



1. Who can enter the Australian Service Excellence Awards?

The ASEA program is eligible to all individuals and organisations who provide products and services to Australians.

2. Do we have to become a member of CSIA to enter?

You are not required to become a member of CSIA to enter. The ASEA program is open to everyone. However, members do receive discounts on nomination fees and on tickets to attend the Awards Gala Dinner.

3. How do I find out if we are a member of CSIA?

To check your membership status, please contact the CSIA team via 1300 912 700 or email at membership@csia.com.au.

4. Can I/we enter in more than one category?

Absolutely! Please keep in mind that each category nomination requires a separate nomination form to be completed. However, there is no limit to how many nominations you can submit.

5. Are there any prerequisites for entry?

There are no current prerequisites for entry. However, we do require that all nominated entrants must be serving the Australian market.

6. Our organisation operates an offshore call centre / team, are we able to nominate the off-shore call centre / team?

Yes, you can nominate an offshore call centre or team, as long as they are servicing Australians. If they become a finalist, CSIA may require a site visit to the call centre (for which there might be additional fees). In some instances, a video conference can be set up from your Corporate Head Office to facilitate this process.

7. What should I do to prepare to enter the ASEA?

You can download the ASEA brochure [here](#). This document has helpful hints for how to complete nominations across both individual and organisation categories. One of the most important things that you can do is to familiarise yourself with the International Customer Service Standard (ICSS: 2020-2025) – if you don't have a copy, please contact CSIA.



8. How long will it take to prepare an entry for the Awards?

The entry process is completed via an online form via the Awards portal which can be found at www.csia.com.au. This addresses questions related to the core elements of the International Customer Service Standard (ICSS: 2020-2025). Completing your entry form should not be a long or difficult process. We suggest thinking about it as early as possible. The word limits in place are strict and it might take time to ensure that you are able to effectively communicate your success within the word count requirements.

9. Who judges the ASEA?

The panel is comprised of selected CSIA members and includes industry experts and academics with expertise in the customer service field.

10. What supporting documents do you require?

To support your nomination/s, you might wish to provide additional information to that which is provided in the main nomination form/s. This could include, by way of example, data to support the claims made in your submission, customer testimonials, and/or any other documentation that you feel will demonstrate how you are fulfilling the ASEA judging criteria.

11. Can I get a copy of the International Customer Service Standard (ICSS: 2020-2025)?

Yes, please contact the CSIA team via 1300 912 700 or email awards@csia.com.au.

12. Can we get an invoice for our nomination/s rather than paying via credit card?

Yes, when you submit your nomination an invoice will be automatically generated. You may choose to pay this immediately by credit card or you can pay later by bank transfer. Please note that entry fees must be paid in full by Friday, 07 June 2024 for your nomination to be eligible.

13. When will the finalists be notified?

The CSIA team aims to notify successful finalists on June 10, 2024. Please note that, if there is a high volume of nominations in certain categories, this process might be slightly delayed. If this happens, the CSIA team will contact you to let you know.