

SERVICE GUARANTEE POLICY

Commencement Date: 01 December 2008

Category: Corporate Governance

1. PURPOSE

This document is to describe the policy to guarantee the quality of the various services rendered to students and visitors.

2. APPLICATION

All Students and Stakeholders

3. EXCEPTIONS

NIL

4. POLICY STATEMENT

Curtin Singapore staff shall provide a timely and efficient service at all times to all enquiries, by whatever medium they are received.

All students and visitors to the campus shall be treated with respect and in accordance with the Values of Curtin Singapore.

At all times courses delivered on the Curtin Singapore campus will be registered with the Council for Private Education

Curtin Singapore shall comply with the regulations and requirements of all appropriate Singapore government bodies in relation to education matters.

5. OBJECTIVES

- To enable staff to be informed ambassadors, familiar with courses and academic matters of Curtin Singapore
- To establish processes whereby Curtin staff will be able to provide the public, visitors and students with clear and accurate information.

RESPONSIBILITIES	
Policy Director	Pro Vice-Chancellor
Contact	Pro Vice-Chancellor
Review Date	08 Oct 2012

Revision Ref No	Approved/ Rescinded	Date	Committee /Board	Document Reference
Version 1	Approved	01 Dec 08	Executive Committee	Nil
Version 1.1	Approved	01 Nov 09	Executive Committee	Change of logo and format
Version 2	Approved	08 Oct 10	Executive Committee	Executive Committee Meeting Minutes