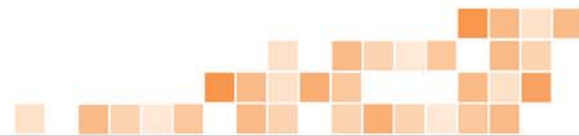


CUSTOMER SERVICE STANDARDS



Right Way program documents

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Contents

The Right Way Program for the Service Industries	1
A Need for Quality Training and Assessment.....	1
The Right Way – Recognising Quality in Training & Assessment	1
The Aims of the Right Way Program.....	1
The Suite of Right Way Products	2
Right Way Training Facility	2
Right Way Trainer & Assessor.....	2
Right Way Training Resource.....	2
Period of Right Way Recognition and Renewal.....	2
Right Way Industry Recognition Process	3
Right Way Customer Service Standards	4
Purpose of these Standards.....	4
Coverage.....	4
Ethical Customer Service.....	4
Promptness and Efficiency	4
Accuracy and Consistency	5
Complaints.....	5
Right Way Customer Complaints Process	6
Appeals	7
Right Way Appeals Process	8

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.



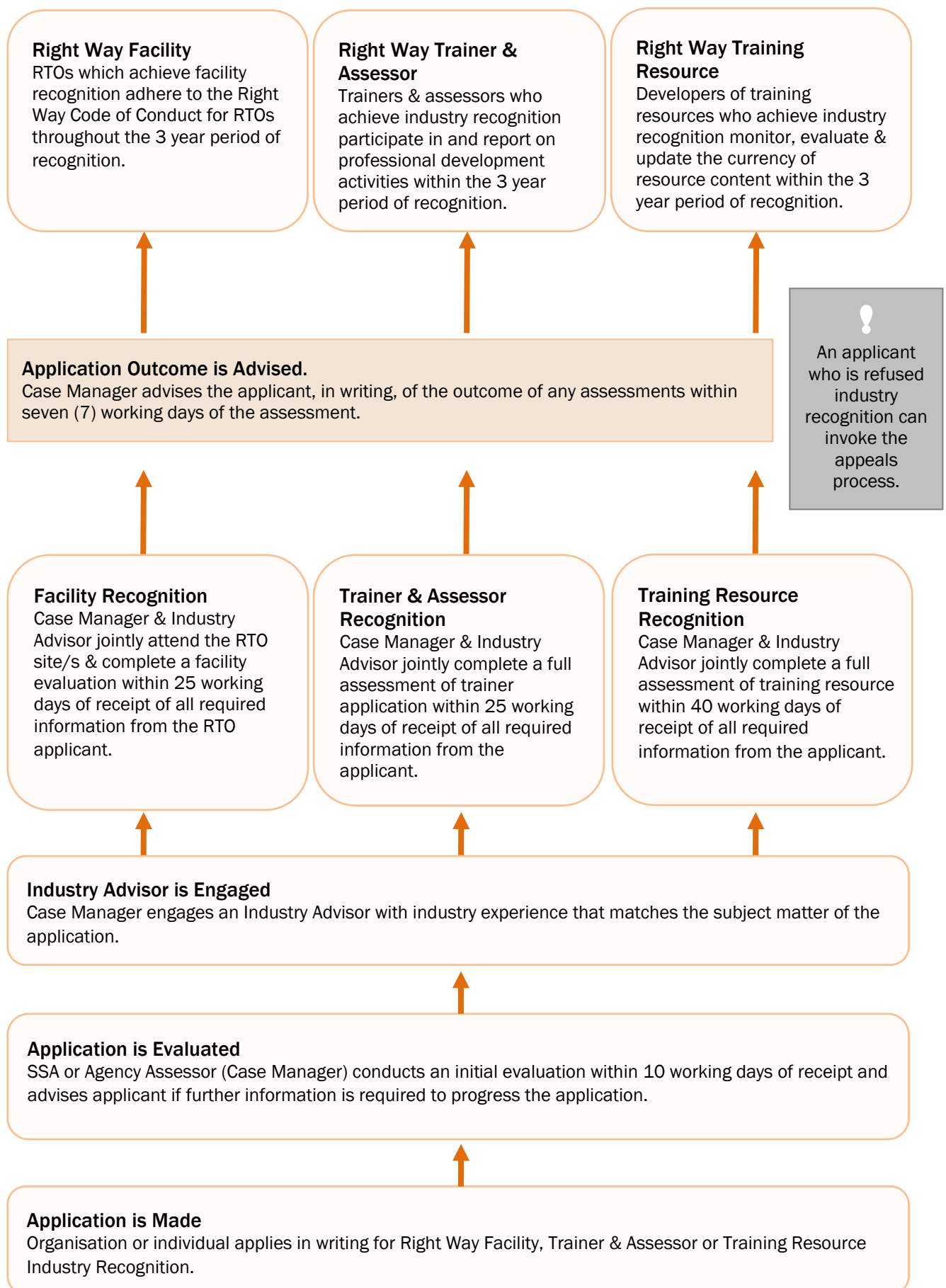
Right Way Training Resource

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 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.

