

# UPT Bahasa Holds IELTS Training for Instructors to Encourage Service Excellence

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**UPNVJ PR** – In order to explore the potential and improve the teaching abilities of its instructors, UPT Language UPN Veterans Jakarta held an IELTS Training Program for two days starting from Monday (27/06/2022) to Tuesday (28/06/2022) at the Diplomacy Lab of FISIP. The participants received direct training from one of the renowned British Council trainers, Angga Kramadibrata.

Head of UPT Language, Ayunita Ajengtiyas Saputri Mashuri, SE., M. Accy., M.Com., CAAT, CAP representing the Vice Chancellor for Academic Affairs said that now UPN Veterans Jakarta has changed its status to BLU (Public Service Agency) as a form of New Public Management in Indonesia so that it can manage its finances flexibly, by prioritizing productivity, efficiency and effectiveness.



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Through a specific pattern of financial management, UPN Veteran Jakarta is expected to improve services to its customers, in this case students, the community, and stakeholders. UPT Bahasa as one of the Business Units at UPN Veterans Jakarta is also expected to provide excellent service.

This service excellence can be realized if UPT Bahasa can provide quality services supported by a solid team; reliable teaching staff and strong management. UPT Bahasa is recorded to have nineteen active instructors and this training is intended to form reliable teaching staff who in turn can benefit many people; students and the general public as external customers and the campus itself as our internal customers.

According to Ayu, UPT Bahasa can take part in realizing the university's mission as a leading State Universities by



providing various quality services, such as Foreign Language Courses, English Tests, TOEFL and IELTS Preparation classes, translations and workshops or seminars. Therefore, there needs to be an absolute commitment from the instructors to UPT Bahasa.