

our TAFE our TAFE

Customer Service management review

There have been a number of reports of activities occurring regarding the implementation of the Customer Service Management Review (i.e cleaning out of Student Association offices, asset audits etc).

There are two reasons why this is highly inappropriate and should cease immediately:

- The Customer Service Management Review has not been formally approved. There should be NO action occurring to implement a restructure that has not been finalised.
- The Customer Service review is currently involved in a dispute over the use of the Capability Framework. As per the TAFE Commission of NSW Administrative, Support and Related Employees Enterprise Agreement 2013, it is a

requirement that when we are in dispute that: a) normal work continues; b) no industrial action is taken; and c) the parties to the dispute shall not take any other action likely to exacerbate the situation.

The PSA is meeting with management this afternoon (Wednesday 17 December) in regards to the dispute. In the meantime, normal work is to continue. If you have specific examples of implementation occurring please email the details to ilittle@psa.asn.au so we can include it in any further dispute.

A thorough update on the outcome of today's meeting will be sent to members before Friday 19 December.



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