



**Oriental Fine Arts Academy of London (OFAAL) ®**

Founded: 1993, Registered Charity No: 1103602

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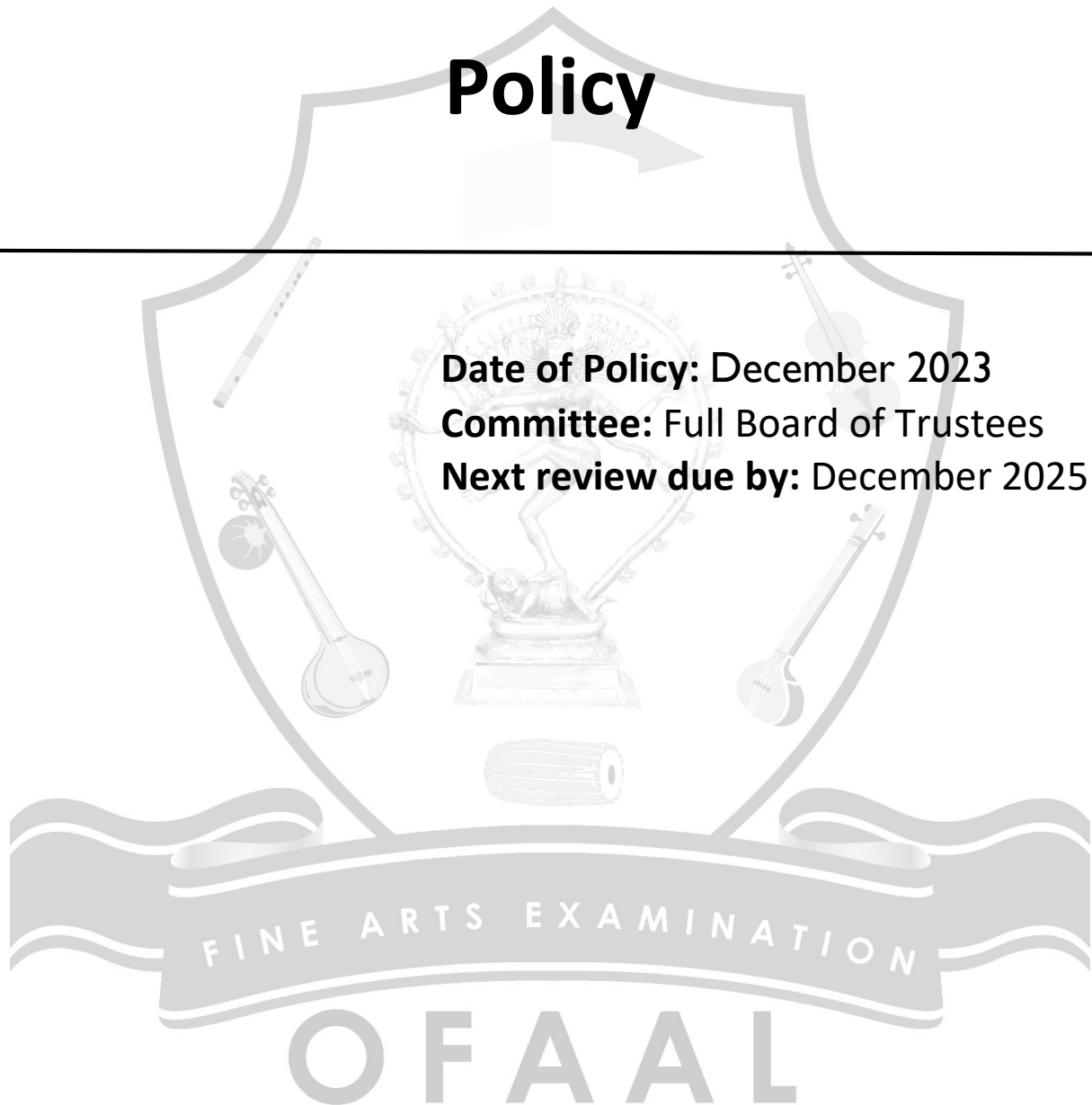
# Customer Service Policy

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**Date of Policy: December 2023**

**Committee: Full Board of Trustees**

**Next review due by: December 2025**



**OFAAL will ensure that the policy is applied fairly to all employees and does not have a negative impact in relation to OFAAL's equality strands: race, sex, religion and belief, sexual orientation, age, disability, gender reassignment, marriage and civil partnership and pregnancy and maternity.**

This customer service statement sets OFAAL's aims, our undertakings to you, our customer, and our performance targets for our exam service.

