

## **FURTHER AND HIGHER EDUCATION IMPROVEMENT ACTION PLAN 2005/06**

### ***BASED ON RESULTS FROM THE 2004 CUSTOMER SURVEY***

#### **CONSULTATION WITH CUSTOMERS**

The Further and Higher Education sector it is of great importance to CCEA. It is therefore essential that we find the most effective way of consulting with our customers in this area.

In 2004 we developed a targeted Customer Survey specifically for the F&HE sector. We plan to review our approach to this survey to ensure that we gain the best possible insight into the needs and wants of these customers.

CCEA will continue to engage with FE agencies such as ANIC and LSDA by forging communication links and supporting annual events.

Significantly, we plan to set up an internal working group to develop a joined up approach to serving the F&HE sector by September 2005.

#### **THE WAY IN WHICH CCEA RESPONDS TO COMPLAINTS**

In 2004 we achieved Charter Mark status which is the Government's national standard for customer service.

Charter Mark places specific emphasis on complaints management which also falls within CCEA's performance management framework.

We are currently reviewing our documentation and approach to this area of the business. We will continue to write to any customer who has made a complaint to gauge their experience of our process and will also give the opportunity for independent review of complaints where possible.

We will ensure that people of an appropriate level handle any complaints received, all of whom will be fully trained according to CCEA's strict guidelines.

We will continue to monitor trends to ensure that complaints are resolved and do not recur. These trends will be reported publicly via the internet along with resulting improvements.

#### **ACCESSIBILITY AND APPROPRIATENESS OF CCEA MATERIALS**

CCEA provides a wide range of materials, support and advice at all levels and in a variety of formats.

We will continue to provide the most appropriate materials to our F&HE customers.

In addition to this we will be extending our annual support programme to F&HE and providing customised free-of-charge support visits in relation to Occupational Studies and Essential skills