

Code of Practice – Customer Service

“Success for Employers and Apprentices through industry collaboration”

The aim of MPA GT is to participate and support the industry in the development of future Plumbers of excellence.

Our Code of Practice Customer Service outlines our minimum service commitment.

Our Commitment

To support our aim we guarantee to provide all customers (internal and external) with prompt and efficient service.

To ensure those standards are met at all times MPA GT’s professional service is supported by Quality Assurance measures.

As a minimum we will ensure that:

- all customers are treated in a professional, ethical and courteous manner.
- maintain open and honest channels of communication with our customers.
- access and Equity principles apply to and for all customers at all times.
- all Commonwealth and State legislative compliance is met.
- our Customers’ safety remains MPA GT’s paramount priority. Occupational Health Safety & Welfare compliance of Apprentices and Host Employers is monitored and meets legislative requirements.
- an OHS&W specialist will provide OHS&W induction, training and Host Employer site audits.
- appropriately qualified staff will be provided with processes and procedures to
 - monitor the standard, progression and completion of training standards and requirements of Apprentices;
 - to advise and support Host Employers in that progression and where necessary negotiate remedial action or rotation in a timely manner.
- appropriate support and mentoring is available to Apprentices and Host Employers.

As part of our commitment MPA GT staff will:

- always clearly identifying themselves when contacting customers;
- wherever possible, provide a one point of contact service;
- aim to answer questions or resolve issues quickly and satisfactorily;
- provide clear, accurate and helpful information/advice at all times;
- address applications for apprenticeship within 7 working days of receipt including an invitation to an assessment test for suitable applicants.

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- address Potential Host Employer enquiries same day as receipt.
- address (potential) Host Employer expressions of interest for an apprentice placement same day as receipt.
- ensure timely and accurate payment and recording of wages.
- ensure that Host Employers are correctly invoiced and that Taxation and Accounting Standards are met.

and

- maintain privacy in compliance with the Privacy Act 1988.

Customer Feedback

“Success for Employers and Apprentices through industry collaboration” is MPA GT’s mission and our commitment to customers.

MPA GT encourages feedback to help us improve our service.

Our processes for collection of feedback will include:

- open unsolicited access to the MPA GT team via telephone, facsimile or email during normal working hours;
- customer satisfaction surveys from time to time;
- ad hoc requests for feedback when our team members are in contact for other reasons;
- invitations to industry to participate in quality evaluation and improvement programs.

All customer comments and suggestions will be:

- kept confidential unless an appropriate authority to use the information has been received;
- reviewed for use in the improvement our service.

If you wish to discuss or provide feedback in regard to our

Code of Practice Customer Service or Service

Please contact:

MPA Group Training Manager

8292 4000

Your feedback is welcomed.