### **Our exam service**

We strive for integrity, efficiency, accessibility, openness and excellence in three core areas:

1. Quality and consistency of assessment

We provide trained examiners who deliver reliable and consistent assessments according to clear, published criteria. We base our exams on thoroughly researched syllabi and monitor them through consistent quality-assurance procedures.

2. The exam experience

We aim to provide a positive exam experience for every candidate by ensuring all elements of the exam meet the highest possible standards. This includes the examiner, the exam environment, and the welcome provided by our volunteers and invigilators on the day.

3. Customer support

We provide support online and by phone for all aspects of our exams. We aim for ease, clarity and accessibility in delivering all our processes.

#### The exam environment

A suitable exam environment is provided for practical exams, including a waiting room or area for candidates and an exam room.

For Theory exams, we provide a suitable environment, including a quiet exam room that is properly lit, heated and ventilated, with tables that allow reasonable spacing of candidates.

### **Monitoring our exam centres**

We monitor our public venue facilities. We supply full guidance about the facilities, conditions and arrangements that must be in place for exams sat at private venues provided by an institute.

### **Results and certification**

We publish the results online and candidates can access this through their online portal. We will send the certificate to the applicant shortly after the results have been published. We publish the overall grades separately for practical and theory.

## **Quality assurance**

We complete checks on a sample of mark sheets every exam session for quality assurance. We investigate queries arising from these checks before releasing the results and certificates.

### *Results timeline*

Spring examination results will be published by the end of June. Autumn examination results will be published by end of November. Certificates will be issued and sent out within two months of publication of the results.

### *Duplicate certificates and past results*

We provide a duplicate certificate, amendment and replacement service and a service for confirming past exam results. A fee will be charged for this service.

### *Queries, complaints and feedback*

We are committed to provide a high quality examination experience and aim to respond to queries, complaints and feedback.

We welcome comments about our services through general feedback, our website forums and questionnaires, and we use this feedback when adapting, developing and extending our services.

We answer telephone, email or written enquiries promptly, with an initial acknowledgement when an immediate reply is not possible and a full reply in all cases within four weeks.

## **Before the exam**

### **Our aim:**

To make preparing for an exam straightforward by providing teachers, candidates and parents with clear, up-to-date information about exam requirements.

### *Information on exams*

Our syllabi are based on extensive consultation with our examination and music committee, and are reviewed and refreshed regularly.

### *How to find exam information*

Syllabi and a range of supporting resources are available on our website.

## **Exam Entry**

### **Our aim:**

To offer entry options for all candidates, to provide flexibility about where and when exams can be taken, and to timetable exams in the most efficient way so that the highest possible number of candidates can take their exam at the time they prefer.

### *Practical and theory exam venues*

Where possible we provide a choice of where you can take exams at a local exam centre run by OFAAL.

### **Booking exams**

You can book exams online or by post with a choice of payment options. We publish our exam sessions and closing dates annually on our website.

### **Exam dates and times**

We confirm times of individual practical exams as soon as possible after we have completed the timetables, with notification no later than two weeks before the exam date. If an appointment clashes with another important commitment we make every effort to offer an alternative. However, we cannot guarantee that this will always be possible.

### **The Exam**

#### **Our aim:**

To achieve the highest possible standards in all elements of the conduct of each exam in order to provide a positive experience and a fair assessment.

#### **Details**

At OFAAL exam centres, centre supervisors oversee the exams to ensure that candidates are welcomed and put at their ease.

We train our examiners to apply standards consistently, to conduct exams fairly, to write mark sheets with positive and helpful comments and to treat candidates professionally and sympathetically. We monitor the quality of their work regularly and rigorously.

### **The exam environment**

A suitable exam environment is provided for all examinations including a quiet exam room that is properly lit, heated and ventilated, with tables that allow reasonable spacing of candidates.

### **Monitoring our exam centres**

All arrangements and facilities at OFAAL exam centres are regularly monitored, primarily by our centre supervisors and OFAAL examination committee.

## **After the Exams**

### **Our aim:**

To provide notification of exam results as soon as possible after our checking, quality assurance and recording processes have been completed; to operate a fair and open complaints and appeals procedure; to encourage feedback about any element of the service we offer; and to respond to enquiries promptly and courteously.

### **Data Protection and Confidentiality**

In line with the General Data Protection Regulation (GDPR), all personal data collected will be stored securely in accordance with the OFAAL Data Protection Policy and Privacy Statement. Only authorised personnel will have access to this data.

