

SERVICE GUARANTEE POLICY

Commencement Date : 01 December 2008

Category: Staff and Students

1. PURPOSE

The purpose of this document is to describe the policy to guarantee our various services rendered to our students and public.

2. APPLICATION

All Staff and Students

3. EXCEPTIONS

NIL

4. POLICY STATEMENT

The Curtin Singapore Reception desk serves the general public and visitors as well as attends to students' basic query, including the provision of relevant students' forms. The Student Services desk of Curtin Singapore assists and serves all students on queries with regards to their status and academic matters, including the provision of all relevant forms. The service desks hours and commitments are as follows:

Reception - 8.30am to 6.00pm (Monday – Friday)
 Student Services - 8.30am to 7.30pm (Monday – Friday)

- We aim to provide timely and courteous service at all times
- We provide educational courses that are registered with the Ministry of Education, Singapore and the Immigration & Checkpoints Authority of Singapore.
- We welcome feedback, be it comments or suggestions, via email or feedback form, to help us continuously improve to serve the public, visitors and students better

5. OBJECTIVES

The aim of the service desks is as follows :

- To be informed ambassadors, familiar with courses and academic matters of Curtin Singapore
- To provide public, visitors and students with clear and accurate information, wherever possible
- To treat public, visitors and staff with respect and courtesy
- To provide immediate answers to personal or telephone queries and/or to revert within 3 working days to queries that cannot be resolved immediately.

RESPONSIBILITIES	
Policy Manager	Student Services Manager
Contact	6593 8021
Approval Authority	Executive Committee
Review Date	01 Nov 09

Revision Ref No	Approved/ Rescinded	Date	Committee /Board	Document Reference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