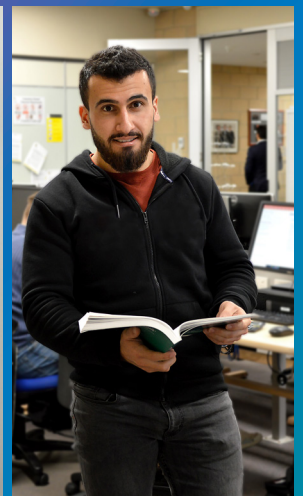


Bendigo TAFE & Kangan Institute

CUSTOMER SERVICE CHARTER

O U R C O M M I T M E N T T O Y O U





OUR CUSTOMERS

Our Customer Service Charter is an important part of how we establish and maintain clear mutual expectations for the experience of all customer interactions.

It sets out our commitments and what we can expect from each other as partners in a training community.





OUR COMMITMENT TO ALL CUSTOMERS

- We aim to create great first impressions by being positive and genuine – we will make every interaction meaningful and constructive.
- We will identify ourselves by wearing name badges and by providing our names over the phone and on emails.
- We will follow through on all enquiries from you – the last person you interacted with is accountable to you.
- We make everything as simple as we can for you and if we can't, we will help you do it.
- We will provide accurate information enabling you to make informed choices on our suite of offerings.
- We will treat you with equity, fairness, respect and consideration at all times.
- We welcome your feedback and will address your concerns and complaints quickly, efficiently, courteously and equitably through a clear set of policies and processes.
- We will provide an environment free from discrimination, harassment and unacceptable behaviour.
- We will provide apprentices and their employers with timely information to facilitate course progression and completion.



OUR COMMITMENT TO STUDENTS

As students at Bendigo TAFE and Kangan Institute, we will:

- Provide you with a safe, supportive and inclusive study experience.
- Ensure you have access to an inclusive learning environment including delivering quality courses, teaching and infrastructure.
- Provide appropriate learning resources and accessibility adjustments to aid in the maximum prospect of success.
- Ensure our passionate and experienced teachers provide you with considered, timely and constructive feedback on all assessment tasks.
- Support you in technology, well-being, learning, placement and employment across all campuses and modes of study.
- Support you throughout your pre-placement and placement experience with a safe and appropriate host organisation.



You can help us achieve this by:

- Being respectful and considerate to us and to fellow customers.
- Demonstrating respect for the freedoms, rights of others to express political or religious views and understanding that such freedoms and rights may be limited in some circumstances.
- Telling us what you think - we welcome your comments and feedback.
Email: servicecharter@kangan.edu.au



OUR MISSION

To empower people and industry with the skills to create a bright future.



OUR VISION

To be acknowledged as a leading educator and trainer in work and life skills, making a real difference for students and industry across the communities we serve.



OUR VALUES

The institute has 6 core values – we will live and breathe these in customer interactions.



PASSION



ACCOUNTABILITY



COLLABORATION



**CLIENT
EXPERIENCE**



RESPECT



INTEGRITY