The Organisational Development Unit Service Commitment

At ODU we continuously monitor and review our professional development program and services to ensure high standards are maintained.

When you attend our course/s, we endeavour to:

- Provide you with a professional service at all times
- Attend promptly and courteously to your requests for information or assistance
- Accommodate any special needs you have told us about
- Deliver training in well equipped rooms

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
- Examples used are relevant to the University of Western Sydney context
- 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 Organisational Development Unit Team