

POLICY:	CUSTOMER SERVICE
NVR Ref:	Standard 2
IBI Ref:	IBI-2- C5
Statement	<p>The following principles apply to the Institute in dealing with its customers.</p> <p>At all times, the interests of customers are of utmost priority to the Institute.</p> <p>The Institute will:</p> <ul style="list-style-type: none"> ▪ invest time in developing customer relationships ▪ return telephone calls as soon as possible ▪ encourage Institute staff to be in regular contact with clients through visits, phone calls and email. <p>For each client project for a client, a staff member of the Institute will be assigned to be the client’s designated point of contact and the Institute will not accept training projects until satisfied that the client's needs can be met.</p> <p>To clarify the Institute’s interaction with clients, policies have been formally documented including, but not limited to:</p> <ul style="list-style-type: none"> ▪ Access and Equity ▪ Advertising ▪ Code of Practice ▪ Code of Conduct ▪ Fees ▪ Complaints and Appeals ▪ Human Resources ▪ Recognition of Prior Learning ▪ Refund Policy ▪ Code of Conduct ▪ Quality Assurance

VERSION CONTROL

Review/ amendment history

Policy Approved by: Chief Executive Officer

Responsible Officer: Chief Executive Officer

Next Policy Review Date: July 2018

Version	Date	Details
1.0	July 2014	Policy issued
2.0	Dec 2014	Updated to reflect Standards for Registered Training Organisations (RTOs) 2015
3.0	April 2015	Updated to reflect NVR 2015 Standards
4.0	April 2016	No material changes
5.0	April 2017	No material changes