



The Construction Training Centre

Version – 3.0

FOR-COM-146

Issue Date: 11/09/2014

# CUSTOMER CHARTER

## What is a Customer Charter?

This document describes our commitment to our customers and the community and details what you can expect when dealing with us and the level of service we aim to provide.

## Who we are

The Construction Training Centre (CTC) is a resource hub for the building and construction industry.

Our unique facility offers everything that any organisation or individual worker could need to conduct, or participate in, specialist industry training ... in one place.

Our mission is to equip people with the skills they need for the future, to develop the QLD building and construction industry with the highest quality workforce and specialist knowledge.

Our tenants, partners, workers, and staff are part of an industry based community that benefits from direct access to progressive, world class training facilities and equipment. We actively facilitate partnerships for future collaboration among the community and encourage the shared utilisation of specialist resources to maximise potential and minimise wastage.

## What's important to us

- strengthening our community
- honesty, integrity and transparency
- committed partnerships
- managerial best practice
- sound governance
- innovation and leadership
- stewardship of our environment



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## What we do

*Hot Leasing* – A unique market leading initiative proving a flexible and cost effective solution for RTO's delivering high risk work licenses and safety training.

*Commercial Leasing* – Purpose built training and campus style facilities form part of an industrial training hub which is located 11klm from the Brisbane CBD.

*Training Room Hire* – CTC has conference facilities and training rooms available for short-term hire. Our air-conditioned rooms are equipped with state of the art audio-visual equipment.

## Our commitment to you

- *Customer service you can rely on and trust*

You can expect friendly, courteous and efficient service from us. We will deal with your queries promptly and professionally and provide you with complete and accurate information first time.

- *Honesty, integrity and respect*

We will be honest, respectful and will act with integrity at all times. Our communication with you will be simple and clear and respectful of cultural and language differences. We will be honest and transparent in relation to the delivery of our programs and in the management of grant funds.

- *Respect for your personal information*

We will value your personal information and take reasonable precautions to prevent unauthorised access. We will not give out personal information to any other organisation without your consent.

- *Protecting the environment*

We are committed to reducing our environmental footprint and will adopt initiatives and measures to reduce carbon usage.



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- *Maintenance of the facility*

We will ensure rooms used for short-term hire are cleaned and set up in the manner requested. We will have staff available to respond promptly to any problems that may arise. Our long-term tenants can expect the centre to be kept in a clean and tidy manner and maintenance requests will be responded to efficiently and effectively.

- *A safe and supportive environment*

We will provide a safe and supportive environment for staff, tenants and visitors to the centre.

- *Listen and improve*

We welcome your feedback so that we can continue to improve our services. If you have a complaint, compliment or something to tell us, we encourage you to visit our website at <http://www.ctc.qld.edu.au/contact-us/> and use the Contact Us function or phone us on 3216 6711.

### **Measuring and reporting our performance**

So that we can continuously improve our service, we will measure our performance by analysing the results of our Customer Satisfaction Surveys and report the results every 12 months.

PHIL DIVER

**Chief Executive Officer**

11<sup>th</sup> September, 2014