

## CODE OF PRACTICE

As a Group Training Organisation, our staff are committed to providing you with quality customer service.

CCGT shall continually strive to improve its service level to employees and clients by:

- Monitoring training of trainees and apprentices
- Focusing on outcomes
- Regularly supporting apprentices, trainees and host employers
- Best practice in business management
- Observance of all statutory requirements
- Ensuring confidentiality and privacy
- Actively participating in the Group Training Network
- Partnering Industry and Government in advancing structured skills training
- Creating and monitoring an equitable, friendly, safe, healthy and satisfying work environment through regular consultation with employees
- Ensuring the immediate and full disclosure of any personal interest, refraining from activities which conflict with the interests of CCGT
- Making a positive contribution to community well-being

CCGT shall review at least annually its policies and procedures to keep in line with the service levels of National Standards for Group Training Organisations.

CCGT shall carry out regular service surveys and review any complaints and take corrective action.

CCGT shall ensure consistent quality group training services to maintain a high industry profile and receive recognition as a good employer.

Endorsed by the Board of Directors on 18<sup>th</sup> May 2019



CCGT Chairman



CCGT Senior Manager

