

# OUR CUSTOMER SERVICE CHARTER

**TAFE<sup>NSW</sup> | DIGITAL**

This charter outlines our service standards and our commitment to providing the highest quality of service as you study with us. This charter seeks to make you aware of our:

- role
- core activities and
- values.

We will continue to be a recognised leader in the provision of quality education and training that meets the diverse needs of our customers.

## Our role

As a Registered Training Organisation and we are the largest non-classroom based specialist distance education and training provider in Australia, with over 75,000 students enrolled in over 250 TAFE NSW courses.

We are a world leader in the use of technology and media for the development and delivery of high quality vocational training and education materials. We can offer:

- customised workplace training
- delivery of international programs
- industry relevant training
- skills analysis and gap training services.

## Our commitment

Our values and commitment to quality public vocational training and education provide the basis for everything we do.

We are committed to providing you with a responsive, courteous and informed service, to help you achieve your vocational education and career goals.

## What you can expect from us

We support and assist you from your first course enquiry, through to your enrolment and then continue to support you during your learning until the completion of your qualification.

We are committed to:

- treating you fairly, with respect and courtesy
- answering our telephones promptly, identifying ourselves and our organisation; if your enquiry can not be resolved at the time, we will follow through to a resolution, or put you in contact with the person who can assist you.
- acknowledging your emails within two working days
- responding to written enquiries within five working days
- returning your marked learning activities within two weeks
- responding to applications for recognition assessment within three weeks
- ensuring information in our publications and websites is current and correct and follows TAFE NSW policy.

## What we expect of you

We endeavour to provide you with the best opportunity to study. Knowing your responsibilities and our expectations of you will ensure your time with us is productive and enjoyable.

- When communicating with us treat staff fairly, with respect and courtesy.
- Comply with TAFE NSW requirements and enrolment conditions.
- Abide by the TAFE NSW Internet and Email Services Code.
- Actively participate and complete your studies.
- Do not engage in plagiarism, collusion or cheating during any assessment.
- Notify us of circumstances affecting your studies - co-enrolling, discontinuing your studies.