

Customer service charter

Like most businesses, we know that our success lies in delivering excellent service to you, our customer. Our customer service charter sets out our commitment to provide you with the service you can expect.

Who we are and what we do

ABS Institute of Management's mission is to help people to achieve their personal and professional goals by offering a range of programs that assist in building knowledge and skills to make it happen.

To do this we:

- Provide specialist programs for people who want to start their own business and be their own boss
- Help business owners improve productivity and build better businesses through training and development
- Offer training programs that improve your career prospects
- Assist you with your personal and professional development to gain worthwhile employment

Who accesses our services

ABS Institute work with businesses and individuals who want to:

- build career opportunities in self-employment as entrepreneurs who start their own business
- build existing businesses by developing the knowledge and skills of management and staff
- maintaining professional development through the training of new and existing employees

Our Customer Service Principles

Responsiveness

- We will respond promptly to your enquiries through our phone, web service and our office network within one working day - and mail correspondence within 5 working days
- We will provide accurate and up to date information, when you need it

Quality service

- Our people understand your issues because of their extensive experience working with business and a broad range of clients from diverse backgrounds
- We aim to tailor our response to your needs
- We aim to provide linkages and referral to other government information relevant to your business needs
- We are open and accountable to the community under the law and within the framework of the government contracts we deliver and our legislative responsibility as a Registered Training Provider (RTO ID: 51804) and provider of federal and state government services.

Confidentiality

- We have systems in place to ensure that we protect your confidential information
- We understand that your ideas are your business advantage - and will not use our position to gain an advantage for ourselves or others - or cause a detriment to you

- We handle all your information in accordance with the Privacy Act, 1988.

Transparency

- We are open and transparent about our processes
- All our programme information is published on our website
- We aim to provide consistent and clear information across our communication channels
- Our staff must disclose conflicts of interest
- We will give you access to your personal information if you request it.

Professionalism

- Our business dealings with you will be conducted with integrity and honesty
- Our people will focus on helping you find solutions to your business needs
- Every customer is treated equally
- Our people will be accountable in their dealings with you.

Our Customer Service Standards

In providing our services, we value:

- meeting the needs of our community
- the diversity and individuality of all people
- the professionalism of our staff
- effective communication, including your feedback on our services
- our approachability.

You can expect:

- prompt, courteous service
- helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- fair and equitable access to our services and programs
- a clear set of procedures on how to submit a complaint to ensure that any dispute between us will be resolved fairly and quickly. For more details on our complaints process, please visit absinstitute.com.au at the bottom of any page under Feedback Form
- facilities and equipment which aim to meet your needs and are clean, well-maintained and accessible
- an information service which is responsive to your needs and provides access to resources beyond the office walls
- convenient hours of operations
- prompt responses to your enquiries, comments or complaints
- clear and accurate information regarding our policies and procedures which are also listed on our website at absinstitute.com.au
- confidentiality and privacy of customers' information is always respected
- All our products and services comply with the relevant government contractual obligations, requirements and regulations as well as the Standards for RTOs 2015 and any supporting amendments

- ABS Institute will provide you with clear, relevant and timely information to help you make an informed decision about our products and services. Where applicable, a set of terms and conditions relating to each product and service will be made readily available to you with all the relevant fees and charges if applicable.
- ABS Institute will inform you (e.g. through our office, over the Internet, SMS or telephone) of available products and services. You can also visit our office for further information.
- respect for your privacy always.

Help us to help you by:

- treating other people, you encounter in our programs with respect and courtesy, whether they be customers or ABS Institute staff
- treating facilities, equipment and property with due care
- assisting staff understand your needs clearly
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem
- participating in the activities and services offered by ABS Institute in a spirit of good humour and co-operation
- informing yourself of our policies and rules and always observing these (summarised under ABS Institutes Code of Practice)
- complying with any directions or instructions given by staff.

Contacts and Information

Our central office is located at:

Suite 6, 8 Welshpool Road, EAST VICTORIA PARK WA 6101

You can telephone us during business hours (except public holidays) on:

(08) 9355 5400 or toll free on 1800 501 588.

You can write to us at:

ABS Institute of Management

PO Box 4051

VICTORIA PARK WA 6979

or

email: clientservice@absinstitute.com.au

Our website is absinstitute.com.au