

# WESTERN SYDNEY UNIVERSITY



## Talent and Leadership Development Service Commitment

The Talent and Leadership Development (TLD) team continuously monitors and reviews the professional development program and services to ensure high standards are maintained.

### When you attend our courses we endeavour to:

- Provide you with a professional service at all times
- Attend promptly to your requests for information or assistance
- Accommodate any special needs you have told us about
- Provide stimulating and safe learning spaces
- Use examples that are relevant to Western Sydney University

### You can expect that:

- The course content corresponds to the course outline
- The course objectives described in the course outline are met
- The course is well structured, delivered and paced
- You will gain information, knowledge and/or skills that can be applied in your work
- Your experience is respected and drawn upon
- Your feedback is noted and used to improve future courses

### We will:

- Communicate clearly and courteously
- Demonstrate sound knowledge of the topic
- Maintain confidentiality
- Be well prepared and punctual
- Appropriately involve all participants

Thank you for your participation in our programs.

**The Talent and Leadership Development Team**