

# TRAINING COURSE CUSTOMER GUARANTEE POLICY

## INTRODUCTION

Ubique is committed to providing exceptional learning experiences and ensuring our customers' satisfaction. We strive to continuously improve our programmes and provide learners with the knowledge and skills they need to succeed in their professional endeavours. We believe in the quality and effectiveness of our training programmes, and we stand behind them with our customer guarantee to give peace of mind and confidence when choosing our services.

## OUR GUARANTEE

### Quality Instruction

We guarantee that our training programmes will be conducted by experienced trainers who are specialists in their respective fields. They will deliver engaging and informative sessions that meet the highest standards of professional instruction.

### Relevant and Up to Date Content

We guarantee that the training content we provide will be current, relevant, and aligned with industry best practices. Our training courses are regularly reviewed and updated to reflect the latest advancements and trends in the subject matter.

### Alignment to Learning Outcomes

We guarantee that the training content we provide will be delivered in line with clearly defined, pre-agreed learning outcomes. Learners will know exactly what they will learn, how competence will be demonstrated, and how the training links to operational or compliance requirements.

### Interactive Learning Environment

We guarantee a dynamic, interactive learning environment that fosters active participation and engagement. Our training sessions are designed to encourage collaboration, discussions, and hands-on activities where possible to enhance the learning experience.

### Comprehensive Course Materials

We guarantee that all necessary course materials and digital resources will be provided to support your learning journey. These materials are designed to supplement the training sessions and serve as valuable references beyond the course duration.

### Responsiveness to Client Needs

We guarantee our commitment to adapting delivery, where reasonable, to meet learners' specific operational, cultural, or compliance requirements. This includes tailoring examples, scenarios, and emphasis to ensure relevance and practical value.

### Professional Conduct

We guarantee our trainers and support staff will always act with professionalism, integrity, and respect. This includes punctuality, preparedness, confidentiality, and adherence to organisational codes of conduct.

You can choose Ubique with confidence, knowing that we are invested in your growth and learning journey.