### POLICY: CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>NVR Ref:</th>
<th>Standard 2</th>
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<tr>
<td>MCC Ref:</td>
<td>MCC-2- C5</td>
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**Statement**

The following principles apply to the Institute in dealing with its customers.

At all times, the interests of customers are of utmost priority to the Institute.

The Institute will:

- 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.

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.

To clarify the Institute’s interaction with clients, policies have been formally documented including, but not limited to:

- 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 2017

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Details</th>
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<tbody>
<tr>
<td>1.0</td>
<td>July 2014</td>
<td>Policy issued</td>
</tr>
<tr>
<td>2.0</td>
<td>Dec 2014</td>
<td>Updated to reflect Standards for Registered Training Organisations (RTOs) 2015</td>
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<tr>
<td>3.0</td>
<td>April 2016</td>
<td>No material changes</td>
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