

# Customer Service Charter

## Apprenticeships Info

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### The purpose of this charter

This charter tells you the standard of service that you can expect from us when you phone, email or use our web services / web applications.

### Our role

Apprenticeships Info is committed to making it as convenient as possible for you to access information about apprenticeships and traineeships in Queensland. We provide a high standard of easily accessible customer services via phone, web and email.

Our service commitment applies to everything that we do from answering your calls through to providing what you need online.

### Our values

The core of our values is to provide you with information and services that are clear, polite, helpful and impartial.

### Our commitment

- We will deliver services that meet reasonable client service expectations.
- We will be practical and reasonable and only undertake to deliver what is achievable.
- We will respect your privacy and confidentiality.
- We will provide clear, accurate, relevant and impartial information about services that fall within the Training Portfolio.
- We will act with integrity and treat all clients impartially and equally.
- We will be friendly, helpful and professional.
- We will be responsive to feedback and strive to improve our customer service.

### What service levels can you expect?

You can expect us to:

- Make it easy for you to get the information and support you need.
- Answer your calls with minimum waiting time\*.

- Respond to your general enquiry emails within two (2) working days\* (application forms may take up to 10 business days\*).
- Provide accurate, up-to-date, relevant and comprehensive information on our website.
- Follow up on any queries and get back to you within an agreed timeframe.
- Keep you informed of progress on matters that we are dealing with.
- Treat you fairly and impartially.

\*Apprenticeships Info will endeavour to meet these expectations. However, when we cannot we will advise clients via updates on our website and on-hold messages on our phone service.

### How can you help us to help you?

- Be open and honest and provide all relevant information needed to assist you.
- Tell us if you have specific needs.
- Provide us with constructive comments on our service delivery.
- Treat our staff with courtesy.