

CIT Client Service Charter

Canberra Institute
of Technology

RTO Code 0101 | CRICOS No. 00001K



At CIT our mission is to change lives through quality education and skills development for individuals, industry and community. This charter underpins the CIT Client Service Standards and outlines what you can expect when dealing with our organisation.

CIT Cultural Traits

As part of *Evolving Together – CIT Strategic Compass 2020*, CIT introduced a set of cultural traits to continue to build a workforce with the highest integrity and deliver a positive environment for work and study now and into the future. These cultural traits are at the core of what we do every day:

- ▶ **Customer Centric**
- ▶ **Professional**
- ▶ **Collaborative**
- ▶ **Trusted**
- ▶ **Adaptable**
- ▶ **Accountable**
- ▶ **Inspirational**

Our Values

We will:

- ▶ act respectfully in all our dealings with clients, colleagues, industry and community
- ▶ work with integrity providing sound innovative solutions and consistent, accessible and accurate information and advice
- ▶ be open and honest, and follow through on our commitments.

Our Conduct

We operate as one CIT team and will:

- ▶ listen to all our clients to understand their needs
- ▶ collaborate with internal and external stakeholders
- ▶ keep abreast of the latest changes in the education and training sector and workforce development
- ▶ adhere to CIT values and the CIT Code of Practice at all times.



Our Commitments

We will:

- ▶ provide access to staff who are trained and skilled in the provision of education and customer service
- ▶ be responsive and flexible to meet client needs and engage in genuine consultation with our clients and partners
- ▶ provide services and facilities that are as accessible as possible to all our stakeholders, including those with special needs
- ▶ provide access to training from a range of nationally accredited programs developed to meet client needs
- ▶ value feedback as part of the process of improving client services
- ▶ manage all your personal information in accordance with the Territory Privacy Principles contained in the *Information Privacy Act 2014*
- ▶ maintain policies and procedures which are accessible to clients via the CIT website.

Help Us to Help You

We welcome and value your comments and suggestions on this charter and on how we can improve our service in the future. By phone: CIT Student Services (02) 6207 3188. By email: infoline@cit.edu.au

CITs Commitment to the Client Service Charter

This commitment to the Client Service Charter provides details of service delivery standards that are expected of all CIT staff across all aspects of CIT's business. Through this commitment to the charter we demonstrate the CIT values of respect, integrity, collaboration and innovation.

Standards of good service

The following standards identify practical ways in which CIT staff provide excellent service to our clients.

We will provide professional service in a friendly, responsive environment with capable staff that are appropriately recruited and trained to meet the needs of the clients. If you visit us in person (visitors) we will:

- ▶ ensure you are able to readily identify staff through the use of name badges or CIT cards
- ▶ treat you with respect and courtesy and be fair in all our dealings
- ▶ endeavour to respond to your query in full or refer you to the more appropriate area or call you back as soon as possible
- ▶ attend appointments and meetings at the agreed time
- ▶ provide appropriate facilities for meetings
- ▶ do our best to meet your needs in genuine emergencies.

If you call us we will:

- ▶ answer calls as promptly as possible or have an answering service available
- ▶ identify ourselves with our name and work area when answering calls
- ▶ be courteous and helpful at all times
- ▶ endeavour to answer your query in full or refer you to a more appropriate area or call you back as soon as possible
- ▶ respond to voicemail promptly
- ▶ leave a voicemail message when out of the office, if this is for more than one day leave an alternative contact number if appropriate.

If you send us a letter or email, we will:

- ▶ acknowledge correspondence straight away
- ▶ communicate clearly providing a full response within 5–10 working days for responses
- ▶ include a contact name, reference number (where appropriate) and other contact details (telephone, email) when replying.

If you have a meeting with us, we will:

- ▶ book appointments through Outlook at a mutually convenient time
- ▶ reschedule meetings if required, notifying you as soon as possible as well as calling you to reschedule the meeting at a mutually convenient time
- ▶ be on time and prepared for meetings by reading through any relevant meeting notes prior to the meeting
- ▶ follow up on actions required after the meeting
- ▶ note the outcomes of the meeting.

Teaching and learning

CIT is committed to enriching learners with skills and knowledge for now and the future. As they study with us, CIT learners can expect:

- ▶ to be provided with a safe learning environment
- ▶ to be provided with a full range of library services, facilities and resources
- ▶ to be provided with appropriate learning environments for classes
- ▶ teaching staff will attend classes on time for the published length of time
- ▶ teachers will identify times they are available to meet with students to provide administrative support
- ▶ in exceptional circumstances where a class is cancelled the head of department will follow the procedure for cancelling a class as outlined in the *Advertising, Marketing and Program Information for Students Policy*, offering a replacement class at a suitably convenient time
- ▶ teachers are trained and skilled in their vocational area and meet all regulatory requirements
- ▶ training courses and assessment meet industry standards, and cater for a range of learning styles
- ▶ student work or assessment items will be marked and feedback provided within two weeks of the assessment due date as outlined in the Assessment Policy
- ▶ to be given the opportunity to apply for an extension to the assessment completion date and/or negotiate special consideration under certain circumstances, as outlined in the Assessment Policy
- ▶ results will be available within two weeks of the subject/competency end date
- ▶ Skills Recognition applications will be assessed individually and processed within agreed timeframes
- ▶ to receive their award within 30 days of completion of a program of study
- ▶ statements of participation will be issued within agreed timeframes for short non-accredited programs.



Information to employers

CIT is committed to supporting business and providing up to date information on the range of services we provide. Our commitment to supporting your business will assist you to develop performance and productivity.

Services include:

- ▶ training options for your business
- ▶ information on accessing government training funds
- ▶ state of the art facilities hire
- ▶ international training, flexible learning options and targeted development of online learning products for businesses
- ▶ current information on apprenticeships and traineeships.

Student support

A range of services are available to students including counselling, careers advice, peer tutoring, fee assistance, youth support, migrant refugee support, equity and disability support. Suitable and reasonable adjustments can be negotiated to support students with a disability however, prior notice of the requirement for this support is essential. Student support staff work as a team and respect the privacy of students within that team. Our services and facilities are as accessible as possible to a diverse range of stakeholders. Clients can expect:

- ▶ confidentiality
- ▶ reasonable adjustments for people with a disability
- ▶ services that support diversity
- ▶ information provided in accessible formats.

Visitors: Visitors to CIT are expected to act with respect and integrity at all times.

Privacy: CIT will manage all client information in accordance with the Territory Privacy Principles contained in the *Information Privacy Act 2014*.

Problems, issues and difficulties: CIT is committed to providing a quality service to all clients. Client feedback is valued as part of the process of improving customer services. Clients can expect:

- ▶ to be consulted in an open and informative manner on how their needs might best be met
- ▶ to be given the opportunity to provide feedback to CIT on its standards of services
- ▶ to be given the opportunity to raise students concerns (see CIT's website)
- ▶ that CIT will work within its complaints policy and procedures if issues arise
- ▶ CIT staff will be familiar with and reference CIT Policy and Procedure available on the Staff Information Site (SIS).

Should you have an issue about the quality of CIT's service or the manner in which this service is delivered and you wish to discuss it further please contact by telephone CIT Student Services (02) 6207 3188 or by email infoline@cit.edu.au.