

OUR SERVICE PROMISE

TRAINING

- ✚ We will respond to all written enquiries within 48 hours;
- ✚ Face to face and telephone enquiries will be handled in a courteous manner;
- ✚ We conduct training needs assessments for our client;
- ✚ We involve our clients and stakeholders in developing and reviewing our curriculum to keep up to date with our clients' needs;
- ✚ We provide world class training services across the board ;
- ✚ We offer value for money training;
- ✚ We offer cutting edge consultancy and research services.

HOSPITALITY

- ✚ We keep our hotel rooms clean and fresh always;
- ✚ We check in our clients within 10 minutes of arrival;
- ✚ We serve healthy, nutritious and freshly prepared meals;
- ✚ We keep our conference facilities neat and comfortable.



RIGHTS AND OBLIGATION

OUR OBLIGATIONS

- ✚ We **strive** to always treat you fairly and honestly.
- ✚ Our services to you **aim** to be: efficient : accurate : reliable.
- ✚ We **aim** to make our contact with you: timely : professional : courteous : fair
- ✚ Our staff **aims** to be: accessible : provide accurate information : accept and respond to your feedback.

YOUR RIGHTS

- ✚ You have the right to be served with respect, dignity and speed.
- ✚ You have the right to lodge a complaint.
- ✚ You have the right to confidentiality with regards to your information.

WE EXPECT OUR CLIENTS TO:

- ✚ Provide us with accurate information.
- ✚ Pay the required fees within the agreed time period.
- ✚ Respect the intellectual property rights of any materials acquired through the Institute.
- ✚ Abide by legal requirements of our services.
- ✚ Respect the privacy of other guests on site.