

**CODE OF PRACTICE SERVICE PROVISION**

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CEO

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*All and any of the standards listed below either individually or combined constitute the Code of Practice Service Provision as an organisational standard that stands alone'*

**PURPOSE**

It is the purpose of this policy to outline the minimum service commitment.

**POLICY**

It is the policy of MUNICIPAL TRAINING to provide all clients (internal and external) with prompt and efficient service which as a minimum MUNICIPAL TRAINING will ensure that:

- all clients are treated in a professional, ethical and courteous manner.
- maintain open and honest channels of communication.
- access and equity principles apply to and for all clients at all times.
- all legislative and regulatory requirements are met.
- our Clients' safety remains MUNICIPAL TRAINING's paramount priority. Work Health Safety & Welfare compliance of all stakeholders is monitored and meets legislative requirements.
- monitor the standard, progression and completion of training standards and requirements of Learners;
- to advise and support Employers in that progression and where necessary negotiate remedial action or rotation in a timely manner.
- appropriate support and mentoring is available to Learners and Employers
- appropriately qualified staff will be supported with processes and procedures that ensure the highest quality of service provision.

**DEFINITION**

Client - Any individual or entity with whom MUNICIPAL TRAINING conducts business either in the provision of services and in receipt of services.

**PROCEDURE**

***As part of our commitment MUNICIPAL TRAINING's staff will:***

- always clearly identifying themselves when contacting clients;
- wherever possible, provide a one point of contact service;
- aim to answer questions or resolve issues quickly and satisfactorily;
- provide clear, accurate and helpful information/advice at all times;
- address applications for enrolment within 7 working days of receipt including an invitation to an assessment test for suitable applicants;
- address Potential Employer enquiries same day as receipt;
- address (potential) Employer expressions of interest for an accredit training same day as receipt;
- ensure timely and accurate payment and recording of wages;
- ensure that Employers are correctly invoiced and that Taxation and Accounting Standards are met;
- and
- maintain privacy in compliance with the Privacy Act 1988.

### ***Client Feedback***

MUNICIPAL TRAINING encourages feedback to help improve service levels.

Processes for collection of feedback will include:

- open and unsolicited access to the MUNICIPAL TRAINING team via telephone, facsimile or email during normal working hours;
- client satisfaction surveys from time to time;
- ad hoc requests for feedback when MUNICIPAL TRAINING team members are in contact for other reasons;
- invitations to industry representatives to participate in quality evaluation and improvement programs.

All client comments and suggestions will be:

- kept confidential unless an appropriate authority to use the information has been received;
- reviewed for use in the improvement service level.

### **RESPONSIBILITIES**

#### ***CEO***

It is the responsibility of the CEO to ensure that all MUNICIPAL TRAINING employees and contractors are aware of the MUNICIPAL TRAINING Code of Practice Service Provision and have been provided training to assure their ability to comply with the policy.

#### ***Employees & Contractors***

It is the responsibility of all MUNICIPAL TRAINING employees and contractors to comply with this policy.