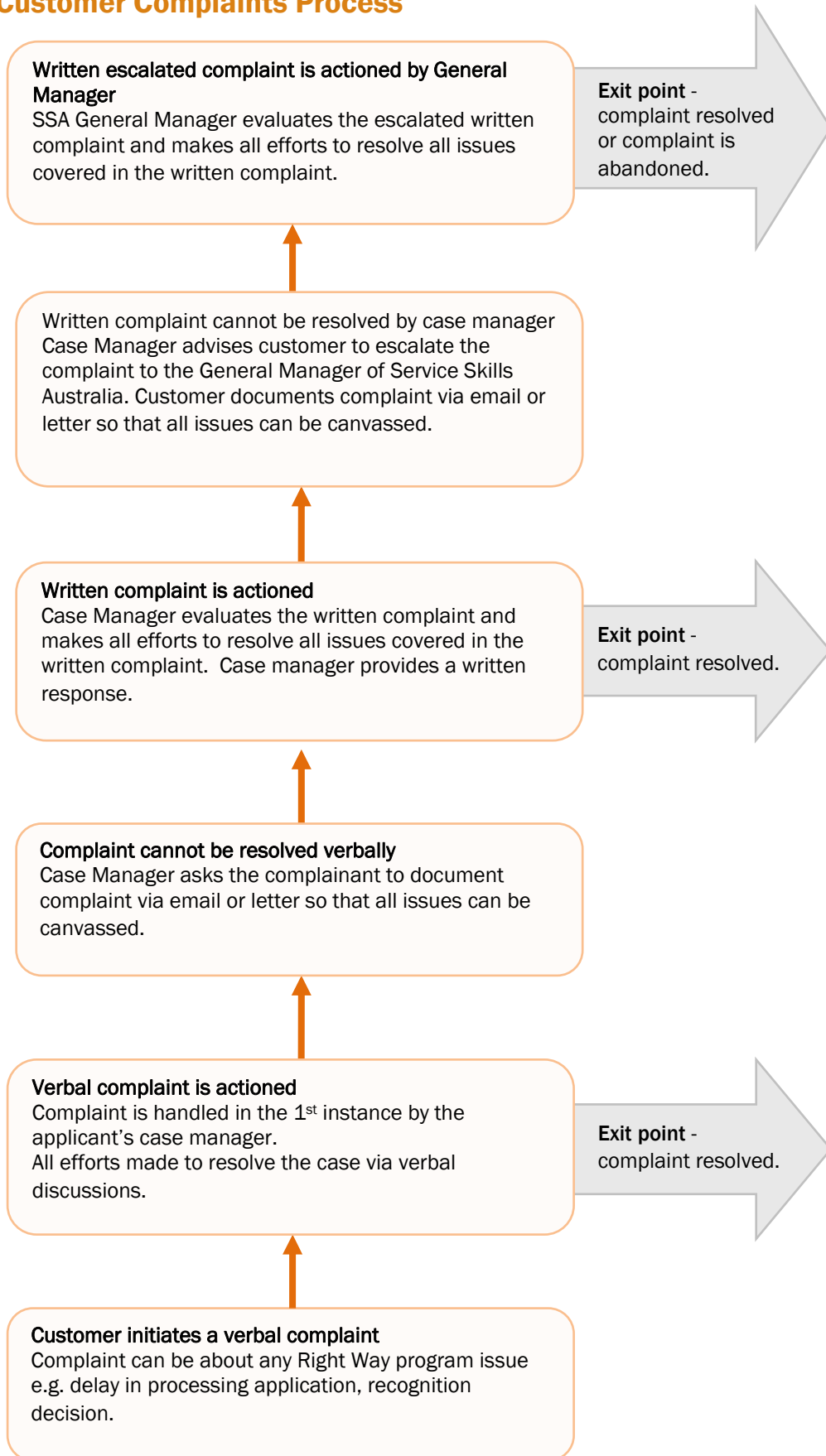
Complaints

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



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

