

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 helps entrepreneurs and businesspeople start and build businesses by offering programs that develop essential knowledge and skills.

To do this we:

- Deliver specialist programs under Self-Employment Assistance to individuals who want to start their own business and be their own boss
- Provide training and development opportunities for business owners to enhance their businesses and increase productivity.
- Offer coaching and mentoring to start-ups and small businesses to build and manage their operations.

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.
- We will provide accurate and up to date information, when you need it

Quality service

- Our staff have experience working with businesses and clients from diverse industries and backgrounds.
- We tailor our services to meet specific needs of individuals who engage with us.
- ABS Institute maintains quality assurance by being accredited under ISO9001:2015 an internationally recognised standard for quality management.
- We offer connections and referrals to other service providers relevant to business requirements.
- We operate in accordance with the law, government contracts, and our legislative obligations 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 and are accredited under ISO27001:2022 an internationally recognized standard for Information Security Management Systems (ISMS)
- 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:

- serving our community's needs
- valuing diversity and individuality
- maintaining staff professionalism
- encouraging open feedback
- staying approachable

Our services include:

- Prompt and courteous service is provided at all times.
- Staff members are thoroughly trained to offer assistance respectfully, maintain confidentiality, and adhere to culturally appropriate practices.
- Equitable access to all services and programs is ensured for every client.
- Clear procedures for lodging complaints are in place to facilitate efficient dispute resolution.
- Facilities and equipment are designed to meet client requirements and are consistently maintained for cleanliness, accessibility, and functionality.
- Information services are structured for convenience and accessibility, accommodating requests and providing access to resources beyond standard operating hours.
- Enquiries, comments, and complaints receive timely responses.
- Accurate and transparent information regarding products, services, policies, and procedures is readily available on our website.
- Client information privacy and confidentiality are rigorously maintained.
- All products and services comply with applicable government contracts, regulations, and the Standards for RTOs 2025.
- Information about products and services is communicated through multiple channels—including office visits, online platforms, SMS, and telephone—with further details available at our office.

Help us to help you by:

- Show respect to everyone in our programs, including customers and ABS Institute staff.
- Take care of facilities, equipment, and property.
- Clearly communicate your needs to staff.
- Give feedback to help us improve services or solve issues.
- Join activities with a positive and cooperative attitude.
- Learn and follow our policies and rules (see ABS Institute's Code of Practice).
- Follow instructions from staff.