

OUR COMMITMENT TO OUR CUSTOMERS

TAFE Western's Strategic Plan commits us to exceeding the expectations of our customers. As our customer, whether you are an individual or a business, you can expect we will:

- Clearly communicate what services we offer and how you can access them
- Provide services which are relevant, current and customised to your preferences, intentions and needs
- Always provide friendly, courteous and culturally appropriate contact which demonstrates our interest in you
- Make it easy for you to deal with us at every stage in your experience
- Articulate what you can expect from us and that we will deliver what we promise
- Listen and actively respond to your feedback in a timely manner
- Support you throughout your experience with us
- Welcome you back for future education and training experiences



Kate Baxter
Institute Director

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