



Our Service Pledge

Our students' satisfaction and delight are a top priority at ERCI.

The River Valley Campus Reception is our Service Desk. It is based on the principle of a one-stop shop that if we are unable to answer your query; it is our role to point you in the direction of an ERCI team member who can. In this sense we offer both general guidance and easy access to specialist advice. We strive to provide a high quality service and we have included our performance targets here for your information.

Service Desk Hours

Mondays – Fridays 9am to 8pm Saturdays 10am to 2pm

Performance Targets

- To be informed ambassadors, familiar with ERCI
- To provide all enquirers with clear, full and accurate information
- To treat all enquirers (students, staff and visitors) with respect and courtesy
- To finalise at least 85% of personal/telephone enquiries at the time they are made
- To finalise within 3 working days those personal enquiries which cannot be answered in full at the time they are made
- To respond to initial email and voicemail enquiries on the day on which the enquiry is received (unless the enquiry is received after 4pm), in which case we will respond no later than the following working day

Conformance with Regulatory Environment

We at ERCI place great emphasis on conformance with all regulations set by Council for Private Education (CPE), Ministry of Education (MOE), Immigrations and Checkpoint Authority (ICA), Consumer Association of Singapore (CASE), Singapore Civil Defence Force (SCDF), Workforce Development Agency (WDA), Singapore Tourism Board (STB) and other governmental authorities, as well as our University partners. Importantly, ERCI is a registered Private Education Institution with Ministry of Education, and all our programmes and lecturers are registered with MOE without exception.

All our Diploma and Advanced Diploma programmes are registered with the MOE, and are articulated by Universities worldwide and the degrees and postgraduate qualifications offered through ERCI are from accredited, bona fide tertiary institutions.

Our Value-Adds

At ERCI, some of the services students can look forward to include:

- i. **Internships and Jobs Placement** - We assist interested students with contacts for internship and jobs, covering different industries.
- ii. **Training and Workshops** - We offer a range of enrichment training and workshops throughout the academic year to help students to gain an immediate competitive advantage upon entering the job market.
- iii. **Career Counselling** - We meet with students for career counselling and provide resume and cover letter critique. We provide recruitment services for prospective employers seeking the right talents. Partnering with potential employers, we are committed to making ERCI a top choice to recruit dynamic, motivated and talented individuals with a good fit into the hiring organisations.
- iv. **Networking Opportunities** - We provide our students with many opportunities and access to network with some of Asian's top entrepreneurs and corporate titans.
- v. **Mentoring** - Being passionate about the success of our students, we provide mentoring and business consultation opportunities when requested to assist our students to be successful in their business ventures and ideas.
- vi. **Angel Funding** - To encourage the spirit of entrepreneurship and success, ERCI makes available angel funding opportunities to feasible business ventures and ideas of our students.
- vii. **Total Success Programme** - For students who are enrolled in our Degree and postgraduate programmes, we offer a free Total Success Programme that comprises valuable financial and market intelligence, as well as access to successful corporate titans to coach them to being successful in life and business.

Our Service Guarantee

Your satisfaction is OUR top priority. At ERCI,

- i. We provide timely, courteous customer service. If we are ever discourteous, please let us know as your comments will help us to serve you better.
- ii. We provide you with educational courses that are registered with the Ministry of Education Singapore and the Immigration & Checkpoints Authority as promised. If we offer any educational courses that are not registered by either authority, we will award you with a FULL refund of your course fees paid.
- iii. We provide you with accurate payment invoice always. If your invoice is ever inaccurate, in addition to correcting it, we will award you 10 percent of the error. The minimum award will be \$10, and the maximum \$500.
- iv. We will always provide you with a receipt for any payments made to ERCI. If we fail to provide you with a receipt, we will award you \$10 together with a new receipt issued.

Compliments and Complaints

We welcome any feedback from students, visitors and the public at large whether complimentary or not. At ERCI, we provide timely, courteous customer service. If we are ever discourteous, or if your inquiries are not handled in a timely manner, please let us know.

Your comments will help us to serve you better. If you are not happy, we want to know. Please contact us by email, servicequality@erci.edu.sg whenever you have a concern or a problem with your service or call our Customer Service Hotline at **+65 9638 0956**

Please provide us with any comments or suggestions which may help us improve the service we offer.

Yours Sincerely,

Mr Andy Ong
Chief Executive Officer

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Company Registration No. 200311146N

