

TRAINING DEPARTMENT CLIENT SERVICE STANDARDS

The Training Department of the Real Estate Institute of Tasmania is committed to providing a high standard of service to all clients.

We will deal with all clients courteously by:

- Greeting clients calling in person courteously and directing them to the appropriate person promptly.
- Responding to your telephone call by the third ring whenever possible.
- Responding to your telephone call in a pleasant voice, using a greeting and identifying the speaker.
- Dealing with your inquiries within 3 working days.

We will make it easier for you to communicate with us by:

- Enabling you to contact us in a way you prefer - in person, telephone, e-mail, fax or by mail.

We will meet the specific training needs of individual Industry members by:

- Providing a range of training and assessment services to our clients.
- Providing a range of options to assist you with payment for courses, including credit card, cash or cheque and billing to your company account as well as payment by instalment for courses costing more than \$750.00.

We will take care of your comfort during training sessions by:

- Providing a selection of biscuits and beverages for your refreshment.
- Ensuring a comfortably warm temperature in the training room.

We will ensure your privacy and security by:

- Treating your personal information in the strictest confidence in accordance with our confidentiality policies.
- Enabling you to examine your personal information in accordance with our access to records policy.
- Discussing details of your assessments only with you or other authorised persons as defined in our access to records and confidentiality policies.

We will deal with you with integrity by:

- Responding to your feedback from training sessions in order to deliver superior training.

We will resolve problems to your satisfaction by:

- Ensuring that any concerns submitted to us in writing are dealt with promptly and completely.