



THE DANG THEATRE AND DANCE (DTDS) SYLLABUS CUSTOMER SERVICE STATEMENT

Introduction

DTDS is committed to providing each customer with a transparent and efficient service. Our aim is to provide the best possible service and programmes of study/syllabus to our customers. DTDS Staff are committed to:

- Providing a calm, courteous and efficient service to every customer
- Providing accurate and informed responses to academic queries
- Providing timely responses to customer queries in line with our management KPIs
- Treating all customers equally
- Ensuring fair and open assessment for all candidates and providers

Issue and review

The date of issue of this policy is January 2023. This policy will be reviewed annually in January of each preceding year.

Data

DTDS will comply in full of the UK Data Protection Act 2018 and will not distribute or sell any information acquired for the purposes of the intended assessment or for any reason other than the facilitation of that assessment, or without the customer's express permission. DTDS will protect candidate confidentiality by releasing results only to the examination centre or assessment entrant.



Appeals and Complaints

Please see the DTDS website for details on our Appeals and Complaints Policies and ways to make an Appeal or Complaint. All Appeals and/or Complaints should be made in writing to syllabus@thedang.com or to the attention of the DTDS Appeals Panel at Head Office.

Quality Assurance

DTDS has a robust quality assurance process which aims to provide the best quality syllabi for customers, as well as a strict monitoring of assessment standards to retain consistency and academic rigour.

DTDS's key quality checks include:

- Regular moderation / external quality assurance and sampling of assessments
- Robust and demanding training for examiner/assessors along with ongoing CPD and further training as necessary
- Industry consultation for syllabus development
- Ongoing reviews to ensure qualifications remain current and fit for purpose
- Periodical reviews of customer feedback following assessment

Issue of certificates

DTDS will, under normal circumstances issue results and certificates with the following deadlines:

- Graded examinations and Diplomas ---a maximum of 6 weeks after the examination



Accessing the syllabi

DTDS will publish, in English, free of charge, and with full public access, an Overview of all qualifications that are available for study on www.thedangsyllabus.com.

Syllabus specifications will be available to purchase and download by centres/registered teachers on the members area on the website.

Fees and Dates

DTDS make available fees and any relevant dates on downloadable documents on the Dang website.

Responding to customer enquiries

All letter and email enquiries should be directed to the Head office contacts below:

- By Mail

The Dang Theatre and Dance Syllabus
The Dang
259 Goswell Road
London
EC1V 7AH

- By email

syllabus@thdang.com