



# PHOENIX *Academy*

## Our Vision

“To provide our clients quality training and acculturation opportunities in a quality learning environment”

## Our Mission

- Provide learning and teaching that encourages the advancement, development and application of knowledge;
- Maintain high standards of professionalism and ethics;
- Contribute to the community with a sense of integrity, equity and social justice;
- Confer, after appropriate assessment, educational awards as may be accredited by relevant educational bodies, authorities and agencies;
- Provide facilities and resources for the general welfare and development of enrolled students;
- Create an environment that empowers and supports the personal and professional development of enrolled students and staff of the Academy;
- Foster a teaching and learning environment that is engaging, challenging, flexible, rewarding and encourages lifelong learning;
- Offer opportunities for development and further training to teaching and other staff of the Academy;
- Provide programs and services in ways that reflect principles of equity;
- Develop corporate and academic governance, rules, admission and other policies, quality assurance and other processes and financial and other arrangements that are underpinned by the values and goals described above and in the Academy Vision & Values statement and are sufficient to ensure the integrity of the Academy’s programs; and
- Provide returns to shareholders aligned with the expectations of being a commercial enterprise.

## Our Values

### INTEGRITY

We will honour all commitments to our customers and employees.

We will conduct our business with unwavering high standards of honesty, trust, professionalism, and ethical behaviour.

We will communicate openly and frequently with all constituents with a principle of communicating with all stakeholders in a consistent and timely manner what we know, when we know it.

### QUALITY

We will place the interests of our customers first.

We will be dedicated to building a rewarding and lasting relationship with each and every customer.

We will maintain a continuous quest for world-class quality to assure customer satisfaction

### VALUE

We will be dedicated to continuous innovation to ensure we explore new ideas and opportunities

We will recognise and reward excellent performance, which drives superior results.

### TEAMWORK

We will work as one cohesive Team from the smallest unit to the enterprise as a whole.

We will develop and retain leaders who continually strive to achieve and provide direction, remove barriers, and empower people to successfully accomplish goals.

We will ensure a sharing of ideas, skills, and resources throughout the company.

We will respect the structure and reporting relationship in the company whilst assuring organisational boundaries never become a barrier to success.

### RESPECT FOR THE INDIVIDUAL

We will treat each person with whom we work with respect and dignity.

We will communicate expectations to employees and provide honest and timely feedback on performance.

We will embrace a diversity of ideas, cultures, ethnicity, and background to enhance our promise and value to customers.

We will provide career development opportunities for employees who show initiative and performance results to help them individually manage their own career to maximize their potential.

### COMMUNITY WORK and CORPORATE SOCIAL RESPONSIBILITY

We will be active participants in the communities in which we live and work.

We will encourage employee involvement in civic and charitable activities.

We will be role model business leaders in the countries and communities in which we operate the business.

We will develop and implement business practices consistent with safeguarding the environment.

Phoenix is currently establishing Corporate Social Responsibility (CSR)

policies and actions that will be workshopped throughout the company over the next twelve months.

