

Customer Service Statement – Education

Our mission is to provide support to community fitness instructors, developing and supporting them in business and education. Working to deliver Active IQ courses we will deliver quality courses for fitness instructors.

We aim to consistently deliver quality courses and fair assessment processes that will exceed customer expectation.

We will conform to the highest professional standards.

Our teaching ethos will be supportive, providing guidance to help each individual meet their full potential.

We have high standards of our work force, expecting them to be currently practicing instructors with a commitment to their own personal professional development.

Our tutors and assessors will ensure that they communicate on a timely basis to all students in order to help and support them. Tutors/assessors will where ever possible endeavour to respond to email/phone within a 48-hour window.

Where we do fall short of the high standards we set ourselves we have a clear complaints policy that we will follow.

June 2019

Review date June 2020