



Member of VTC Group
VTC 機構成員

Performance Pledge for Course Arrangement

Services

Standards Pledged

Handling of Enquiries on Courses received through the following channels

- E-Mail
- Written (mail or fax)
- Telephone
- Mailbox of Interactive Voice Response System (IVRS)

A reply will normally be sent to the enquirer by e-mail within 3 working days or else an interim reply will be provided.

A reply will normally be sent to the enquirer by mail or by fax within 3 working days or else an interim reply will be provided.

Enquiries through in-coming calls will be handled instantly.

The enquirer will be contacted by phone within the next working days.

Announcement of Course Schedules

- Schedule of Announcement
- Mode of Announcement

Course schedules for the following quarter will be released on or before the 20th day of December, March, June, and September.

Course schedules will be released through at least one of the following means:

- Quarterly Prospectus
- PEAK Website
- Promotion Leaflets
- Promotion Emails

Course Commencement / Cancellation

- Confirmation of Class
- Class Information
- Class Cancellation

Successful applicants will be informed of class confirmation at least 7 working days before the scheduled course commencement date.

Enrolled students will be notified of the class information by the contact information/method which they have indicated in the application form at least 3 working days before the scheduled course commencement date.

For courses cancelled due to insufficient enrollment, respective applicants will be provided with information on similar/alternative programmes offered by PEAK in 14 working days for their consideration.

Issue of Certificate

- Non-award-bearing courses
- CPD courses

Course participants who have achieved an attendance rate of 80% or above will be issued an Attendance Certificate within 7 working days after course completion.

Course participants who have enrolled on the course 3 working days before the first class, and have achieved the attendance requirement of the course will be issued an Attendance Certificate at the end of the last session of the course.