

Client Charter

You are entitled to and expect U-Phorm to help you:

By being courteous at all times;
To understand your rights and commitments as a customer;
By being reasonably accessible via e-mail, telephone or general mail;
By responding to queries within five working days;
By continually improving and upgrading our services and products;
By providing high quality training and promoting 'best practice' within a variety of recognised qualifications.

To be fair and reasonable:

By treating everyone equally;
By providing access to training resources and support;
By ensuring you receive regular contact from us (no less than every four weeks)

To protect your information:

In accordance with the Data Protection Act 1998;
By maintaining strict individual and company confidentiality;
By providing access to our data protection policy.

In return, your responsibilities are:

To support students (commitment of teachers and employers);
To notify U-Phorm of any changes in employment (students' and employers' commitment);
To complete the works scheduled or advise of any difficulties in completing the work.