



## FACT SHEET

# Customer service – Code of practice

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

The Apprenticeship Office provides objective and impartial advice to apprentices\*, parents/guardians (where applicable), employers and registered training organisations by:

- providing clear, accurate and timely information or referrals;
- 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.

*\*The term 'apprentice' includes apprentices, trainees, cadets and interns.*