



**DONCASTER  
COLLEGE**

# **COMMON CORE VALUES : WHAT WE ARE ABOUT**

**Professionalism and stewardship**

**Because we care about standards and learners**

**Trust and integrity**

**Because we respect each other**

**Focus on the customer**

**Because the customer is our business**

**Commitment to continuous improvement and excellence in all we do**

**Because education means progress**

**Mutual understanding and support**

**Because we value and invest in our people**

**Teamwork and collaboration**

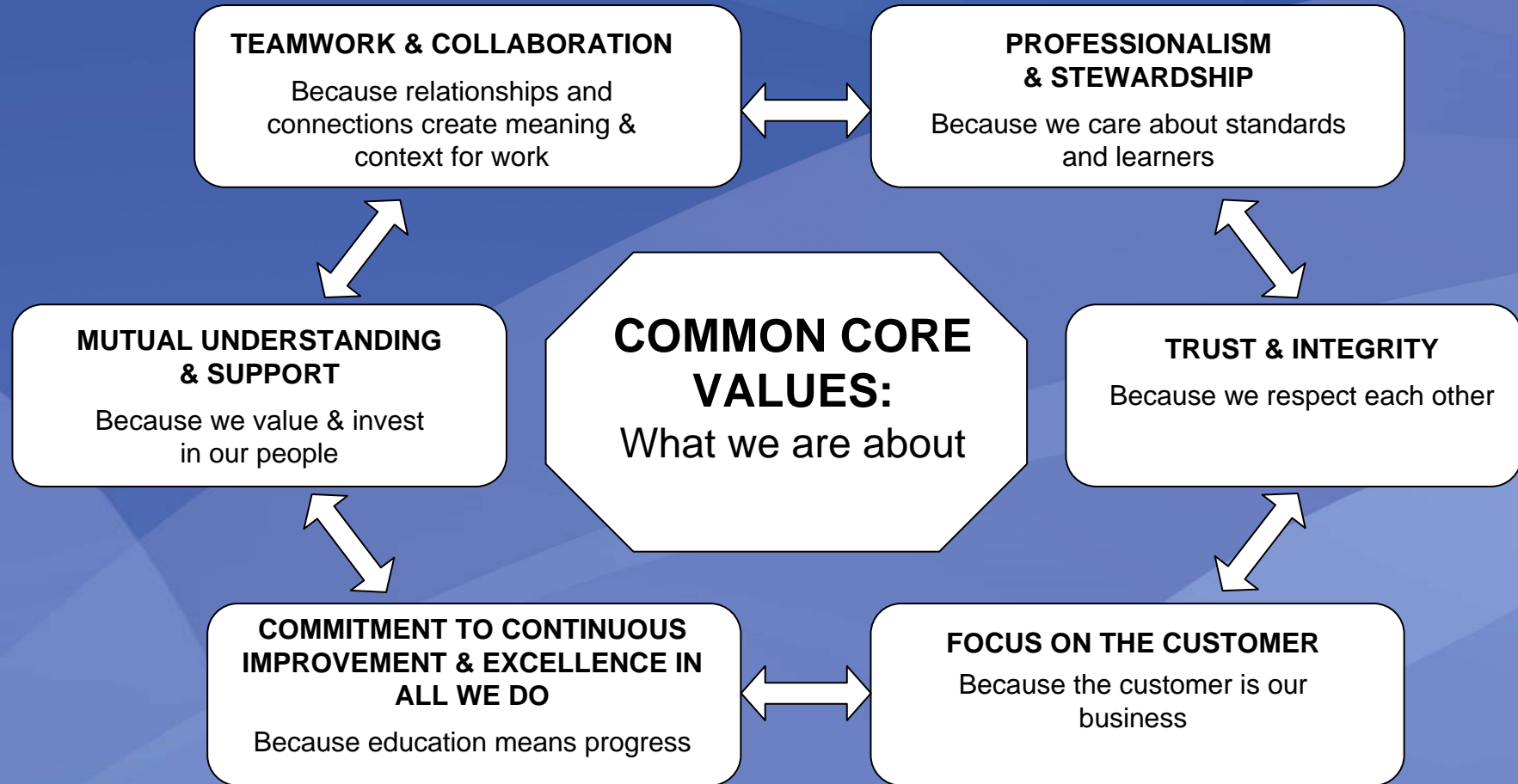
**Because relationships and connections create meaning  
and context for work**



