Professional Service Standards

International Operations and Student Recruitment

Take Ownership

- We will empower our staff to follow through to a resolution.
- We will set clear expectations of the service we deliver to our colleagues, customers and partners and our expectations from them.
- We will always champion and raise awareness of the importance of student recruitment activity, the applicant experience and our international students.
- We will continually share best practice with others and actively seek to improve to better understand our stakeholder’s needs.
- We will strive to continually enhance the online and TNE student experience to make it comparable with the on-campus experience.

Make it Easy

- We will reflect, evaluate and continuously improve our services.
- Effective planning will ensure that we are proactive rather than reactive.
- We will use technology to develop lean and flexible processes.
- We will be accessible and react timeously and provide clear points of contact and information to all of our stakeholders.

Flex

- We will always treat stakeholders as individuals and recognise their particular needs.
- We will effectively listen to, negotiate and communicate with other stakeholders in the University.
- We will be adaptable in recognising and embracing change.

Build the Relationship

- We will adopt a personalised approach to managing relationships with our stakeholders.
- Consultation and feedback will be integral to continually adding value to our service.
- We will actively seek common goals with our customers by involving them in the decision making process.
- We will ensure we are all living the Edinburgh Napier values and demonstrating professional behaviours.