

## **SERVICE GUARANTEES**

1. ECTC accept students if they meet our entry requirements / pre-requisites as per Schedule I of their Standard Student Contract.
2. ECTC match students' needs and proficiencies for the courses offered by means of verifications of qualifications and an interview.
3. ECTC notify students at least 7 days in advance for any delay in the course commencement date. Such postponement is kept within two (2) weeks.
4. ECTC give full refund of course fees, non-tuition fees if we should *prematurely* terminate a course for any reason.
5. Our teachers/trainers are professionally qualified and committed to conduct the full course curriculum.
6. The total duration of classroom learning shall adhere to the published time- table.
7. ECTC offer students adequate facilities and support services to foster a conducive and pleasant learning experience.
8. Students are awarded the Certificate upon passing all prescribed examinations and have achieved at least 90% attendance.

