



Fact sheet

Customer service – Code of practice

The Department's Apprenticeship Office registers and administers apprenticeship/traineeship training contracts in Western Australia under Part 7 of the *Vocational Education and Training Act 1996* and associated Regulations.

The Apprenticeship Office provides an objective and impartial service to apprentices*, trainees, employers and nominated training providers by:

- providing clear, accurate and timely information or referrals;
- ensuring advice about training contracts is consistent with the relevant legislation;
- being open, transparent and accountable;
- treating people with respect and courtesy;
- responding to phone calls and emails promptly;
- resolving disputes with sensitivity and without delay; and
- respecting people's privacy and ensuring information is handled with the utmost discretion.

Apprenticeship Office

T: 13 19 54

E: apprenticeshipoffice@dtwd.wa.gov.au

W: dtwd.wa.gov.au/apprenticeshipoffice