



HUMAN RESOURCES
DIVISION OF SERVICES AND RESOURCES

Jane Knipe
HSW Senior Consultant Operations
HUMAN RESOURCES

13th Floor 115 Grenfell st

THE UNIVERSITY OF ADELAIDE SA 5005
AUSTRALIA

TELEPHONE +61 8 8303 4638
jane.knipe@adelaide.edu.au
CRICOS Provider Number 00123M

24 January 2012

Denis Healy
Executive Director
PEPworldwide Pty Ltd
Suite 201, 161 Walker Street
NORTH SYDNEY NSW 2060

Dear Denis,

I was a part of the Human Resources systematic training of staff in the PEP program. Personally I found it to be the best course I have ever done.

The difference between the PEP program and other courses I have attended was the structure. Within the course the ability to have set time to implement the learnings allows the benefits of the program to be realised (i.e. this meant it actually happens). I can count the times I have gone to courses and the learning sits on the paper/booklet that I get at the course, but never sees the light of day.

This program has transformed the way I work. I am finding that I am doing the work I should be doing and ignoring the work which I should not be doing and, as a result, I get to go home on time, back to the gym (better work life/balance).

My Customer Service has improved because I know exactly where all my documents are so any questions from customers I can answer quickly and professionally. It has also seen better relations within my team as I get back to their questions in a timely manner.

I highly recommend the PEP program.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Jane Knipe".

JANE KNIPE
Senior Consultant - Operations