



CUSTOMER SERVICE CHARTER

OUR PROMISE TO YOU

Willingness to help

1. We will actively listen to you during our conversations.
2. We will provide you with accurate and up-to-date information on courses, future pathways and careers.
3. We will help you explore your options to study with us.
4. We will be friendly and professional in all transactions.

Follow up and initiative

5. We will respond to you promptly.
6. We will take the initiative to ensure that your enquiry is followed through.

Simple and convenient

7. We are straightforward and convenient to do business with, in person, online or over the phone.
8. We will ensure key milestones such as enrolment periods, orientation days and graduation ceremonies are professional and rewarding.

Amazing learning experience

9. We will engage with our industry networks to support you in your journey with us and will provide you with the latest insights, skills and requirements for entering the workforce.
10. We will engage in quality and personalised conversations to explore your career options, aspirations and dreams.

WE VALUE YOUR FEEDBACK

Write to:

Customer Experience Team
TAFE NSW St Leonards
Level 5, Cameraygal Building
213 Pacific Highway
St Leonards NSW 2065

or email:

nsi.grow@tafensw.edu.au
(with attention to the Customer Experience Team)

Students are the centre of everything we do at TAFE NSW. We want you to achieve your goals, whether they be career or higher education. Your ambition drives us to provide the very best education that will equip you with the knowledge, practical skills and training you need to be successful.

As part of our mission, we understand that you want to be connected to the industry that holds your future career. So we work with industry, through partnerships, to facilitate connection and make sure you get opportunities and hands-on experience.

We also know that life is busy and that you have individual learning needs. So we work to deliver programs that can fit into your life, with both classroom-based and flexible online learning.

Our Customer Service Charter sets out our commitment to provide you with the very best learning experiences, not just learning outcomes.

In it, you will learn about the high standards of professional service you can expect from us, as well as how to contact us and how to give us feedback.

I hope you enjoy the time you have with us.

Welcome to TAFE NSW.

Director of Sales and Customer Experience
TAFE NSW Northern Sydney

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