



Our Customer Service Values

Recognise and value people's differences

- Embrace diversity, challenge discrimination and promote inclusion

Ensure we provide a high level of customer service at all times

- Treat all customers internal and external with the utmost courtesy and always in a professional manner

Support our staff and learners with their personal development

- Listen and treat people as individuals when providing information and advice

Provide a safe and suitable environment for staff and learners

- Continuously review that premises are maintained to the highest possible standard

Ensure we do as we say

- Ask staff to maintain high standards and expect the same from customers

Constantly seek to improve our quality, effectiveness and efficiency

- Ask for feedback and act to improve our level of service

Take pride in what we do

- Meet or exceed our Customer Service Standard and challenge those that do not meet the standard