**GTO:**

**EXCELLENCE IN GROUP TRAINING AWARD**

**Excellence and Innovation**

* Examples of how the GTO/Team/Individual makes a significant contribution to excellence in the field.
* How the GTO/Team/Individual addresses the needs of internal and external clients
* What is unique or innovative about the GTO/Team/Individual has provided

ENTER DETAILS TO ADDRESS CRITERIA

**Client focus**

* Systems and processes for collecting information on client needs and satisfaction
* Demonstrated recognition and/or acknowledgement from clients, students and colleagues
* Any specialist support provided for students with special needs, such as Indigenous students, students with disabilities, students from a non-English speaking background, students in remote areas, gifted and talented students.

ENTER DETAILS TO ADDRESS CRITERIA

**Professionalism & commitment to support services for VET and GTOs**

* Demonstrated efficiency, accuracy and timeliness in dealing with customer enquiries
* Contribution to performance enhancement efforts such as professional development of other staff, acting as mentors, guides or models for others.
* Contribution to achieving GTO and VET goals
* How the individual or team engaged with other professionals to improve the GTO standard of services provided to clients

ENTER DETAILS TO ADDRESS CRITERIA