

QUALITY POLICY

The Board and Management of CISC Pty Ltd, operating as The Construction Training Centre (CTC), is a resource hub for the building and construction industry and is dedicated to building skill solutions to exceed client expectations.

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 Queensland 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.

CTC is committed to setting and reviewing quality objectives in management and service through the Management Review process and will strive to continuously improve performance.

CTC will achieve this by:

- Ensuring honesty, integrity and transparency are maintained while striving for best practice in all areas of operation;
- Making quality of service and the understanding of client requirements and satisfaction the responsibility of all employees;
- Continuing to create and build on committed partnerships with industry leaders;
- Ensuring compliance with all customer, statutory, legislative, regulatory and other requirements;
- Educating and training in order to continually improve the skills of our people and their awareness and knowledge of quality issues and practices;
- Continuing our role as a good corporate citizen to strengthen our local and wider community;
- Encouraging sound governance, innovation and leadership;
- Providing sufficient and suitable resources to support our management system;
- Adopting risk based thinking and a process approach to our operations to facilitate improvement and growth; and
- Maintaining, monitoring, reviewing, auditing and continually improving the Quality Management System consistent with certification requirements of ISO 9001.



Phil Diver
Chief Executive Officer



Peter Lyons
Chairman