ACPET’S QUALITY HELP DESK

1800 446695

A. Member Terms

- Members may access 2 hours of complementary Help Desk as part of their 2014/2015 membership fees.
- Members may call ACPET’s Quality Help Desk during business hours (inc WST)
- Members may ask question(s), covering VET, higher education, CRICOS and ELICOS quality and compliance matters. This service will not provide advice on government funded training or policy matters.
- Only phone call queries will be accepted.
- The member may purchase a further 5 or 10 hours of support, with a maximum of 10 hours in any one financial year.
- Members will be expected to provide their membership ID number, on commencement of each call (should a member not provide their membership ID number, ACPET’s Quality Advisor will source it with the time taken accounted towards the call).

B. ACPET Service Standards

- All calls will be held in strictest confidence.
- Should the 1800 number be busy, the member’s call will be recorded in the Help Desk message bank and will be responded to within 24 hours (within business days).
- Should ACPET not be able to respond to a member’s question immediately, they will provide a written response, usually within 48 hours. Should a query require further research, this time will be recorded against the member’s Help Desk allocated hours. The member will be advised of this period in the following up contact.
- Members will be advised by ACPET as they are reaching the completion of their complementary 2 hour’s Help Desk and will be offered to purchase either a further 5 or 10 hours.
- A member’s call will not be timed if they are requesting information or would like to book into another ACPET service.
- Calls will be recorded in 5 minute periods (eg. a call that takes between 8-9 minutes will be recorded as a 10 minute period).

C. ACPET Continuous Improvement

ACPET is committed to providing a value-adding Quality Help Desk service for its members and welcomes suggestions for improvement. Please submit your suggestion for improvement to in writing (via email) to the General Manager, Business Development: maria.langwell@acpet.edu.au.

D. ACPET Complaints Handling

Should a member be dissatisfied with the service, please submit your concern in writing (via email) to the General Manager, Business Development: maria.langwell@acpet.edu.au. All complaints will be investigated and members will receive a response within 7 working days.