

Code of Practice & Client Services Charter

Our Commitment for You

Careers Training Centre is committed and focused on meeting your needs.

We promise to:

- Understand the needs of you, the client, our students, staff and the industries in which we operate or do business with.
- Understand your specific needs and be flexible in our approach to serving you.
- Operate professionally and always conduct business in a sound, ethical and fair manner.
- Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity.
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- Resources and training to meet the current industry standards and the requirements the Standards for Registered Training Organisations (RTOs) 2015 and relevant guidelines related to Vocational Education and Training Package rules.
- Respond to student and industry needs and remain competitive within our market.
- Ensure the confidentiality and accuracy of your information.

Further information can be found at the Department of Education, Training and Employments Website www.training.qld.gov.au, or by contacting our friendly staff at Careers Training Centre.

For more information, contact us:

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