

Service Quality Targets

S/No.	Types of Service Quality	Target
1.	Reply to Email Enquiries	2 working days
2.	Follow up on Telephone Enquiries	2 working days
3.	Average Time to Resolve Non-Complex Complaints	14 working days
4.	Average Time to Refund Fees	7 working days
5.	Warning Letters Issued to Absentees with No Valid Reasons e.g. No Medical Certificate	1 day later
6.	Release of Internal Examination Results for BMC courses	8 weeks after last exam paper
7.	Release of External Examination Results	Up to 12 weeks after last exam paper
8.	Release of Appeal of Academic Result (Internal)	Within 15 working days of appeal submission
9.	Release of Appeal of Academic Result (External)	Between 4 and 6 weeks
10.	Teacher to Student Ratio	1:30
11.	Product Knowledge Rating	80%
12.	Staff Efficiency and Promptness Rating	80%
13.	Effectiveness of Course Delivery Rating	80%
14.	Effectiveness of Trainer /Teaching Delivery Rating	80%
15.	Overall Student Satisfaction Rating	80%
16.	Effectiveness of Training Facilities Rating	80%
17.	Overall Satisfaction with Staff Rating	80%
18.	Effectiveness of Customer Service	80%