



**GRIFFIN COLLEGE LONDON  
(INTERNATIONAL EXAMINATION BOARD)**

# **Customer Service Policy**

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### **Quality of Service**

Griffin College London aim is to make the service to its customers:

- Consultative and responsive, initially by market research.
- Open and informative, publishing survey findings and informing customers of appropriate action in response to findings.
- Prompt and efficient, measured by performance indicators.
- Streamlined and manageable, with its service being regularly reviewed by the management team.
- Cost effective, with costs and operational efficiency regularly scrutinised.

### **Quality of Examinations**

Examinations are conducted by specialist examiners in each discipline. These examiners are trained by the Griffin, updated continuously 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 Performing Arts 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 syllabi are regularly reviewed to keep them up to date. Care of the growing child is emphasised, as is knowledge of anatomy as it relates specifically to the dancer and the possible effects of Performing Arts on the growing Examination Board.

## **Value for money**

Griffin College London endeavours to offer value for money while ensuring that costs are covered.

Examination fees are reviewed annually in January for the coming academic year and every attempt is made to make sure that they are reasonable.

## **Customer support services**

The range of customer support services offered by Griffin College London is as follows:

### **Teachers Training**

Teachers training are arranged every year.

### **Sales Department**

Different types of merchandise can be purchase from Griffin shop including examination specifications, books, CDs. These are available by mail order.

### **Qualification specifications**

The specifications for all Griffin qualifications titled 'Syllabus Outlines', which are available free of charge from the Examinations department at Griffin Headquarters.

### **Examination procedures**

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, Griffin will refund 50% 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 Griffin College to establish whether the difficulty can be resolved.

Once a candidate has a PAN 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 4 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 3 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 a fee of £10 per candidate, 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.

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.

Teachers may find it helpful to register all their pupils now in advance of examination entry to ease administration, and should contact the Examination department for candidate registration forms. Griffin College London are happy to accept batch registration of pupils at any time at no charge, even if they subsequently are not entered for examination. .

Once a candidate has a PAN 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, 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.

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 10 working days, showing marks given in different dances and an overall result
- A certificate of achievement within 3 weeks.

*This policy has been agreed by the GRIFFIN COLLEGE LONDON Executive Management, is reviewed on a regular basis, and any amendments other than to contact details, have been confirmed by them.*