be allocated a Personal Identification Number, which they will maintain for all future examinations. All data is protected under the Data Protection Act, and ABD does not pass any data on candidates or members to third parties other than Gqal for any purpose whatsoever.

Teachers may wish to register all pupils in advance of examination entry to facilitate administration. ABD are happy to accept batch registrations of pupils at any time at no charge, even if they subsequently are not entered for examination.

Once a candidate has a PIN number, this must be quoted for their next examination without having to complete their details again on the registration form.

A copy of the timetable and candidate information recorded will be sent to the teacher 3 weeks before the examination date and we will need to be notified of any amendments or corrections within 7 days. Otherwise, we will assume that the entries are correct and an official timetable will be produced by us 2 weeks before the examination date, which we will despatch to the teacher and to the examiner. Late entries will only be accepted up to 5 working days before the examination at the discretion of ABD and no entries will be accepted on the day of the examination.

As the candidates' names will be registered before the examination takes place, this should facilitate a fast output of certificates, as only the results will need to be added afterwards. Also, as the teacher has already had the opportunity to check for mistakes on the timetable, corrections for mis-spelling will be charged at a fee of £5 per certificate other than mistakes made by ABD.

After examination, all candidate reports and results are subject to quality assurance checks. Thereafter, under normal circumstances, each teacher will receive for each candidate:-

- A report sheet within 21 working days, showing marks given in different units and an overall result.
- A certificate of achievement within 6-8 weeks.

Examination procedures - International

Most International examinations are arranged into tours therefore Session dates are provided and examinations will be scheduled within this date frame, wherever possible.

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.

If a candidate is unable to take an examination due to illness, the ABD will refund 100% of the fee on receipt of a doctor's certificate.

If any problems should arise with regard to examinations, the candidate, or their representative, should endeavour to discuss this with the teacher in the first instance. The teacher will, if appropriate, contact the ABD to establish whether the difficulty can be resolved.

Theatre Faculties

Candidate registration details have to be recorded at Headquarters prior to the examinations taking place. If a student has not taken an ABD examination before, teachers will also need to complete the registration form and forward to their Organiser. Information is required for all candidates, including adults and those undertaking professional examinations. This information will be recorded at Headquarters and each candidate will be allocated a Personal Identification Number, which they will maintain for all future examinations. All data is protected under the Data Protection Act, and ABD does not pass any data on candidates or members to third parties other than Gqal for any purpose whatsoever. Teachers may wish to register all pupils in advance of examination entry to facilitate administration. ABD are happy to accept batch registrations of pupils at any time at no charge, even if they subsequently are not entered for examination. Once a candidate has a PIN number, this must be quoted for their next examination without having to complete their details again on the registration form.

The teacher must complete a timetable sheet and return it to Headquarters or the area organiser by the deadline stated by the Organiser, together with the fees and other necessary paperwork. A copy of the timetable will be returned to the teacher before the examination date and another copy will be forwarded to the examiner. Late entries cannot be accepted and no entries will be accepted on the day of the examination.

The teacher has the opportunity to check for mistakes on the timetable and should contact ABD HQ as soon as possible or advise the examiner on the exam day. Once report forms have been written and certificates printed there is a charge for replacement and administration costs save if the mistake is made by ABD.

After examination, all candidate reports and results are subject to quality assurance checks. Thereafter, under normal circumstances, the report forms for an individual teacher will be dispatched from Headquarters by 6 weeks from the teacher's last examining date. Following membership and examination fee checks, the certificates of achievement will be dispatched within the following 3 – 4 weeks.