CUSTOMER SERVICE STANDARDS
Right Way program documents

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The Right Way Program for the Service Industries

A Need for Quality Training and Assessment

It is a basic principle of vocational education and training (VET) that participants should receive quality training and be assessed according to the robust requirements prescribed within National Training Packages. Yet service industry stakeholders have consistently reported poor outcomes to Service Skills Australia (SSA) across all the service industries:

The Right Way – Recognising Quality in Training & Assessment

In response, SSA has developed a range of products and services collectively known as the Right Way. This program, part of SSA’s strategic work to achieve quality skills outcomes throughout the service industries, focuses on three key areas:

- quality training and assessment facilities
- quality trainers and assessors
- quality learning resources

Effective outcomes of training and assessment are inextricably linked to the quality of these core components of the VET system.

Through the Right Way, SSA provides industry recognition of facilities, trainers, assessors and learning resources.

Participants in this industry recognition system must adhere to standards and provide evidence of quality through an application and assessment process operated by SSA and its network of agencies.

The Aims of the Right Way Program

Through the Right Way program, Service Skills Australia aims to:

- ensure and recognise the provision of quality training and assessment by Registered Training Organisations (RTOs)
- build the capability of trainers and assessors who work in the service industries
- promote the development of and recognise effective learning resources which align to Training Package content
- achieve quality skills outcomes throughout the service industries
The Suite of Right Way Products

The following suite of three individual products and services is collectively known as the Right Way:

**Right Way Training Facility**
RTOs that adhere to the environmental and resource requirements prescribed within the Evidence Guide of Training Package competency standards and in the Assessment Guidelines can achieve industry recognition of their training facilities. Each facility, positively checked by an Industry Advisor, will be an industry recognised Right Way Training Facility.

**Right Way Trainer & Assessor**
Individual trainers and assessors who have the required industry experience, current vocational competencies and a qualification in training and or assessment can achieve industry recognition as a Right Way Trainer and or Assessor. To maintain this recognition, they must participate in professional development activities.

**Right Way Training Resource**
Developers of any type of training and or assessment resource designed to align to a service industry Training Package can achieve industry recognition of the material as a Right Way Training Resource. Developers can be any type of organisation including RTOs.

**Period of Right Way Recognition and Renewal**
Right Way recognition is granted for an initial period of three years and can be renewed for subsequent three year periods. Applications for renewal should be lodged no later than two months prior to the expiry date of recognition.
Right Way Industry Recognition Process

**Right Way Facility**
RTOs which achieve facility recognition adhere to the Right Way Code of Conduct for RTOs throughout the 3 year period of recognition.

**Right Way Trainer & Assessor**
Trainers & assessors who achieve industry recognition participate in and report on professional development activities within the 3 year period of recognition.

**Right Way Training Resource**
Developers of training resources who achieve industry recognition monitor, evaluate & update the currency of resource content within the 3 year period of recognition.

**Application Outcome is Advised.**
Case Manager advises the applicant, in writing, of the outcome of any assessments within seven (7) working days of the assessment.

**Facility Recognition**
Case Manager & Industry Advisor jointly attend the RTO site/s & complete a facility evaluation within 25 working days of receipt of all required information from the RTO applicant.

**Trainer & Assessor Recognition**
Case Manager & Industry Advisor jointly complete a full assessment of trainer application within 25 working days of receipt of all required information from the applicant.

**Training Resource Recognition**
Case Manager & Industry Advisor jointly complete a full assessment of training resource within 40 working days of receipt of all required information from the applicant.

**Industry Advisor is Engaged**
Case Manager engages an Industry Advisor with industry experience that matches the subject matter of the application.

**Application is Evaluated**
SSA or Agency Assessor (Case Manager) conducts an initial evaluation within 10 working days of receipt and advises applicant if further information is required to progress the application.

**Application is Made**
Organisation or individual applies in writing for Right Way Facility, Trainer & Assessor or Training Resource Industry Recognition.

An applicant who is refused industry recognition can invoke the appeals process.
Right Way Customer Service Standards

Purpose of these Standards
To ensure that the Right Way program operates efficiently for customers and that high quality customer service is delivered at all times.

Coverage
These customer service standards apply to all people involved in the provision of administration and assessment services for the Right Way program:

- Service Skills Australia personnel
- Right Way Agencies

They apply to all Right Way industry recognition processes:

- Right Way Training facility
- Right Way Trainer and Assessor
- Right Way Training Resource

Ethical Customer Service
Service Skills Australia and agency personnel must behave professionally and ethically at all times. They must treat all Right Way applicants in an honest and fair manner and with courtesy and sensitivity. They must respect their Right Way rights and entitlements. Client confidentiality will be maintained at all times.

The Right Way program takes a quality improvement rather than a punitive approach. Therefore SSA and its agents will:

- provide clear and complete verbal assistance and advice to all customers equally and take all steps to ensure that customers fully understand the requirements for achieving Right Way recognition
- in the case of a facility evaluation, provide RTOs with advice on how they can improve their facilities, equipment and resources
- in the case of resource recognition, provide developers with advice on how they can improve the content to reflect current industry practice and terminology
- afford the applicant every opportunity to make improvements and produce further evidence of their competence and Training Package compliance so that they can eventually achieve recognition if their initial application is deficient
- provide information to customers about the basis of any assessment judgement, whether the outcome is positive or negative

Promptness and Efficiency
In order to provide efficient service to Right Way customers, Service Skills Australia personnel and agents will:

- process customer requests for application and other information within twenty-four (24) hours of the request being made
- process and review all applications for sufficiency of information within 10 working days of receipt and advise applicants if further information is required to progress the application
- complete a full assessment of trainer applications within twenty-five (25) working days of receipt of all required information from the customer
- complete a full assessment of training resources within forty (40) working days of receipt of all required information from the customer
- complete facility evaluations within twenty-five (25) working days of receipt of all required information from the customer and at a time mutually agreed with the client.
- advise the customer, in writing, of the outcome of any assessments and facility evaluation within seven (7) working days of the assessment.

