

# AVTES CUSTOMER SERVICE POLICY

## Introduction

As a major step in its drive to maximise the quality of its service delivery, AVTES has established the following customer service policy. This policy aims to provide all AVTES customers with a high quality service.

The term customers refers to:

- all users of AVTES services including students and employers
- businesses and organisations including Apprenticeship Network Providers and other government bodies, with which AVTES deals.
- staff of AVTES who interact with each other as internal customers.

This policy applies to all organisational areas of AVTES and its clientele and staff with regard to customer service policy and practices.

Customer service policies and procedures are incorporated into AVTES organisational 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/department areas are to be maintained and kept clean, tidy and clear from all obstructions to create a suitable business ambiance. Suitable wall hangings and décor have 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. Staff are encouraged to use the corporate colours (black, teal and white) to form the basis of their work clothes, and are encouraged to arrange for embroidery of the company logo. Nametag lanyards are also available to all staff for use when representing the organisation externally.

### 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 organisations for appropriate action, when required.

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. Under our existing OH&S, Bullying and Harassment and Access and Equity, policies (GM-P01, GM-P03 and GM-P06 respectively) AVTES' clientele are entitled to train and work in an environment that is free from discrimination and harassment of any form.

### **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.

### **Sales Representatives (Hawkers)**

AVTES has adopted a "no soliciting" policy for all services/products offered by external sales representatives as an approach of introduction to 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. Please refer to the Professional Development Procedure (HR-PR05) for additional information.

### **Managing Change**

As part of AVTES internal culture, the embracing of change both internally and external to the organisation is encouraged and supported. This culture is clearly demonstrated throughout the procedures and policies within AVTES' Information Management System (IMS).

### **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 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.