



CUSTOMER SERVICE STANDARD

(Extract – full policy available on request)

The public has a right to expect Apprenticeships Queensland to conduct its business with efficiency, impartiality and integrity. This requires that all staff perform their duties at the highest standard and that there not be, or appear to be, any conflict between private interests and Apprenticeships Queensland's responsibilities to the public and their customers.

This policy is based on the principles that all staff members shall:

- perform their duties professionally, objectively and with integrity
- efficiently and effectively serve Apprenticeships Queensland
- maintain the confidentiality of information received in the performance of work duties
- observe fairness and equity in all official dealings with the public, with apprentices and trainees, with host trainers and others with whom we do business
- avoid real or apparent conflicts of interest.

All staff members must adhere to the Customer Service Policy and are accountable for the acts and omissions of themselves and those they may supervise. The General Manager is responsible for ensuring appropriate practices are in place to support the policy and that it can be accessed and understood by all staff.

As a potential host trainer, you can expect the following service and personal conduct from any member of the Apprenticeships Queensland team:

- punctuality and courtesy. If an appointment cannot be met, a quick call to advise you of the problem and arrange an alternative time
- availability outside of normal business hours. Our office is generally open from 7am to 5pm, Monday to Friday, with staff members rostered on to cover this spread of hours
- confidentiality – your business information will not be discussed with anyone other than those people within AQ who are directly involved in providing a service to you.
- enquiries and communications will be recorded and followed up **within one working day** so we can keep you fully informed
- respect for, and appreciation of your staff, property, security of records and building security
- clean and tidy appearance appropriate to the job – professional behaviour both on the phone and during personal contact
- compliance with our Drug and Alcohol Policy (available for perusal if requested).

We accept that on rare occasions, issues may arise which may not be resolved to your satisfaction. Should this occur, and your issue or complaint is still outstanding at the operational level after a reasonable time has elapsed, we invite you to refer your complaint or issue direct to our General Manager.

Paul Hillberg
General Manager