

Professional Service Standards

Student & Academic Services (aggregated)

Take Ownership
<ul style="list-style-type: none"> • We will be clear about the purpose and contribution of each team. • We will set clear expectations of standards of service and stick to them. • We will work with all stakeholders to better understand our customer needs. • We will empower our staff to own the problem and the solution. • We will listen and identify improved ways of working.
Make it Easy
<ul style="list-style-type: none"> • We will set realistic timescales and offer a clear point of contact. • We will ensure all information is clear, concise and simple. • We will streamline, automate and tailor our processes where possible. • We will continuously review and improve our services.
Flex
<ul style="list-style-type: none"> • We will acknowledge that one size may not fit all. • We will provide consistent service and flex the policy or procedure to do the right thing where required within clear boundaries. • We will develop awareness and understanding of our diverse customer base tailoring services where possible or explaining the need for consistent practice and adherence to regulations. • We will collaborate with other functions and continuously look to benchmark opportunities both internally and externally.
Build the Relationship
<ul style="list-style-type: none"> • We will build strong working relationships based on mutual trust and respect and display positive attitudes at all time. • We will manage expectations honestly and deliver on our promises. • We will keep our customers informed especially when things change. • We will proactively seek feedback, take action and strive to continuously improve. • We will ensure we are all living the Edinburgh Napier values and demonstrating professional behaviours.

Professional Service Standards

Employability & Opportunities

Take Ownership
<ul style="list-style-type: none"> • Establish, implement and continually review a strategy for Employability & Opportunities, and a clear remit for each team. We will also identify where we can support and complement each other. • Respond at point of need with a solution-focused approach. • Work with all stakeholders (internal and external) to develop a clear understanding of customer needs. • Take a proactive approach to gathering feedback and engaging with CPD, Professional Bodies, other universities, business and community networks, then responding and using this information to enhance our service.
Make it Easy
<ul style="list-style-type: none"> • Maintain a clear and visible brand, providing information that is clear, concise, accurate and relevant to each strand of our customer range. • Continuously review and improve systems and practices towards maintaining and developing our services in response to a constantly changing environment. • Achieve a culture where colleagues can be confident that their ideas and opinions are valued by peers, Team Leaders and Senior Managers.
Flex
<ul style="list-style-type: none"> • Attempt to have a presence on all 3 campuses, 5 days a week. • Develop an awareness and understanding of our diverse customer base, and tailor what we offer to their varying needs.
Build the Relationship
<ul style="list-style-type: none"> • Treat and be treated with trust and respect. • Listen actively, clarify and understand our customer needs. • Respond to customer needs with honesty and integrity. • Gather appropriate feedback and action this to ensure continuous improvement. • Seek out opportunities to engage with staff, student and external stakeholders to share knowledge and best practice.

Professional Service Standards

Quality & Standards Team

Take Ownership
<ul style="list-style-type: none"> • We will define and communicate a mission statement for the Quality & Standards team. • We will continue to develop and share our expertise through engagement in ongoing professional development and external networking to ensure that we can provide accurate and high quality advice and guidance and can lead on matters relating to quality and standards.
Make it Easy
<ul style="list-style-type: none"> • We will increase the visibility and accessibility of the policies and procedures which underpin the academic quality infrastructure in the University, seeking feedback from colleagues in Schools to ensure that our approaches are effective. • We will seek to stream-line processes to avoid repetition and unnecessary bureaucracy, whilst still ensuring that stakeholders have sufficient information and advice to take ownership of the operationalisation of the Quality Framework and academic regulations.
Flex
<ul style="list-style-type: none"> • We acknowledge that one size does not fit all, and we shall operate a risk-based approach as we advise colleagues in applying the procedures set out within the Quality Framework. • As we review policies and procedures, we shall aim to be more explicit in defining information which is for guidance, and where greater flexibility is possible and what is regulatory and where there are more restrictions.
Build the Relationship
<ul style="list-style-type: none"> • We will continue to strengthen our relationship with external agencies out-with the University, including QAA Scotland and the teams that fulfil a similar function in other HEIs to support benchmarking of professional activity. • We will seek to better understand the impact of the processes set out within the Quality Framework on other areas of the University by proactively forging stronger links through ongoing dialogue. • We recognise that feedback is important in evaluating our performance as part of an enhancement culture. We will use appropriate methods to seek and listen to feedback provided by our colleagues and stakeholders and will share how that feedback has impacted on our performance.

Professional Service Standards

Recruitment, Admissions & Administration

Take Ownership
<ul style="list-style-type: none"> • We will be proactive in taking ownership of our communications – responding to emails and making sure issues are resolved. • We will own and continuously review our processes – undertaken by the ‘right’ people to ensure best practice. • We will set realistic timeframes and expectations and keep our promises.
Make it Easy
<ul style="list-style-type: none"> • We will listen - improve our communications, ask the right questions and provide the best information. • We will use appropriate language at all times – keep it simple, no jargon (although use specific terminology where appropriate e.g. UCAS), tailored to the audience. • We will be consistent - make a good first impression, all information up-to-date and easy to find, learn from others and pass on knowledge. • We will benchmark our activities and processes against external organisations.
Flex
<ul style="list-style-type: none"> • We will manage expectations within a boundary of consistent practice, for example contextualised admissions. • We will know our audience and tailor our communication accordingly, for example cultural awareness when dealing with our overseas customers. • We will continuously ask what we could do better and assess the associated benefits and risks.
Build the Relationship
<ul style="list-style-type: none"> • We will listen and respond to our users’ needs. • We will offer a tailored service to different markets and cohort requirements e.g. home/overseas. • We will build and maintain relationships with internal and external stakeholders for the benefit of our students (e.g. SAAS, UKVI, SLC, UCAS). • We will challenge our own behaviours by recognising the positive and negative feedback which we receive.

Professional Service Standards

Student Wellbeing

Take Ownership

- Be clear about the vision and role of the team.
- Set clear expectations of standards of service and stick to them.
- Benchmark externally and learn from others.
- Empower the team to own the problem and the solution, and don't assume that someone else has dealt with it and communicate at every stage within the boundaries of your role.
- Understand your role and responsibilities

Make it Easy

- Aim for right first time, every time.
- Ensure everything you offer is clear, concise and simple.
- Tailor, streamline and automate where possible.
- Offer a clear point of contact.
- Be assertive in challenging thing that could be better – don't sit back.

Flex

- Provide consistent service but flex the policy or procedure to do the right thing where required within clear boundaries.
- Acknowledge different approaches and styles may be required for different customers and adapt.
- Collaborate with other functions and continuously look for opportunities both internally and externally.

Build the Relationship

- Build good working relationships and display positive attitudes at all time.
- Manage expectations honestly and deliver on our promises.
- Don't just aim to meet customer expectations – aim to exceed them.
- Keep customers informed especially when things change.
- Wear you customers' shoes – understand their challenges and their needs.
- Seek feedback and challenge – constantly strive for better.
- Ensure everyone in the team is living the ENU values and displaying the right behaviours.