**DONCASTER  
COLLEGE**

# Common Core Values:

Doncaster College commits to these core values to guide our decisions and our behaviour.



## **COMMON CORE VALUES:**

Doncaster College commits to these core values to guide our decisions and our behaviour.

### **PROFESSIONALISM & STEWARDSHIP**

#### **Dedication to helping learners**

Because we care for each of our learners; we build enduring relationships by understanding and anticipating our learner needs and by serving them better each time than the time before. Our learners can count on us to consistently deliver superior products and services that help them achieve their personal ambitions and goals.

Recognising that exceptional quality begins with our workforce, we give individuals the authority to use their capabilities to the fullest in order to satisfy learner requirements within an environment which supports personal development and continuous learning.

### **TRUST AND INTEGRITY**

#### **Highest standards of integrity and respect**

Because we respect each other, we recognise and value, individual contributions and cultural differences. We communicate frequently and with candour listening to each other regardless of level or position, student or staff, embracing the values of a learning organisation.

We are honest and ethical in all our business dealings, including how we engage with each other. We keep our promises, admit our mistakes and respond to feedback in a constructive way. We honour our commitments, give credit where credit is due thus through our personal conduct we ensure that the name of the College is always worthy of trust.

### **FOCUS ON THE CUSTOMER**

#### **Exceeding customer expectations**

Because the Customer is our business we seek to identify opportunities to exceed customer expectation and where possible strive to effectively meet internal and external customer needs by building effective relationships, ensuring continued Customer satisfaction and loyalty

We understand the work environment in which we operate, we anticipate and adapt to change in order to become the service provider of choice. We establish good interpersonal relationships by helping customers to feel valued acting promptly on agreed courses of action, following customer commitments through to completion.

## **COMMITMENT TO CONTINUOUS IMPROVEMENT AND EXCELENC IN ALL WE DO**

### **Education means progress**

Because we believe that innovation is the engine that keeps us vital and growing, our culture embraces change, creativity, opportunity and diversity. We constantly seek new ways, consider different perspectives and risks when pursuing opportunities to improve. We create and convert new technologies into products and services more useful to learners.

We encourage our students and staff to become independent learners, able to think independently, realise their full potential, and be eager to learn throughout their lives. We seek to develop and enhance the generic skills they will need to enable them to progress within higher education and compete in the wider job market.

## **MUTAL UNDERSTANDING AND SUPPORT**

### **Value and investment in people**

Because we value our people we encourage and facilitate all individuals to maximise their full potential and to continue their personal and professional development within role. We provide a staff development framework that ensures everyone has the opportunity to participate in training and development relevant to College needs.

We ensure that everyone has the opportunity for an individual development and performance review on a regular basis and provide a supportive learning and social environment throughout. We regularly review the provision of resources and support for training and development ensuring that it is appropriate and accessible to all, regardless of their working patterns or status.

## **TEAMWORK AND COLLABORATION**

### **Relationships: team players sharing knowledge and skills**

Because relationships and connections create meaning and context for work, we encourage and reward both individual and team achievements. We freely join with colleagues across organisational boundaries to advance the interests of the learner experience. Our team spirit extends to being responsible and caring partners within the communities of Doncaster and the wider area.

We provide advice and guidance to individuals and teams who need support and recognise excellence when observed, sharing best practice. By living and breathing these values we aspire to set a standard of excellence within education that will reward our efforts and enrich our communities.