



ATEL

BUILDING A STRONGER WORKFORCE

SERVICE GUARANTEE

ATEL is committed to providing a quality Group Training service. ATEL seeks to ensure a high level of customer satisfaction with the service we provide.

ATEL believes its Key Performance Indicator is the satisfaction level of host employers, apprentices and trainees. ATEL regularly measures and monitors our performance through surveys of our client group.

ATEL is committed to:

- Complying with the National Standards for Group Training Organisations.
- Delivering service to its employees in accordance with its Employment

Agreement, relevant industry instrument and Employee Handbook for Australian Apprentices.

- Providing a placement service to Host Employers in accordance with all of the provisions of our Placement Agreement, Vocational Education and Training Act, Occupational Health and Safety legislation and published ATEL marketing material.
- Acting promptly and courteously to client inquiries and complaints.
- Assisting clients and potential clients with special needs such as cultural, physical and language in a sympathetic and helpful manner that is consistent with our Access and Equity Policy.
- Providing accurate and up-to-date client contact information and records.
- Ensuring confidentiality of client information in accordance with privacy legislation.
- Dealing with complaints in a prompt and courteous manner, ensuring they are investigated and responded to effectively.
- Reviewing the client satisfaction level of our Group Training service through an independent client survey.
- This service guarantee has been developed with consideration of access and equity principles and legislative requirements.