



Customer Service Standards

The following principles apply to customer service provided to customers by employees of CC Joy Enterprises Pty Ltd trading as Col Joy Training Services:

At all times, the interests of our customers are of utmost priority.

- We will invest time in developing customer relationships;
- We will return phone calls as soon as possible (within 1 working day);
- We encourage our staff to be in regular contact with our clients through visits, phone calls, fax messages and e-mail.

For each project, a staff member will be assigned to be the customer's clear point of contact with Col Joy Training Services.

Col Joy Training Services will not accept training projects until satisfied that we can meet the client's needs.

To clarify our interaction with our clients, we have formally documented:

- Access and Equity Policy
- Advertising Policy
- Certification Policy
- Code of Practice
- Complaint and Appeals Policy
- Fees Policy
- Human Resource Standard
- Physical Resource Standard
- RPL/ Credit Transfer Policy
- Refund Policy
- Smoking Policy
- Quality Assurance System to ISO 9001/2000