

# The OTEN Customer Service Charter

This charter outlines the service standards of the Open Training and Education Network (OTEN) and our commitment to providing the highest quality of service to our customers.

As a recognised leader in the provision of quality education and training, we continually strive to meet the diverse needs of our customers.

## Our role

As a Registered Training Organisation and specialist distance education unit of Western Sydney Institute, OTEN is the largest non-classroom based education and training provider in Australia. 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. Our range of services includes:

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

## Our commitment

Our commitment to quality public vocational training and education provides the basis for everything we do. OTEN is committed to providing you with a responsive, courteous and informed service, to enable you to achieve your vocational, educational and career goals.

## What you can expect from us

We support and assist you from your first course enquiry, through to your enrolment. We 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 your telephone calls promptly, identifying ourselves and our organisation. If your enquiry can not be resolved at the time of your call, 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 assessment activities within two weeks
- responding to applications for recognition assessment within three weeks
- ensuring information in our publications and on our websites is current, 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 OTEN of circumstances affecting your studies such as co-enrolling or discontinuing your studies.