



CUSTOMER SERVICE CHARTER

Our Service Commitment to You

Our Customer Service Charter outlines our commitment to you, our customers, on the service you can expect from Central Regional TAFE. As Western Australia's only State Training Provider for the central regions, our goal is to provide outstanding service and sound processes to enhance your learning experience. This Charter details the level of service you can expect to receive from us, and what to do if you feel those expectations are not met.

Quality and Continuous Improvement

- You can rely on our courses being delivered at a high standard by industry experienced professionals who continually strive for service excellence.
- We will maintain strong links with our community and industry to the benefit of our students and employers.
- We will always act upon feedback received and have embedded continuous improvement into every aspect of our College.

It's All About Your Journey

Central Regional TAFE provides a range of services aimed at supporting you throughout your training journey.

Educational Commitment

We deliver training that:

1

Meets the needs and expectations of students and industry.

2

Is nationally recognised and always meets national standard requirements for all Registered Training Organisations.

3

Delivers courses that are flexible, that meet the needs of a diverse range of students and have a holistic approach to training and assessment.

4

Produces graduates who are appropriately trained, skilled and experienced, and who have the skills required by industry.

5

Engages with industry to ensure that our courses remain current, accurate and are reflective of industry requirements.

6

Maintains a supportive learning environment which is conducive to the success of our students, our employees and other clients.

“Both my lecturers and the administration staff have been very supportive and helpful. It was my first time enrolling in a training institution in Australia and they made it so easy to get started. The lecturer was always available and the flexibility of classes was the best because I work night shift.”

Feedback received from our student satisfaction survey

Good service is part of our business

Compliments, Suggestions or Complaints

We value your compliments, suggestions and complaints.

These could be:

- About a positive experience you have had.
- A comment or suggestion on how we can improve our services to you.
- Any concerns you have with the service you have received, or feel you have not been treated fairly and reasonably.

You can give us feedback by:

- Completing an online feedback form at www.centralregionaltafe.wa.edu.au
- Writing to - Planning and Quality at Central Regional TAFE, Locked Bag 103, Geraldton WA 6531
- Approaching a Central Regional TAFE staff member in person.

Complaints handling:

- We aim to solve your issues the first time you contact us. If we can not offer you an immediate resolution we will give you details about our next steps and how long this may take.
- We will acknowledge the receipt of complaints made in person, in writing or via email within two (2) working days and respond within ten (10) working days.

Communication

Communication is a vital part of our customer service. We welcome feedback via the contact details below.

Contact Us

website	centralregionaltafe.wa.edu.au
email	info@crtafe.wa.edu.au
social media	Facebook/Twitter/Instagram
telephone	1800 672 700
in person	Visit your local campus
in writing	Locked Bag 103, Geraldton, WA 6531

“The whole team at Central Regional TAFE are approachable, encouraging and very supportive. Lecturers cater to individual learning needs and really help to develop new skills in a quality environment.”

Feedback received from our student satisfaction survey

