



Authorised Platinum Exam Centre

## *OUR PROMISE TO YOU*

*We are 100% committed to providing you with the best candidate experience possible.*

*In order to meet this promise, our staff are positive, friendly and knowledgeable and share our core values in helping others and ensuring excellent customer service.*

*We aim to:*

- *take the time to understand our candidate needs and develop solutions to meet or exceed them.*
- *build long-term loyalty with our preparation centres with a commitment to customer satisfaction.*
- *ask for your feedback and review our processes to ensure we are continuously improving*

*We always enjoy hearing from our candidates, teachers, parents and schools.*

*We are always working to achieve our customer promise but if you do have cause to complain then you can find our centre complaints policy on our website.*