



Our Commitment

5 Point Customer Charter

1. Friendly service is our passion. You can expect friendly, helpful and knowledgeable service in all aspects of our business from all our staff.
2. Prompt replies are guaranteed. Enquiries by phone will receive a reply within one working day and for email, within 8 working hours.
3. We will maintain the highest level of professional standards, skills and competence.
4. We will always be responsive to both positive and negative feedback received, and work around the clock to provide prompt feedback and solutions.
5. We pride ourselves by offering quality training solutions and will continuously explore ways to improve the level of customer service we deliver.

