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| COLLIERY TRAINING COLLEGE (PTY) LTD | DOC NO: | IMS PROC 8.2.1 |
| MANUAL: INTEGRATED MANAGEMENT SYSTEM PROCEDURES | REV: | 04 |
| SUBJECT: CLIENT RELATED PROCESSES | LAST REVIEW DATE: | 07/06/2022 |
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CLIENT RELATED PROCESSES

1. PURPOSE

Effective and efficient communication processes are essential for the accurate determination of client requirements. Such processes enable:

- the identification of all relevant information
- Evaluation of external providers e.g., fixed-term Training Officers
- review of all relevant information
- understanding the needs and expectations of the clients, and
- to assess whether the organization has the ability to meet such requirements.

2. SCOPE

This procedure applies to all activities and processes associated with client related activities within the organisation. It shall address the requirements of the integrated management system. Note - clause 8.4 of ISO 9001:2015 shall be addressed by procedure 9.1.1 Monitoring, measuring, analysing and evaluation procedure.

3. OBJECTIVES

To ensure that the requirements in terms integrated management system pertaining to client related processes are addressed and adhered to. These include:

3.1 Determination of requirements related to the training deliverables

- Specified by the client, within the confines of the subject matter as prescribed at SETA level.
- not specified by the client but necessary for specified or intended use, where known,
- that pertain to legal or other requirements (note that other requirements in this instance may relate to standards, specifications, codes of practice or such requirements as determined by the organisation)

3.2 Review of requirements related to training to ensure that:

- requirements are defined, within the confines of the subject matter as prescribed at SETA level;
- service level agreements or contract requirements differing from those previously expressed are resolved;
- the organisation has the ability to meet the defined requirements prior to order / contract acceptance;
- documented information of the results of the reviews and actions arising from the review process are maintained;
- in the case where the client has not provided documented statement of requirement(s) such requirement(s) shall be confirmed by the organisation before acceptance;
- in the case where service delivery requirements are changed, the changes are documented and communicated and that all relevant parties are made aware of such changes.

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3.3 Determination of client communication processes to implement effective and efficient channels of communication relating to:

- general information regarding CTC Services,;
- enquiries;
- contracts;
- client feedback including client complaints (for complaint handling refer to the end of this procedure); and
- Client needs and expectations in order to enhance client satisfaction.

3.4 Establishment and implementation of client satisfaction measurement processes

To monitor information relating to client perception as to the extent the organisation has met client requirements.

4. RESPONSIBILITY AND AUTHORITY

4.1 Top Management

Top Management has the responsibility, designated authority and accountability to ensure:

- that processes are established, implemented and maintained for all departments falling under their scope of control to ensure that the requirements of this procedure are addressed and adhered to;
 - the necessary resource needs are provided for each relevant department falling under their scope of control;
 - create continual awareness on the importance of meeting client requirements and associated requirements as may be appropriate;
 - measurement processes are established, implemented and maintained to monitor information with regards to meeting client expectations, perceptions and satisfaction.
- In addition to the above, the responsible Top Management involved in marketing the organisation's service deliverables, shall determine, market trends in relation to the organisation product.

4.2 Management

Management has the responsibility, designated authority and accountability to ensure:

- That processes are established, implemented and maintained to address all relevant requirements as documented under section 3 - Objectives of this procedure;
- That the relevant communication processes relating to client processes are reviewed on a regular basis to ensure they remain both effective and efficient.

5. PROCESS CONTROL REQUIREMENTS

The following processes have been established in this regard:

- 5.1 Regular board meetings (shareholders are also our clients)
- 5.2 Training Manager Liaison Meetings
- 5.3 Training Officer Meetings

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5.4 Client focused visits

5.5 Client surveys (at least twice per year)

5.6 Client complaints procedure which includes course feedback / Learner exit questionnaires)

5.7 Online survey (Survey monkey)

5.1 Client Surveys

The results of surveys will be reported and documented at weekly management meetings to decide on corrective actions if needed. Below 3.0 ratings on a 5-point scale or below 2 on a 4-point scale from 25% participants, will be investigated by the relevant HoD, and be documented as client complaint. The Support Services Specialist will be responsible to record any non-conformances or potential non-conformances on the relevant register. This will be tabled at Management Review Meetings.

5.2. Client complaints procedure

5.2.1 Purpose

It is essential that all client complaints, irrespective of severity or type, are addressed in a formal manner. This will ensure that complaints are brought to the attention of the responsible functions so that the appropriate follow-up action is carried out in a well-coordinated manner.

5.2.2 Scope

This procedure shall cover all client complaint activities.

5.2.3 Objectives

- i) Ensuring that all client complaints are:
 - a) formally registered
 - b) reported to the responsible functions concerned
 - c) investigated in a timely manner
- ii) Ensuring that the appropriate action is determined and implemented based on investigation findings.
- iii) Ensuring that corrective action is reviewed for effectiveness on a continuous basis and that where such action is not effective, alternative action is determined and implemented.
- iv) Ensuring that any communication with the client or third party is carried out in a cordial manner irrespective of complaint outcome.

5.2.4 Responsibility and authority all personnel

In addition to the responsibilities and authorities detailed previously, all personnel have the responsibility and accountability to ensure that:

- a) All client complaints reported to them by a client and/or third party are reported without delay to the Head of Department so that a formal complaint can be registered and documented on

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the prescribed form. Client complaints and related non-conformities will be investigated objectively, and corrective action implemented to prevent recurrence.

- b) Adequate information is obtained with regards to the complaint from the client and/or third party and that such information is submitted to the relevant department for follow up and corrective action. In areas of concern for further processing and investigating the complaint will be brought to the attention of top management at the weekly management review meeting where it will be reviewed, and decisions will be documented on the prescribed form.
- c) The completed form will be submitted to the Support Services Specialist who will record the complaint on the client complaint register and refer it to the Management Review Meeting for review.
- d) Course/Learner exit questionnaires shall be completed at the end of each course/ block by all learners. Training officers will collect them and submit it to the Quality Assurers of each department/ discipline within 2 days after the block or course has ended. The Quality Assurers will analyse them and discuss results and findings with the Head of Department, who will update learner feedback registers within 2 weeks. In the Engineering training department, should 7.5% or more of the learners complain about the same issue, it will be investigated by the HoD and be documented as client complaint.
- e) In the Mining Training department, the Learner feedback form shall be completed at the end of each course by all learners. The Training Officer shall collect them and submit to the Training Administrator and should 25% or more of the learners complain about the same issue, it will be investigated by the HoD and be documented as client complaint.