

# Customer Service Standards – Training

---

## **Purpose**

This policy affirms Merit Solutions' commitment to quality customer service in the design, conduct and evaluation of all of our training services and products.

## **Scope**

This policy is ongoing and applies to all training services and products provided by Merit Solutions. Every manager, employee and contractor involved in training administration and delivery has a responsibility under the Customer Service Standards Policy.

## **Policy Statement:**

Merit Solutions commits to the development, implementation and ongoing improvement of high quality training services and products modelled on the Australian Quality Training framework.

## **CUSTOMER SERVICE**

- ensuring website is easy to navigate and provides up-to-date training information
- providing information in a timely and courteous manner to organisation clients and participants
- acknowledging training applications within 24 hours
- processing course registrations and invoices within 48 hours of receipt
- sending reminders to participants one week prior to public workshops

## **INFORMATION MANAGEMENT**

- monitoring the accuracy of training records maintained
- ensuring that equity and privacy principles are adhered to.

## **DESIGN PROCEDURES**

- ensuring that training courses/programs are designed on adult learning principles
- ensuring, where appropriate, that action learning is embedded in course design
- catering for different learning styles, cultural differences and participants who have disabilities or special needs
- catering to client's and participants' needs through customisation of course/program structure, content, emphasis, sequence and venue where appropriate
- maximising the return of investment for both the participant and the client organisation.

## **COURSE AND PROGRAM DELIVERY**

- ensuring that all facilitators are professionally competent to deliver the training services
- assisting new facilitators to acquire the requisite knowledge and skills by having them work with a lead facilitator until the mentor is confident they have developed the desired level of capability
- supporting participants at all stages of the learning process with in-session and out-of-session help where appropriate
- meeting client's expectations re reporting on course processes and outcomes
- ensuring course evaluations are provided to participants with results summarised and returned to clients within 4 working days after completion of training
- maintaining communication with client's contact person to ensure organisation's needs are being met and to enable feedback for quality improvement.

## **COMPLAINTS PROCESSING**

- acknowledging in writing on the same day, complaints received in person, by email, phone
- advising Managing Director of any complaints for quality control purposes and client satisfaction
- advising complainant within 7 days, of outcome or expected timing of resolution.