

EGT Customer Service Charter

As a not-for-profit Group Training Organisation, Electrical Group Training (EGT) purpose is to employ apprentices and second such apprentices to various private employers for varying periods.

Specifically EGT employs electrical apprentices for the benefit of the electrical and communications industry in WA ('the industry'), thus creating apprenticeship opportunities that would not have otherwise existed and in doing so meeting the demand for skilled tradespeople in the industry.

In order to be successful in these aims it is essential that EGT provides excellent customer service and solicits feedback from our customers in order to continuously improve our operations.

Our commitment to you is to provide

HIGH QUALITY RECRUITMENT

- Rigorous recruitment standards and processes resulting in the selection of apprentices most likely to succeed.

EXCELLENT MENTORING AND SUPPORT

- Management and staff with a wealth of industry and training experience who are responsible for mentoring, support and performance management of our apprentices to ensure they meet the requirements of their training contract and host employer.

EFFICIENT PAYROLL AND INVOICING

- Payroll and invoicing systems that are efficient, accurate and understandable.

CUSTOMER SERVICE & FEEDBACK

- Friendly and efficient responses to all queries, within a 24 hour period.
- An avenue for your feedback on our people, systems and processes and a response to feedback within 24 hours.

PRIVACY

- Compliance with the Privacy Act 1988 which will protect personal information you share with us.