

Customer Service Charter

We aim to
provide an
efficient, courteous
and helpful service
at all times.



Our Service Commitment to You

Our customer service charter outlines our commitment to you, our clients, on the service you can expect from South Regional TAFE. As the most significant provider in the South West and Great Southern regions of Western Australia, our aim is to provide you with outstanding, professional and friendly service; to enhance your learning experience and to provide you with the best possible opportunity of realising your career goals.

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 be assured that we will continually strive for excellence in the delivery of our training.

- We will maintain strong links with industry and our community to benefit our students and employers
- We will act upon feedback provided and have embedded continuous improvement into every aspect of our college.

Supporting your learning journey

South Regional TAFE students come from a diversity of backgrounds and individual needs. We will take the time to understand your requirements, and provide a range of services aimed at supporting you through your learning journey.

Our assurances to you

Information about our services and processes is easily accessible to our students and clients.

We provide nationally recognised training that:

- Is flexible and responsive to the needs and expectations of our diverse students, industry and the community
- Meets the requirements of the national Standards for Registered Training Organisations
- Produces graduates who are appropriately trained and have the skills required by local employers
- Engages with industry and employers to ensure that our courses remain current, relevant and match industry expectations and requirements
- Maintains a supportive learning environment, which encourages the success of our students, clients and employees.



“My trainers were incredibly helpful, patient and encouraging. I found myself learning and using skills I never thought myself capable of. The trainer support and reassurance throughout the course was so positive. As students we are fortunate to have such competent and supportive educators to help us achieve our potential. I found the course challenging and rewarding and have really enjoyed the whole experience.”

Feedback received from our Learner Engagement questionnaire

Complaints, compliments and suggestions

We value your feedback as an opportunity to improve our service to you.

You may have:

- A compliment about a positive experience you have had
- A comment or suggestion on how we can improve our services to you
- A complaint if you are not satisfied with any part of the services you have received or feel you have not been treated fairly or reasonably.

You can give us feedback by:

- Completing our online feedback form
- Filling in a Client Complaint Form or a Client Feedback Form at any campus
- Writing to us or emailing us.

Complaints handling

- We will always aim to solve your complaint the first time you contact us. If an immediate resolution is not possible, we will give you details about the next step and how long it will take.
- We will acknowledge receipt of complaints received within five (5) working days and provide a response within ten (10) working days.

Communication

Communication is a vital part of our customer service. Contact us to provide us with feedback using our contact details listed below.

Contact us

Online southregionaltafe.wa.edu.au
Email feedback_combit@srtafe.wa.edu.au

In writing
South West Campuses:
Planning and Business Development Officer
PO Box 1224, Bunbury, WA 6231

Great Southern Campuses:
Planning & Quality Officer, 5 Anson Road, Albany WA 6330

Albany Campus:	6371 3888
Bunbury Campus:	6371 3000
Busselton Campus:	6371 3600
Collie Campus:	6371 3900
Denmark Campus:	6371 3222
Esperance Campus:	6371 3500
Harvey Campus:	6371 3050
Katanning Campus:	6371 3444
Manjimup Campus:	6371 3700
Margaret River Campus:	6371 3800
Mount Barker Campus:	6371 3830
Narrogin Campus:	6371 3950