

Service Guarantee

Updated on 05/05/2015

City College guarantees that our services and course delivery system is suitable, adequate and effective through consistent continual improvement and evaluation processes. We seek to conform to applicable statutory and regulatory requirements without exception. Our teachers possess the requisite experience, qualifications and competency to conduct the courses.

Our commitment is to always place the welfare of our students first. We match students' needs and proficiencies for the courses offered by means of an objective assessment. In accordance with our core values, we will demonstrate honest, open and ethical behavior in all transactions.

We have in place an appropriate refund policy of the course and other related fees in the event of cancellation, non-completion, termination of course, or breach of the Standard PEI-Student Contract.

We seek to provide to the best of our ability, facilities and the necessary support services to enable our students to have a conducive and pleasant experience in their learning.

SERVICE QUALITY TARGETS

We are committed to:

- Responding (interim) to customer feedback within 1 working day.
- Resolving grievances / disputes within 14 working days.
- Issuance of examination results within 14 working days from the last assessment date (school courses).
- Processing refunds within 7 working days.

CITY COLLEGE PRIVATE LIMITED

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