



## CREATIVE TRADES INDUSTRY TRAINING ORGANISATION STRATEGIC PLAN 2009 – 2012

### OUR VISION

To be the Industry Training Organisation for the specialised trades and their respective industries.

### OUR MISSION

To lead and facilitate high quality qualifications and training to our associated industries and trades sectors to improve their productivity and business potential.

### STRATEGIES

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- 1 *Developing and implementing Quality Management systems that ensure all qualifications, training and assessment is of a consistently high standard at all levels.*  
Measure:
    - Annual internal self assessment audit completed to the satisfaction of the Board.

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  - 2 *Build the ITO's capability to provide skills leadership, continued liaison with Government, TEC and NZQA, improved means of communicating with industry, other construction related to the ITO and the ITF.*  
Measure:
    - Annual Business Plan, prioritise areas of stakeholder engagement.

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  - 3 *The ITO has in place qualifications, training and assessment resources that meet the needs of its industry stakeholders.*  
Measure:
    - Industry stakeholders are consulted over content and structure of qualification to ensure they meet their needs.
    - Industry advisory groups are established and maintained for each industry sector covered by the ITO.
    - Training and assessment resources to support all qualifications are developed, fit for purpose and meet the need of industry.

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  - 4 *Assist industry associations' scope and establish industry owned training schemes.*  
Measure:
    - Consult, advise and assist our industry associations with the scoping and processes for establishing industry owned training schemes.

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  - 5 *Customer service levels within and from the ITO are maintained at high standard at all levels of the organisation.*  
Measure:
    - Systems are in place to monitor customer service standard to the Boards satisfaction.
    - Annual customer satisfaction survey is conducted.

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  - 6 *Develop and maintain appropriate links with training, skills and standard setting bodies in Australia, United Kingdom, Canada and South Africa.*  
Measure:
    - Memorandum of understanding is in place to demonstrate links and relationships.
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