

# Our promise to you

**Whatever you want to achieve with Qlympus Academic and Training Services (QATSL), we want to make sure you enjoy it and receive the best possible service from us.**

**We will:**

- listen carefully to you and help you find the right learning, qualification, or support to achieve your goals.
- ensure you know what to expect, who will support you and how they can help.
- be flexible in how we support you and make it easy for you to get in touch with us.
- understand your needs and circumstances to make sure you get the most out of your time with us.
- treat you fairly, politely and with respect.
- ensure our staff are professional and have the skills and knowledge to support you.
- provide help and support if you have a problem, question, or complaint.
- let you know if you're eligible for funding or how much you need to pay, and whether you can get help with your costs.
- help you work out what your next steps could be, so you continue developing new skills, whatever your age and circumstances.

**In return, you should:**

- complete the activities and work that you agree with us.
- participate fully and actively in your programme.
- treat DTS staff, learners, and customers fairly, politely and with respect.
- talk to our staff regularly about your progress.
- let us know if you need any extra support to help you achieve your goals.