

Customer Service Standards

Practitioner Education

We are a dedicated team committed to supporting all stakeholders in education of students, who will be competitive and flexible in meeting the present and changing needs of our society, commerce and industry.

Mission

We are committed to providing excellent service to all our stakeholders (internal and external), underpinned by a strong service culture.

Who are our stakeholders

Internal	External
Students	Alumni
Academics	Employers
Shared Services	Wider Community (eg Attorney General, Law Societies)
Director of Practitioner Education and Practitioner Education Staff	Withdrawn Students
Non-Award Delegates	Prospective Students

Service values

- To be responsive to the needs of all stakeholders
- To provide reliable and accurate information in a timely manner
- To aspire to achieve the College's objectives by continuous improvement

- To uphold the College's reputation in the community as being a leader in the industry

Our Service Objectives

We will strive to:

- Provide friendly and professional communications, focused on developing and strengthening relationships with stakeholders and respect the confidentiality of information;
- Provide accurate and timely information to our stakeholders through demonstrating resourcefulness and showing initiative to ensure we meet deadlines and follow task through to completion;
- Continually improve our processes and procedures by implementing quality into our daily work through constantly reviewing, asking questions and seeking advice, being analytical and objective. Always asking ourselves "How can we do it better?";
- Keep up-to-date with organisational direction and change through participation in training and professional development activities and effective networking to ensure that our standards and work practices continue to align with those of the College and meet the needs and expectations of our stakeholders;
- Support team members in the achievement of performance objectives and professional development goals through providing an ongoing friendly, supportive, cohesive, inclusive and approachable team environment.

Our service standards

We will achieve this by:

- Responding to your call in a timely manner

If you phone during normal working hours, (Monday to Friday, 9am – 5pm), your call will be answered if we are available. If the call is not answered it will go to a message bank.

 - > All calls will be answered in a courteous manner
 - > All incoming calls will be answered in a consistent manner
 - > If a message is left, we will acknowledge your call by the close of business the next working day.

We will listen and understand the nature of your request. If your request should be directed to another division, before transferring your call; we will inform you to whom you are being transferred. Where possible we will pass your details onto the person to whom you are being transferred, or offer you the option to leave a message.
- Responding to your written correspondence (letters, emails and faxes)
 - > In the College's standard format
 - > Ensuring information regarding your inquiry is complete, accurate and precise.
 - > By acknowledging your email within 2 business days.
 - > Emails sent to a group of stakeholders will be blind copied to ensure confidentiality.
- Where an answer will take longer to obtain than 3 working days will inform you of the steps being taken to respond to your enquiry.
- Resolving 70% of enquires at the first point of contact and escalate a maximum of 30% of enquiries for specialist assistance.
- Providing quality, consistent, appropriate services in a sensitive and confidential manner.
- Continuously improving our services and welcoming feedback from all stakeholders.
 - > We will acknowledge feedback within 3 working days and treat it in a confidential manner.

- Meeting the College's objectives through continuous improvement. We will do this by:
 - > Holding regular meetings to discuss ways to improve processes and procedures.
 - > Identifying what we are doing well and what we can improve.
 - > Updating our procedure manuals to reflect these improvements.

What we expect

We expect the following from all our stakeholders;

- To be treated with respect through all aspects of communication
- Acknowledgement that during peak-periods you may not be able to speak with a person directly
- Compliance with the Applied Law Manual
- Contact us as soon as possible when unable to meet requirements of the Applied Law Manual, especially with regard to assessment deadlines, in order to receive a timely, appropriate response.
- Acknowledgment that we will always try our best to resolve the query in the first instance, however in some circumstances this is not always possible.