

**ILKAP's Client Charter Achievement Report from
1 January 2019 until 28 February 2019**

A. Training Programme

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
1. Plan and implement quality training programmes according to a fixed curriculum	20	100	0	0	20
2. Conduct not less than 90% of the scheduled courses every year	20	100	0	0	20
3. Disseminate information in relation to the scheduled training programme not later than one month before training commences	20	100	0	0	20
4. Provide lecturers with knowledge and expertise in the field the course is going to be conducted	71 (All lecturers must attain average score not less than 4 as prescribed by MS ISO 9001:2015)	100	0	0	71

B. Facilities for Participants Attending Courses

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
5. Provide comprehensive and latest reference materials	24,486 (All reference materials were comprehensive and latest and have achieved average score not less than 4 as prescribed by MS ISO 9001:2015)	100	0	0	24,486
6. Ensure that all training facilities and equipment are operational and ready to be used before and for the duration of the course	All training facilities and equipment are functional and have achieved average score not less than 4 as prescribed by MS ISO 9001:2015	100	0	0	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2015
7. Provide a suitable, comfortable and conducive learning environment	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2015	100	0	0	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2015

C. ILKAP's Management of Administration

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
8. Ensure all claims are settled within 14 days	54	100%	0	0%	54
9. Ensure that all inquiries and complaints are responded to within 48 hours	34	97%	1	3%	35