

Department of Learning and Teaching Enhancement

Professional Service Standards

Take Ownership

1. Be clear about each other's expertise to signpost colleagues appropriately
2. Seek feedback from students, colleagues and similar departments in the wider HE community
3. Be clear and accountable about our responsibilities and our limits

Make it Easy

1. Take time to share approaches and resources with each other
2. Ensure communications and processes are clear and simple
3. Update our profiles to include our expertise and roles on a regular basis

Flex

1. Work flexibly within the department's objectives including policies and procedures
2. Adapt to colleagues' situations including workload, personality, location and empathy
3. Be flexible within restraints including time, budget and resources

Build the Relationship

1. Communicate clearly by responding quickly to queries by email, telephone or in person
2. Make time to keep communication channels open and progress projects
3. Share appropriate resources to enhance development and learning opportunities
4. Create a friendly and open-minded environment that aims to nurture collaborations