

Customer Service Charter

1. Purpose

The “Customer Service Charter” outlines AOMI’s commitment to its stakeholders, laying out an approach to business practice that is both ethical and sound.

2. Objectives

1 – Commitment:

AOMI is focused on meeting the needs of past, present and prospective clients, other businesses in which it may be involved and any other relevant stakeholders. In line with this commitment, AOMI will, at all times, strive to:

- 1.1 Develop an understanding of the specific needs of each person and business that it works with;
- 1.2 Maintain an active connection to the music, arts, entertainment and education industries in which it is involved;
- 1.3 Be adaptable and flexible in both approach and dealings;
- 1.4 At all times conduct business in an ethical and professional manner;
- 1.5 Employ staff members who are suitably qualified and experienced for their appointed roles, and who are consistent with AOMI’s objectives and vision and values statement;
- 1.6 Protect the privacy rights of clients, employees and other businesses;
- 1.7 Ensure the accuracy and integrity of information that is kept about clients, employees and other businesses;
- 1.8 Provide up to date information relating to fees, charges and refunds prior to entering into a business arrangement with an individual, group of individuals, or another business;

Revision	By Whom	Date
Reviewed, no changes	G Bottrill	5 Aug 17
Reviewed, no changes	A Palmer	31 Jul 19
Reviewed, no changes	G Bottrill	20 Sep 20

- 1.9 Ensure that policies relating to fees and charges and refunds are ethical, balanced and transparent;
- 1.10 Treat all people fairly and without discrimination.

2 – Management Principles:

AOMI considers excellence a pre-requisite for success. In order to position itself to both achieve and maintain a standard of excellence within its operations, AOMI will:

- 2.1 Utilise a systematic and planned approach to the management of its operations;
- 2.2 Maintain commitment to quality management and continuous improvement in all aspects of its business;
- 2.3 Provide the opportunity for all relevant stakeholders, incl. employees, learners and other business and industries to provide feedback on any aspect of its business;
- 2.4 Collect regular feedback from stakeholders about all aspects of the business;
- 2.5 Utilise the feedback collected along with other measures of business performance in order to identify opportunities for improvement;
- 2.6 Ensure that decision making of the management team is informed by the experience of AOMI's trainers and assessors;
- 2.7 Market and advertise its services with accuracy, honesty and integrity taking care to avoid misleading and/or vague statements;
- 2.8 Promote and foster an environment free of discrimination and harassment;
- 2.9 Apply and adhere to access and equity principles through all.

3 – AOMI's Educational Guarantee

AOMI is committed to providing excellence in training and assessment delivery. In order to achieve this, AOMI will undertake the following:

- 3.1 Provide nationally recognised training that meets the needs and expectations of students and industry;

- 3.2 Meet the requirements of the VET quality framework and strive at all times to exceed the standards of excellence, where possible;
- 3.3 Deliver courses that are flexible, that meet the needs of a diverse range of students, and that incorporate a holistic approach to training and assessment;
- 3.4 Produce graduates who are appropriately trained and skilled, and who meet the standards required for the industry in which they are engaged;
- 3.5 Engage with relevant industries in which training and assessment services are provided, with the intention of ensuring that courses and course content remains current and active, and is reflective of the industries represented in their present states;
- 3.6 Maintain a supportive learning environment that is conducive to the success of students, employees, clients and other relevant stakeholders;
- 3.7 Ensure that new learners and persons seeking to enrol receive clear, accurate and up-to-date information about AOMI's services, obligations and policies prior to formal enrolment in their chosen course;
- 3.8 Recognise all qualifications and statements of attainment issued by another RTO (recognised training organisation) in Australia, under the Australian Qualification Framework (AQF).

This Charter will be reviewed every two years.



William Palmer
CEO
20th September 2020