



## **Client service standards**

NDA will, at all times, endeavour to address and provide industry standard training and assessment.

The issuance of nationally recognised qualifications and Statements of Attainment will always occur within one month of successful client completion.

NDA is committed to providing a safe and productive learning environment. Training is delivered in an environment which allows for achievement of the training aims and which satisfies statutory occupational health and safety requirements and workplace standards.

NDA ensures that participants are not kept in any element of a training program longer than is necessary for the achievement of the agreed training outcomes.

All training and assessment staff will embrace NDA's commitment to the continual introduction of more flexible, client-orientated delivery and assessment arrangements. Trainers and assessors will always be aware of the special needs of clients, and delivery and assessment methodology will always be adapted to meet client need.