

## Service Commitment

We take pride in delivering effective and timely service to our stakeholders, and regularly monitor and evaluate our service delivery to ensure we meet or exceed expectations.

### Core hours

Campus Central: 8.30am to 6pm, Monday to Friday.  
101 Currie Street: 8.30am to 5pm, Monday to Friday.

### Phone calls

90% of calls will be answered within 30 seconds of callers being connected to the queue.  
No more than 5% of calls will be abandoned.  
Missed calls will be responded to within one business day if the caller leaves a message.

### Emails

Unless stated otherwise, during non-peak periods email enquiries will be responded to within one business day.  
Responses will be automated if the email is sent to a team email account.  
Automated responses will include relevant FAQ's and advice about response times during peak periods.  
If the enquiry is complex, an estimated date of completion will be provided, with follow up completed within the identified timeline.

### Processing forms/applications

Unless otherwise stated, processing of form/ applications will be completed within 2 business days.  
If the request is complex, an estimated date of completion will be provided, with follow up completed within the identified timeline.

### Filing

All filing will be completed by the end of the week.  
All documents containing staff or student data will be handled respectfully and if necessary, will be stored securely overnight.

### Meeting papers

At a minimum, meeting agendas and papers will be distributed 3 business days prior to meetings.

### Meeting minutes/actions

Minutes/Actions for meetings will be prepared, checked by Chair and distributed within 3 business days of the meeting.

### Quality management

We will deliver our services through clear resolution and communication skills, and best practice manner as outlined in our Quality Management Indicators.

# Quality Management

The following service standards guide and evaluate the quality of our service in each Campus Central, and where applicable these extend to broader Student and Academic Services' activities.

## Resolution skills

- we clarify needs by making every effort to clearly understand what the enquiry is in relation to
- we provide clear resolution by responding to enquiries with an answer that thoroughly resolves the enquiry and ensures understanding
- we follow correct processes to ensure requests are correctly actioned
- we provide correct information by utilising our knowledge and documentation

## Communication skills

- we use correct grammar and sentence structures, and write and speak in ways that are clear and concise for our customers to understand
- we build relationships with our customers during our interactions, building rapport while demonstrating professionalism matched with personal service
- we maintain interest and contact during our phone conversations
- we project confidence when responding to enquiries
- we avoid slang, and our responses are easy to follow
- we are courteous and helpful and show respect to the customer
- while on the phone we speak at a moderate volume and speed
- we are patient and tolerant to ensure all parties are understood
- we avoid interrupting and respectfully ensure customers are able to get their point across without interruption

## Best practice manner

- we are interested, warm and attentive in our interactions
- we interact using appropriate greetings and conclusions
- we offer further assistance where this can add value to the customer's experience