



TE MAHI AKO

Customer Commitment

As a customer of Te Mahi Ako you can expect great service from us!

On receipt of fully completed documentation, here is our commitment to you:

Learner Enrolment

We will process your training agreement within 10 working days.

Resources

You will receive your resources (if required) on receipt of your training agreement or credit reporting within 10 working days.

Credit Achievement

We will process your credit reporting form and acknowledge completion of the unit standards within 10 working days.

Awarding of Certificates and Cards

We will award your qualification or card when we receive your final credit reporting within 21 working days.

Assessor Application

We will advise the decision on your Assessor application within 21 working days.

Note: This includes the time for a Senior Assessor Mentor (SAM) to review the application.

Assessor Registration

We will send an Assessor registration pack (including Assessor card, scope information and assessment resources) on confirmation of your Assessor registration from a Senior Assessor Mentor within 20 working days.

Assessor Scope Extension

We will advise the decision on your scope extension within 15 working days.

Note: This includes the time for a Senior Assessor Mentor to review the scope extension.

Notification of incorrect documentation

We will contact you if the documentation provided to us is not fully completed within 5 working days.

If we are not meeting these expectations, we want to hear from you. **Contact us on 0508 475 455 or info@temahiako.org.nz**