

# Our commitment to you

This document details our commitment to actively engage with you, and includes some specific commitments about the timeliness of our day-to-day work.

## What you can expect from our daily work

### Enquiries

We will respond to SVTS enquiries within 3 business days. We will tell you if we think the matter will take longer.

### Audits and reviews

Our auditors follow the Department of Jobs, Skills, Industry and Regions standards and values when carrying out audit and assurance activities.

We aim to give you the outcome of our audit and assurance activities within 6 weeks from the date of the auditor's final report.

### Requests

We aim to determine your requests for additions to funded scope, increases to commencement allocations, and the subcontracting of training and assessment within 3 weeks of receiving all the required information from you.

### Payments

We will publish payment dates at the start of each year. When you make a valid claim, we pay you against those dates.

## Our engagement focus



### WE ENABLE

We will enable you to deliver quality Skills First training that meets the Government's policy outcomes for students, employers and industry



### WE INFLUENCE

We will influence Skills First policy, strategy and stakeholders by sharing operational data and insights about your experience



### WE COLLABORATE

We will strengthen relationships with you, and understand your experience, so we can better inform our decision making

- ✓ Answering your SVTS enquiries
- ✓ Clear resources, such as fact sheets, templates and forms
- ✓ Direct engagement opportunities, such as online information sessions, visits and meetings
- ✓ Free training sessions through the [VET Development Centre](#)
- ✓ Ensuring simple digital engagement via SVTS, including through data reporting and payment claims
- ✓ Providing insights into your enquiries and emerging themes through our Inside Enquiries publication
- ✓ Using your feedback and our annual training provider survey results to continually improve our work

## Our 6 principles of engagement

### 1. Clear and simple communication

We will ensure a simple and convenient experience when you interact with us. We will write clearly and concisely using a consistent voice. We will use innovative visual and design elements to make our communications more accessible and easily understood.

### 2. Responsive engagement

We often need to be responsive and flexible in our engagement with you. Where we can, we plan our engagement by considering what we understand to be your needs. We have clear goals of what we want to achieve.

### 3. Inclusive and tailored approach

We recognise that you collectively represent a diverse body of organisations and people. You have different characteristics, complexities and resources. You are located across metropolitan and regional Victoria. You employ staff from all backgrounds, including Aboriginal and Torres Strait Islander people. We will tailor our engagement and communications work to make it easy and culturally respectful for all types of training providers and staff to engage with us.

### 4. Trusting and respectful relationships

We respect the expertise and perspectives you have in delivering VET. We will listen, learn and respond to your experience. Through purposeful engagement we aim to build meaningful and trusting relationships. We will ask how and when you want to engage, based on your particular circumstances. We will foster a culture of sharing ideas.

### 5. Clearly communicate decisions

In making decisions we will consider your views and act with integrity, without bias, and in good faith. We will ensure that the reasons for our decisions are clearly communicated.

### 6. Committed to continual improvement

We recognise you are well placed to identify opportunities for improvement in our work. We value your feedback. It enables us to take action to raise the standard of our work. We will nurture a culture of innovation and improvement.

## Help us with your feedback

We welcome your honest feedback to help us continually improve our work.

Contact us through [SVTS](#). Engage with us through our surveys.