

Customer Service Policy

As a major step in its drive to maximize the quality of its service delivery, AVTES has established a customer service policy. This policy aims to provide customers (see note below) with a high quality service.

The term customers refer to:

- All users of AVTES services including students and employers
- Businesses and organisations including AAC's and other government bodies, with which AVTES deals.
- Staff of AVTES who interact with each other as internal customers.

Introduction

This policy applies to all organizational areas of Australian Vocational Training and Employment Services (AVTES) and its clientele and staff with regard to customer service policy and practices.

Customer Service policies and procedures are incorporated into AVTES organizational structure in such a way that will:-

- ensure all existing and potential clientele to the business have access to and benefit from its professional and experienced staff;
- that such clientele are dealt with in a polite and courteous manner in keeping with preferred etiquette standards; and
- strengthen existing relationships with community and industry providers.

Fundamental Elements

Perception

AVTES' staff are committed to addressing both existing and potential clientele in a fashion that suits both their needs and expectations by way of treating all customers in a fair and helpful manner whether it be through face-to-face discussion or electronic and telephone communication.

AVTES, as an organisation, also strives to provide a professional image to its existing and potential clientele through the maintenance and upkeep of its building and surrounds. To this end, front reception and individual workstations/Dept areas are to be maintained and kept clean, tidy and clear from all obstructions to create a suitable business ambiance. Suitable foliage has also been placed around the office to aid the setting of a harmonious atmosphere.

Although AVTES has no set corporate uniform or dress code as such, it is expected that employees will be suitably groomed and dressed to a standard in keeping with their given position within the organisation.

Etiquette

The employees of AVTES take a keen interest in the organisation's existing and potential clientele and ensure that any inquiries are referred to other staff or Government agencies/community organizations for appropriate action.

AVTES prides itself on providing a professional, polite, friendly, considerate and empathetic service to all of its clientele; whether it be a prospective student, employer or member of the wider community – refer "*Providing Exceptional Customer Service*" section.

Under our existing Access & Equity and OH&S organizational policies and procedures, AVTES' clientele are entitled to train and work in an environment that is free from discrimination and harassment of any form – refer "*OH&S*" section of this Procedure Manual.

Harassment Policy

AVTES is committed to all relevant Commonwealth, State/Territory legislation and regulatory requirements when it comes to our work environment. We seek to provide a safe work place that is free from harassment, victimization and bullying.

Accordingly, to ensure that all customer service related issues can be addressed within a reasonable timeframe, it is requested that students and visitors behave in a respectful and courteous manner towards staff –refer “*Handling Complaints*” section.

Sales Representatives (Hawkers)

AVTES has adopted a “no soliciting” policy for all services/products offered by external sales representatives who do not have prior consent from the Directors of the organisation. This includes “hawkers” off the street and the cold canvassing/marketing of external services via email or over the telephone.

Knowledge Base

The employees of AVTES are trained to have an excellent knowledge base of both their internal and external working environments. This ensures that sound advice is given to all existing and potential clientele on the many services and products we offer as well as the external related agencies and Government organisation amenities available.

Professional Development

AVTES has an internal culture which encourages its employees to undertake professional development continually throughout the term of their employment in order to strive for excellent job knowledge – refer *Human Resources* section of this Procedure Manual.

Diversity

Australia is a multi-cultural society which believes in equality and tolerance for its citizens. As such, AVTES’ employees are flexible in being able to effectively deal with a wide range of people with varying needs and requirements.

Managing Change

As part of AVTES internal culture, the embracing of change both internally and external to the organisation is encouraged and supported – refer *OH&S* and *Human Resources* sections of this Procedure Manual.

Administrative Skills

As part of AVTES’ quality assurance and risk management framework, the organisation has established sound administrative policies and procedures which can be consistently used by staff in an array of circumstances. These policies and procedures assist staff in providing a timely and effective response to all inquiries and ensure consistency is practiced.

Qualifications & Experience

All administration staff employed by AVTES have Position Descriptions which clearly illustrate their position objectives, specific accountabilities and required qualifications and experience. This vast pool of expertise ensures that organisational policies and procedures are discussed and reviewed in an appropriate format in keeping with statutory guidelines, legislative requirements and industry trends/demands.