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## Code of Practice – Customer Service

Our Code states that our aim is to provide you with a prompt and efficient service and outlines our procedures for handling enquiries and monitoring customer feedback. It outlines the standards of service you can expect from us and offers useful advice on how to get the best from the services we offer.

### Our Commitments

We are committed to providing you with a professional service and we have put into place a number of Quality Assurance measures to ensure that we can meet our set standards of service.

These are:

- Processing applications for an apprenticeship within 7 working days of receipt and invitation to an assessment test for suitable applicants.
- Processing applications to become a Host Employer within 7 days of receipt.
- Ensuring the Occupational Health and Safety compliance of Apprentices and Host Employers.
- A Field Officer team to ensure the training delivered by MPAL is of an acceptable standard.
- An OH&S Officer team to assist with OH&S safety, training and Workers Compensation.
- A Payroll team to ensure timely payment of all wages.
- An Accounts team to ensure that Host Employers are despatched correct Tax Invoices.
- Notification of Apprentices in relation to standard, progression and completion.
- Notification of Host Employers in relation to standard, progression and completion of apprentices and training.

### As part of our commitment to you, MPAL staff will:

- Always answer the telephone by identifying themselves by name;
- Wherever possible, handle your enquiry via one point of contact;
- Aim to resolve any problems quickly and to your satisfaction;
- Provide clear, accurate, helpful information and advice at all times;
- Treat you with respect and courtesy at all times;
- Encourage feedback to help us improve our service to you; and
- Keep private any personal information you give us by complying with the Privacy Act.

### Customer Feed back

We will endeavour to seek and listen to all your comments and suggestions about the service we provide. These will be reviewed regularly and used to develop and further improve our levels of customer service.