



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 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.

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
- promotion of a safety culture

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 11km from the Brisbane CBD.

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

Conference Room Hire – CTC's Hugh Hamilton Room, is a spacious and well-equipped conference room perfect for large group training, conferences and events.

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 all services we deliver.
- *Respect for your personal information*
We will value your personal information and take appropriate precautions to prevent unauthorised access. We will respond swiftly if we believe there has been a breach to the security of our data to mitigate potential harm to our customers. 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.

- *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 contact us through our website at <https://ctc.qld.edu.au/contact/> 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 at least every 12 months.

PHIL DIVER

Chief Executive Officer

22/04/2020