Where there is likely to be any delay beyond the time periods mentioned above, customers will be advised, informed of reasons and advised of a secondary date for the processing and assessment of their Right Way application.

**Accuracy and Consistency**

Advice about recognition processes will be accurate and clear. Matters which are unclear or situations which do not appear to fit policies and procedures will be referred to the General Manager of Service Skills Australia for guidance.

Right Way application and other information will be, as far as possible, nationally consistent. Any additional local requirements will be identified and explained to customers.

Application and other information supplied to customers will be accurate, user friendly and enable applicants to frame accurate submissions for Right Way recognition.

All personnel involved in the recognition process will be skilled in the required assessment processes for the particular Right Way product subject to assessment - training facilities, trainers, assessors or resources.

Assessors will have a thorough knowledge of the Training Package content and Right Way standards against which they will make a judgement. They will use consistent guidelines to assist their assessment.

Industry practitioners engaged as Industry Advisors will not be asked to operate outside their areas of industry expertise.

**Complaints**

Complaints will be handled in the first instance by the SSA or agency staff member who has case managed the applicant. Applicants who wish to complain about service, recognition decisions or any other matter should be encouraged to initially discuss their complaint. If no immediate resolution can be achieved, they should be asked to document their complaint via email or a letter.

If the SSA or agency staff member cannot resolve the written complaint, they must escalate the complaint which will then be handled by the General Manager of Service Skills Australia.

The appeals process can be invoked by the applicant without first making an informal complaint. However, applicants should be provided with sufficient information and advice throughout the assessment phase to make improvements and eventually achieve recognition if their initial application is deficient. This ongoing advice assists the applicant to improve services and should minimise appeals.
Right Way Customer Complaints Process

**Written escalated complaint is actioned by General Manager**
SSA General Manager evaluates the escalated written complaint and makes all efforts to resolve all issues covered in the written complaint.

**Exit point** - complaint resolved or complaint is abandoned.

**Written complaint cannot be resolved by case manager**
Case Manager advises customer to escalate the complaint to the General Manager of Service Skills Australia. Customer documents complaint via email or letter so that all issues can be canvassed.

**Written complaint is actioned**
Case Manager evaluates the written complaint and makes all efforts to resolve all issues covered in the written complaint. Case manager provides a written response.

**Exit point** - complaint resolved.

**Complaint cannot be resolved verbally**
Case Manager asks the complainant to document complaint via email or letter so that all issues can be canvassed.

**Verbal complaint is actioned**
Complaint is handled in the 1st instance by the applicant’s case manager. All efforts made to resolve the case via verbal discussions.

**Exit point** - complaint resolved.

**Customer initiates a verbal complaint**
Complaint can be about any Right Way program issue e.g. delay in processing application, recognition decision.
Appeals

A Right Way participant, whether an RTO, trainer & assessor or training resource developer, whose recognition has been cancelled or suspended, or an applicant whose application for recognition or renewal of recognition has been refused or granted subject to conditions, may lodge an appeal with the General Manager of Service Skills Australia at any time within twenty one (21) days, after the date on which written notice of the recognition decision has been despatched to the Right Way participant.

The appeal must be made in writing to the General Manager and will state the ground or grounds of appeal on which the Right Way participant intends to rely.

Upon receipt of any notice of appeal from any Right Way participant the General Manager will convene a meeting of a Right Way Appeals Committee for the purpose of considering the appeal. The Right Way Appeals Committee will comprise any three representatives of the relevant Service Skills Australia Industry Advisory Committee (IAC). Any IAC member who has been involved in the assessment and recognition decision cannot participate on the Appeals Committee.

The meeting will be convened fourteen (14) days from the date of receipt of the notice of appeal from the Right Way participant.

The Right Way Appeals Committee may confirm or vary the decision under review but before reaching any decision, the Appeals Committee will allow the Right Way participant to make representations, either orally or in writing. The Appeals Committee’s decision will be provided in writing within ten (10) working days of the meeting.
Right Way Appeals Process

- **Applicant initiates a written appeal**
  Appeal may be about a cancelled, suspended, conditional or refused application for industry recognition. Applicant appeals in writing to SSA General Manager within 21 days after the date of the notice of decision.

- **Written appeal is actioned by General Manager**
  SSA General Manager convenes a meeting of the Right Way Appeal Committee to meet within 14 days from the receipt of the notice of appeal from the applicant. All efforts made to resolve the case via verbal discussions.

- **Appeals Committee meets to considers the applicant’s appeal**
  The Appeals Committee comprises 3 members of the relevant Industry Advisory Committee (IAC) subject to the appeal.

- **Appeals Committee confirms or varies the decision under review**
  Appeals Committee evaluates the written grounds for appeal and allows the appellant to make oral representations.

- **General Manager provides decision of the Appeals Committee**
  General Manager provides a decision, in writing, within 10 working of the days of the Appeals Committee meeting.

- **Exit point – appeal resolved**
  Original decision confirmed (appeal denied) or Original decision varied with Industry Recognition granted.