

MTB Exams

Customer Service Statement

The customer service statement is an overview of our exam 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 Exams are 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 endeavour at all times to provide:

- A service that is efficient, clear and easy to use from the point of entry until 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 3 working days.
- A response to a complaint within 3 working days
- A positive response to any feedback and suggestions
- Access to all key information, policies and guidance via the centre website www.mtbexams.com
- Clear marking guidelines and criteria
- Specialist moderators who only moderate examinations in the instrument they play and of which they have specialist knowledge.
- Moderators 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 which can be obtained in our fees policy.
- An assurance that our business is conducted in a professional manner at all times, offering you best value for money
- A system which adheres to procedures of 'good practice' in relation to equality of opportunity, accessibility of the exams, candidates with special needs and data protection
- A fair and open complaints and appeals procedure
- Notification of moderated examination results within 3 weeks of receiving your completed examination marksheets, front cover and recording.
- Certificates confirming examination results which are issued by the end of the month following receipt of the marksheets, front cover and recording. (ie for those received in May, certificates issued by the end of June)

Further Information and details

A service that is efficient, clear and easy to use from the point of entry until certification. – MTB Exams operate an online system via the centre website www.mtbexams.com 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 Exams our friendly customer services team will be delighted to help. For phone enquiries please call 0118 968 0910 or email enquiries@mtbexams.com

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 via the following link (link to be added in due course) 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 3 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. For phone enquiries please call 0118 968 0910 or email enquiries@mtbexams.com

Clear marking guidelines and criteria – Marking guidelines which detail the marking criteria are attached to the marksheets and are available using the following link (link to be added in due course)

Specialist moderators who only moderate examinations in the instrument they play and of which they have specialist knowledge. – Entries are always sent to a moderator 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. Moderators are selected for their wide experience and professional standards as teachers and/or players. They receive regular training to ensure uniform standards are maintained.

Total flexibility in when and where examinations can take place – Because MTB Exams are teacher assessed and recorded (following the model used at GCSE and A level) and there is no visiting examiner 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.

Lower pricing to encourage greater accessibility to graded music exams – MTB Exams strive to maintain a lower price option for candidates. Prices are available on the website using the following link
https://www.mtbexams.com/entryfees-mtbexams-com/info_13.html

Adhere to procedures of 'good practice' in relation to equality of opportunity, accessibility of the exams, candidates with special needs and data protection – For further information please see the following links (links to be added in due course)

Notification of examination results promptly once they have been checked and moderated – Every exam moderation is checked and an additional moderation of a sample of these carried out by the awarding body monthly for quality assurance. Concerns arising from these additional moderations will be resolved promptly. For this reason marks received after the initial moderation are provisional and only confirmed upon issue of the certificate. MTB Exams aim to ensure notification of moderated examination results are sent to teacher/examiners within four weeks of the date they are received by MTB Exams. Certificates are issued by the end of the following month. We provide a duplicate certificate service for lost certificates and are able to confirm past results if requested. A fee is charged for duplicate certificates to cover the cost of production and delivery. A quotation can be given for this upon request.

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 email at enquiries@mtbexams.com or by post at 20-22 Richfield Avenue, Reading, Berkshire, RG1 8EQ. (link to be added in due course to the appeals and complaints policies)

Complaints will be acknowledged within 3 days of receipt. MTB EXAMS 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. For further details please see the following link. (link to be added in due course)

Further general information including rules and regulations, our cancellation and refund policy are available in the Terms and Conditions document available on the following link (link to be added in due course)

The following policy documents are also available

- Equal Opportunity Policy
 - Adjustment and Special Consideration Policy
 - Special Needs Policy
- (Links to be added in due course)

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 3 working days. If we are unable to respond fully within 3 working days we will provide you with an estimated response date.

Enquiries will be received initially by centre staff on the number below and then, if necessary, transferred to the relevant MTB Exams' member of staff.

Telephone: 0118 968 0910

Email: enquiries@mtbexams.com

Post: MTB Exams 20-22 Richfield Avenue, Reading, Berkshire, RG1 8EQ

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