Features
• Experienced and professional staff
• Cohort experience
• Supporting world class and up-to-date educational experiences
• Contribute to the provision of excellent facilities

We are committed to
• Fairness/ equity
• Assist individuals to achieve their goals
• Caring
• Quality service
• Follow-up of enquiries/ feedback
• Empowering students
• Supporting the student experience
• Confidentiality and Privacy
We Will:
• Listen, understand and provide advice
• Communicate back in a timely matter
• Treat every request and enquiry as important
• Be openly responsive to recommendations for change
• Provide a responsive and clear complaint handling process
• Take an advocacy role for students
• Be committed to supporting students so they can develop to their full potential
• Be committed to a process of continuous improvement and review
• Provide flexible office hours
• Provide support for the MBS Student Association
• Provide a range of flexible communication options

We will endeavour to:
• Strengthen a community of learners through the cohort experience
• See all students within 10 minutes of appointment time
• Respond to enquiries by close of next business day
• Be socially and environmentally responsible
• Continuously review our service delivery by investigating and utilising new technology

We expect students/ staff to:
• Take personal responsibility
• Communicate clearly
• Be proactive
• Listen and interact
• Engage - take advantage of opportunities
• Respect others
• Be open to learning experiences