



## *Our Customer Charter*

The needs of our customers are at the centre of our organisation.

You can expect us to:

- provide our customers with **excellent** service
- treat all our customers with **respect**, equality and fairness
- be helpful, friendly, **knowledgeable** and **professional**.
- be always **available** and supportive all the way from registration to receiving the results
- make the exam experience straightforward and **rewarding**
- handle quickly and **efficiently** all enquiries and problems
- maintain good **communication**
- recognize our clients' **needs**
- listen to our customers' **feedback**

