



Client Service Standard

“We pride ourselves on being responsive, responsible, relevant and committed to excellence of service.”

The following standards comprehensively outline the client service offered by Electus:

- Electus will, at all times, endeavour to address and provide industry standard training and assessment.
- The issuance of nationally recognised Qualifications and Statements of Attainment will always occur within thirty (30) working days of successful client completion.
- All staff will encourage a friendly and relaxed atmosphere, and clients will be greeted warmly at all times.
- Electus is committed to providing a safe and productive learning environment. Training is delivered in an environment which allows for achievement of the training aims and which satisfies statutory Occupational Health and Safety requirements and Workplace Standards.
- Electus ensures that participants are not kept in any element of a training program longer than is necessary for the achievement of the agreed training outcomes.
- All staff will embrace Electus commitment to the continual introduction of more flexible, client orientated delivery and assessment arrangements. Facilitators will always be aware of the special needs of clients, and delivery/assessment methodology will always be adapted to meet client need.