



TERMS & CONDITIONS

1. Our Product and Services

A collaborative initiative between the Customer Service Institute Australia (CSIA) and VETASSESS, we are delighted to introduce the Accredited Customer Service Leader (ACSL) program.

This digital badge and accreditation validates and showcases your leadership experience in the dynamic fields of Customer Service, Contact Centre, Service Management, and Customer Experience (CX).

Through our partnership, CSIA and VETASSESS are committed to advancing the standards of customer service leadership. This program not only accredits your skills, knowledge and expertise but also opens doors to new career opportunities and industry recognition.

The services which CSIA has agreed to perform for the Applicant includes assessment and accreditation as a Accredited Customer Service Leader (ACSL).

2. Our Relationship

- (a) CSIA will perform the Services using reasonable skill and care.
- (b) The Applicant must provide to CSIA and VETASSESS, the information that CSIA and VETASSESS reasonably requires to perform the Services.
- (c) All information provided by the Applicant will be accurate, in which VETASSESS will rely on Applicant information to conduct the assessment.

3. Eligibility Criteria

To apply for this accreditation, the Applicant will ensure they are able to provide proof of identity and meet the following criteria:

- (a) **CSIA Certification:** Possession of a CSIA Qualification including Customer Service Leader (CCSL), Certified Service Sales Leader (CSSL), Certified Customer Service Manager (CCSM), Certified Customer Service Trainer (CCST) and Certified Business Relationship Manager (CBRM) certificate.
- (b) **Statement of Service:** Evidence of minimum of one year of relevant leadership experience within a customer service sector(s).

4. Fees and Payment

- (a) The Applicant must pay to CSIA the costs associated with the services which CSIA and VETASSESS have agreed to perform for the Applicant.
- (b) The Administrative fee of \$80.00 (GST inclusive) is non-refundable.

- (c) If the Applicant requests to withdraw their application at its discretion, the Applicant will receive a full refund. The \$80.00 (GST inclusive) administrative fee will be forfeited by the Applicant.
- (d) If the Applicant is unsuccessful in its assessment, the Applicant will receive a refund of 50% of the Total Cost.

5. Request for Appeal

- (a) If the Applicant is unsuccessful, the Applicant can request for an appeal of the decision within 90 days of the original decision being granted.
- (b) The Applicant must provide the following:
 - (1) A cover letter setting out the grounds on which the review is sought, including any additional background information about the claims.
 - (2) Additional evidence to support your claims. Resubmission of the documents provided in your original application is not required.
- (c) The Applicant accepts costs associated with the review at \$239.00 (GST inclusive). CSIA and VETASSESS will reimburse the Applicant for the review costs should the original decision be overturned.

6. Assessment Process

The Applicant acknowledges the process includes:

- (a) Initial Review: VETASSESS will promptly review your application on receipt.
- (b) Processing Time: The standard assessment duration is approximately two weeks, subject to the timely receipt of all required documents and any additional information.
- (c) Notification: Following a successful assessment, VETASSESS will officially confirm and notify you of your accreditation status.

7. Duration of Accreditation

- (a) The Applicant acknowledges the duration of accreditation period is 5 years commencing on and from the confirmation of accreditation status, in which the Applicant may use the Digital badge.
- (b) If the Applicant decides to proceed with renewal, the associated fee with the Services will be \$275.00 (GST inclusive).
- (c) To apply for renewal, the Applicant will ensure they are able to provide proof of identity (if a name change has occurred) and an updated Statement of Service.

8. Confidential Information

- (a) CSIA and VETASSESS acknowledge and agree that all Confidential information that is received from the Applicant, is to be held by CSIA and VETASSESS in the strictest of confidence.
- (b) CSIA and VETASSESS must take all possible precautions to prevent any unauthorised disclosure of Confidential Information.
- (c) CSIA and VETASSESS agree to comply with all other reasonable obligations and security measures relating to Confidential Information as required from time to time by CSIA and VETASSESS.