

**APN's Client Charter Achievement Report
from 1 January 2026 until 31 January 2026**

A. Training Programme

Promise	Fulfilling Client Charter Period/ Standard		Exceeding Client Charter Period/Standard		Number of Service
	Total of Fulfilling Standard	% Fulfilling Standard	Total of Exceeding Standard	% Exceeding Standard	
1. Plan and implement quality training programmes according to a fixed curriculum	21	100	0	0	21
2. Conduct not less than 90% of the scheduled courses every year	21	100	0	0	21
3. Disseminate information in relation to the scheduled training programme not later than one month before training commences	21	100	0	0	21
4. Provide lecturers with knowledge and expertise in the field the course is going to be conducted	106	100	0	0	106
	(All lecturers must attain average score not less than 4 as prescribed by MS ISO 9001:2015)				

B. Facilities for Participants Attending Courses

5. Provide comprehensive and latest reference materials	25,366	100	0	0	25,366
	(All reference materials were comprehensive and latest and have achieved average score not less than 4 as prescribed by MS ISO 9001:2015)				
6. Ensure that all training facilities and equipment are operational and ready to be used before and for the duration of the course	161	100	0	0	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2015
	All training facilities and equipment are functional and have achieved average score not less than 4 as prescribed by MS ISO 9001:2015				
7. Provide a suitable, comfortable and conducive learning environment	16	100	0	0	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2015
	Have achieved average score not less than 4 as prescribed by MS ISO 9001:2015				

C. APN's Management of Administration

8. Ensure all claims are settled within 14 days	25	100%	0	0	0
9. Ensure that all inquiries and complaints are responded to within 48 hours	10	100.0%	0	100.0%	22