

Ballistic Training Solutions is committed to providing our customers with excellent customer service and high quality products and services.

Purpose

- Develop and deliver responsive, competitive and quality training, recruitment and consultant services which meet our customers' needs
- Engage staff who are industry professionals and leaders within their chosen field
- Provide an environment of learning and support which is empathetic, flexible, supportive and innovative
- Develop sustainable relationships with all our customers by listening to their needs and concerns
- Create an environment for continuous improvement and growth
- Provide a customer focused enrolment, entry and exit process
- Record and distribute accurate results and analysis within the specified timeframes
- Provide feedback on workforce planning strategies on a regular basis
- Listen to customers, industry and professional associations in the development and implementation of innovative workforce planning solutions

Our Service commitment

We will:

- Be open and honest at all times
- Inform you of your rights, obligations and entitlements
- Be co-operative and responsive to your needs
- Respond to your feedback and address concerns raised to enhance learnings
- Provide high-quality, tailored and cost-effective service solutions
- Adhere to regulations relating to Workplace Health and Safety in the provision of a safe learning environment
- Commit to protecting your privacy and provide confidentiality of your information.

Our Goal

Our goal is to have all staff recognise and work within the principle of "Total Client Satisfaction ".

Authorised by:

A handwritten signature in black ink, appearing to read "P. Tremain", with a long horizontal stroke extending to the right.

Peter Tremain
Chief Executive Officer