



Customer Service Policy

Quality of Service

The ISTD's 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.
- Collaborative and consistent, as a member of the Council for Dance Education and Training and the British Dance Council to ensure consistency in standards of qualifications being offered.

Quality of Examinations

Examinations are conducted by specialist examiners in each dance discipline. These examiners are trained by the ISTD, 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 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 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 dance on the growing body.

Value for money

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

Examination fees are reviewed annually in May for the coming academic year and every attempt is made to make sure that they are reasonable. Theatre Faculties fees are published in the July issue of DANCE magazine. A full list of fees is available and can be obtained from the ISTD Headquarters.

Customer support services

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

Teachers courses

Day courses are arranged regionally and at the ISTD Headquarters throughout the year. Residential courses are also held throughout the summer holidays.

Promotional video and brochure

These are obtainable on request from the [Marketing and Publicity](#) department at ISTD HQ.

Lists of schools by area and dance discipline

These are available on request from the Examinations department enabling customers to find a suitable school in their area.

DANCE magazine

This is published four times per year and sent to all members. It is also available to non-members on payment of the appropriate subscription.

Classified ads

These can be placed in the [DANCE magazine](#) to help employers and suitable teachers.

Sales Department

Different types of merchandise can be purchase from the ISTD shop including examination specifications, books, videos, CDs, leotards, gift items. These are available by mail order, or by visiting the [merchandise](#) section of this site to purchase online using the secure server.

Diana Barker Library

This is at the ISTD Headquarters and is open on Mondays and Thursdays. The library specialises in many different dance disciplines and also houses books on music, folk costumes, art history and dance education. To contact the library click here [>>](#)

Qualification specifications

The specifications for all ISTD qualifications are published in booklets entitled 'Syllabus Outlines', which are available free of charge from the Examinations department at ISTD Headquarters. More detailed technical information is available in booklets entitled 'Examination Specifications' which can be purchased from the [Sales](#) department at ISTD Headquarters or by visiting the [merchandise](#) section of this site.

Examination procedures - UK Examinations

The ISTD 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 ISTD 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 the ISTD to establish whether the difficulty can be resolved.

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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.

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 ISTD does not pass any data on candidates or members to third parties for any purpose whatsoever.

Teachers may wish to register all pupils in advance of examination entry to facilitate administration. ISTD 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 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 £5 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.

Dance Sport Faculties

New entry and timetable procedures are now operational, as candidate details have to be recorded at Headquarters prior to the examinations taking place.

The teacher must, therefore, complete a newly-designed timetable sheet and return it to Headquarters 4 weeks before the examination date, and complete a registration form giving more details about the candidate, including their date of birth, sex, ethnic origin etc. 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 ISTD does not pass any data on candidates to third parties for any purpose whatsoever.

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. ISTD are happy to accept batch registration of pupils at any time at no charge, even if they subsequently are not entered for examination. For further information, please contact the [Examinations](#) department or [Customer Services](#) department.

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, 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.

Examination procedures - International Department

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 ISTD 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 the ISTD 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 ISTD examination before or since 2003, 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 ISTD does not pass any data on candidates or members to third parties for any purpose whatsoever. Teachers may wish to register all pupils in advance of examination entry to facilitate administration. ISTD 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 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 the International department 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.

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.

This policy has been agreed by the ISTD Council of Management, is reviewed on a regular basis, and any amendments other than to contact details, have been confirmed by them.