

## Customer Service Statement

The customer service statement is an overview of our services. It lays out MTB Exams' aims, provision of customer services and help and support for all types of customer, performance targets, contact details and where to find any further information on MTB Exams' qualifications.

### MTB Exams

Developed by music teachers, MTB qualifications designed to deliver a new way to take instrumental graded exams with the aim of increasing accessibility to and the enjoyment of instrumental music exams. By reducing the stress of the examination process and increasing the flexibility of when and where they can be taken, it is hoped that MTB Exams' qualifications will encourage a broader range of student musicians to achieve higher standards and a greater love of the study of playing music through the targets set by these exams. MTB's qualifications also support the professional development of teachers and provide online support material.

### The examination process

MTB Exams will always endeavour to provide:

- A service that is efficient, clear and easy to use from entry to certification.
- Clear syllabuses that are attractive and inspiring for both teachers and pupils whilst maintaining the rigorous high standards expected of candidates in graded music exams.
- A response to all telephone and e-mail enquiries within 5 working days.
- A response to a complaint within 10 working days.
- A positive response to any feedback and suggestions.
- Access to all key information, policies and guidance via the MTB website.
- Clear marking guidelines and criteria.
- Specialist examiners who only moderate examinations in the instrument they play and of which they have specialist knowledge.
- Examiners who are highly experienced musicians and teachers and trained regularly to maintain consistency of standards.
- Flexibility in when and where examinations can take place.
- Fair and competitive prices for all of our services.

- A system which adheres to procedures of 'good practice' in relation to equality of opportunity, accessibility of the exams and candidates with special needs.
- A fair and open complaints and appeals procedure.
- Efficient and timely distribution of examination marksheets and certificates.

### **Further information and details**

*A service that is efficient, clear and easy to use from the point of entry to certification:*

- MTB Exams operate an online system via the MTB website. Candidates are entered and all payments made online via this website and all relevant information and documentation is accessible from the site but if customers require further clarification about any aspect of MTB qualifications our friendly customer services team will be delighted to help. Please go to the MTB website 'Contact' Page to see the contact details and form for your region.

*Clear syllabuses that are attractive and inspiring for both teachers and pupils whilst maintaining the rigorous high standards expected of candidates in graded music exams:*

- Syllabuses can be viewed on the MTB website under the menu heading 'syllabuses'. Standards of material set on syllabuses strive to be in line with those of other boards providing graded music exams. Syllabuses are reviewed and updated regularly and information about forthcoming changes to syllabuses will be clearly provided on the website.

*Prompt and helpful responses to customer enquiries:*

- Phone lines are open Monday to Friday from 9am until 5pm and if they are unable to answer a query directly the enquiry will be passed to a member of the team able to do so. This person will call back or email the customer with a response within 5 working days if possible, providing an answer or if further time is required to investigate the matter, detail how and when a full response will be provided. Please go to the MTB website 'Contact Page' to see the contact details and form for your region.

*Clear marking guidelines and criteria:*

- Marking guidelines which detail the marking criteria are available on the MTB website, 'Marking Criteria' page.

*Specialist examiners who only examine in the instrument they play and of which they have specialist knowledge:*

- Entries are always sent to an examiner who specialises on the instrument played in the examination to ensure they have the required technical knowledge and detailed understanding of the expectations required at all levels on that particular instrument. Examiners are selected for their wide experience and professional standards as teachers and/or players. They receive regular training to ensure uniform standards are maintained.

*Flexibility in when and where examinations can take place:*

- MTB exams can be entered and taken with complete flexibility within 1 year of the entry date. The examination can take place at any time or place convenient to the teacher and pupil. This will often be (but does not have to be) during the regular time and/or location of a candidate's lesson.

*Fair and competitive prices for all of our services:*

- MTB Exams strive to maintain a lower price option for candidates. Prices are available on the website under the menu heading 'Pricing'.

*A system which adheres to procedures of 'good practice' in relation to equality of opportunity, accessibility of the exams and candidates with special needs:*

- MTB prides itself on its accessibility to candidates anywhere in the world and with the exam being able to be taken in any location, including at home, with the teacher being present MTB provides great access for those with special needs. There are a number of resources available on our website covering options for reasonable adjustments and special considerations for SEND candidates. These can be found on our 'Reasonable adjustments and special considerations page' under the menu heading 'Support'.

*Efficient and timely distribution of examination marksheets and certificates:*

- MTB aims to return marksheets from submitted exams within two weeks and to send certificates within six weeks from the receipt of the marksheet. Every exam marksheet is quality checked by a member of the MTB admin team and a sample of these exam marksheets are checked by the MTB Exam Board monthly for additional quality assurance. Marks received after the initial examination are provisional and only confirmed upon issue of the certificate.

*A fair and open complaints and appeals procedure:*

- If you have a comment, concern or complaint about our qualifications, our procedures or any product you have purchased from us, please contact us via the MTB website 'Contact' Page to see the contact details for your region. Complaints will be acknowledged within 5 working days of receipt. MTB will investigate the matter and endeavour to inform you of the outcome and any action to be taken within 20 working days from receipt of the complaint.

Further general information including rules and regulations, our cancellation and refund policy and the rest of our policies and syllabus specifications can be found on our Policies and Specifications page.

**Who to contact if you wish to enquire about any aspect of our qualifications or services:**

It is MTB Exams' policy that all enquiries will be dealt in a clear and friendly manner with no undue delay and within 5 working days. If we are unable to respond fully within 5 working days we will provide you with an estimated response date.

Enquiries will be received initially and handled by either the MTB Customer Services team directly or for some regions the MTB National Partner and their customer support team and if necessary it will be transferred to the relevant MTB Exams' member of staff.

Please use the relevant MTB website regional contact page to get in touch with MTB and see our regional contact details.

Please note, in responding to external enquiries we are not obliged (as recommended by the regulator Ofqual) to disclose information, where if to do so it would be a breach of confidentiality and/or any other legal duty.