

Values and Behaviours

Our Values Are:



Integrity

We will operate at all times with honesty, openness and respect towards each other and those to whom we provide services. This value underpins all the values, services and behaviours that follow:



Passion

We are passionate advocates that Colleges Scotland can and will make a difference to all those to whom we provide services.

Behaviours:

- to create a receptive and supportive environment
- to create an environment that is motivational, full of enthusiasm and buzzing with potential.



Responsiveness

We will respond effectively to fulfil the requirements of all our internal and external customers.

Behaviours:

- to listen respectfully to our customers, encourage feedback and then act on this
- to encourage collaboration and exchange of knowledge across the organisation and beyond
- to build relationships with all our customers.



Imagination

We will creatively explore opportunities and solutions to the benefit of all our internal and external customers.

Behaviours:

- to recognise that sometimes a different approach is beneficial even in familiar situations
- to be able to take risks within a supportive environment
- to make time and space to develop and explore new ways of working.



Leadership

We will empower our staff to lead confidently.

Behaviours:

- to exercise professional autonomy in carrying out a role
- to identify and develop leadership capability
- to operate confidently within a trusting environment
- to allow staff to lead by example.



Confidence

We take pride that we have the right knowledge and skills to do the job.

Behaviours:

- to identify where we may require further development of skills or knowledge
- to allow staff opportunities for further learning and professional development
- to ensure that effective horizontal and vertical communication occurs with all customers
- to use a range of communication strategies to deliver our services successfully to all our customers
- to offer constructive criticism without fear of retribution.