

Customer Service Charter

The Southern Queensland Institute of TAFE is committed to providing our customers with excellent customer service and high quality products and services.

Who is this Charter for?

It is for all our customers who receive or seek our services which include students, businesses, the wider community and staff.

What we aim to Do

- Develop and deliver responsive, competitive and quality vocational education and training programs, products and services which meet our customers' needs.
- Engage teachers who are industry professionals and educational leaders within their chosen field.
- Provide an environment of learning which is empathetic, flexible, supportive and innovative.
- Develop sustainable relationships with all our customers by listening to their educational needs and concerns.
- Create an environment for continuous improvement and growth.
- Provide a customer focussed enrolment, entry and exit process.
- Provide accurate information in a timely manner.
- Record and distribute accurate results within the specified timeframes.
- Provide feedback on student performance on a regular basis.
- Listen to customers, industry and professional associations in the development and implementation of innovative learning solutions.

Our service standards

When you contact us we will

- Provide a friendly service.
- Be available to attend to your request.
- Strive to deal with your enquiry, enrolment or concern promptly.
- Provide you with accurate, consistent and relevant information.
- Assist you to find an alternative training solution if required.

Our Service commitment to you is that we will

- Be open and honest at all times.
- Be respectful and courteous in our dealing with you.
- Inform you of your rights, obligations and entitlements.
- Be co-operative and responsive to your needs.
- Use plain language and take reasonable steps to communicate with you in a suitable way.
- Be easy to contact whether it is in person, phone, fax or email.
- Act on your feedback and address concerns you raise to enhance learnings.
- Refer you to the necessary organisation when we do not provide the service you require.
- Provide high-quality, tailored and cost-effective training solutions.
- Adhere to regulations relating to Workplace Health and Safety and Access and Equity in the provision of a safe learning environment.
- Commit to protecting your privacy and provide confidentiality of your information.

Helping us to help you

- Supply us with complete and accurate information and documentation.
- Treat staff, students and visitors with respect, honesty and courtesy.
- Treat the Institutes' facilities with respect.
- Take the time to advise us when you have a compliment, complaint or comment.

Our Goal

Our goal is to have all staff recognise and work with the principles of “Can Do Customer Service”. We will annually review the Charter to measure our compliance.

Confidence

Consistency

Capability

Collaboration