



Document Name	Customer Service Policy
Document No.	FM-31
Reviewed by	Systems Manager on 22/08/2025
Authorised by	Corporate Leader on 23/08/2025
Comment	It is the responsibility of the recipient to identify and/or control superseded documents

INTRODUCTION

Purpose

GEM College is committed to providing professional, accessible and responsive services that support positive student and customer experiences. This policy states the service standards expected of GEM College and persons delivering services on its behalf.

Scope

This policy applies to GEM College employees, contractors and third parties when dealing with prospective, current and former students, clients, employers and other stakeholders. It applies to all service channels and stages of a person's engagement with GEM College.

Complaints and appeals are governed separately by GEM College's Feedback, Complaints and Appeals Policy and associated process.

DISCUSSION

1. Service commitments

GEM College will:

- Provide accurate, current and understandable information;
- Treat people with courtesy, dignity, fairness and respect;
- Respond to enquiries and requests within reasonable timeframes;
- Provide services consistently and in accordance with applicable requirements;
- Protect personal information and respect confidentiality; and
- Use feedback and service information to support continuous improvement.

2. Information and communication

Information provided about GEM College, its training products, services, fees, entry requirements and student obligations must be clear, accurate and not misleading. Staff must communicate in a professional manner, explain relevant requirements and refer matters to an appropriately authorised person where they cannot provide a reliable answer.

3. Access and inclusion

Services must be provided without unlawful discrimination. GEM College will take reasonable steps to identify and respond to individual needs, including providing accessible information and reasonable assistance where required.

4. Professional conduct

Employees, contractors and third parties must act honestly, courteously and within the limits of their authority. They must manage conflicts of interest, protect confidential information and avoid conduct that may compromise a person's safety, dignity or trust in GEM College.

5. Responsibilities of students and customers

Students and customers are expected to:

- Provide complete and accurate information relevant to the service requested;
- Communicate respectfully with staff and other service users;
- Meet reasonable administrative and course-related requirements; and
- Advise GEM College promptly where information, circumstances or support needs change.

6. Feedback and service improvement

GEM College welcomes feedback about its services. Feedback may be provided through the published channels and will be considered when monitoring service quality, identifying trends and implementing improvements. Providing feedback does not prevent a person from making a complaint or appeal under the separate policy and process.

7. Responsibilities and review

All persons covered by this policy are responsible for meeting its service standards. Managers are responsible for monitoring service performance, addressing identified deficiencies and ensuring that authorised improvements are implemented. This policy will be reviewed in accordance with GEM College's document-control requirements.

SUMMARY

GEM College's customer service is based on accurate information, respectful communication, fair access, professional conduct and continuous improvement. In particular:

- Information and services must be accurate, accessible and responsive;
- People must be treated fairly, courteously and with respect;
- Privacy, confidentiality and individual needs must be appropriately managed;
- Students and customers are expected to provide accurate information and behave respectfully;
- Feedback must inform service monitoring and improvement; and
- Complaints and appeals are managed under separate documents.



Chief Executive Officer - Monique McCloskey