

POST-PRIMARY IMPROVEMENT ACTION PLAN 2005/06

BASED ON RESULTS FROM THE 2004 CUSTOMER SURVEY

CONSULTATION WITH CUSTOMERS

To be a truly customer focused organisation it is essential that from time to time we consult with you on a range of issues.

All members of CCEA's Research and Statistics Team are professionally trained members of the Consultation Institute. CCEA's consultation on Key Stage 3 Curriculum Review was recently used as an example of Best Practice by the Institute.

To ensure that the consultation process is not overly frequent or burdensome we will continue to adhere to codes of practice guidelines in relation to consultation response times. We will also continue to negotiate both internally and externally in relation to the timing of consultations and will make relevant documents available in a variety of media where possible.

We are currently developing a section on our website dedicated to providing you with a wide variety of statistical information including results and feedback from the consultations we have carried out.

Consultation regarding the timetabling of examinations will continue to be carried out twice prior to the release of the final version.

KEY STAGE 3 ASSESSMENT AND CURRICULUM ISSUES

CCEA is currently putting together a working group whose remit will be to plan and implement a communications strategy in relation to the new Northern Ireland Curriculum and Assessment arrangements.

Updates regarding these changes which will be communicated to schools via a range of media over the next three years.

We will continue to consult with centres regarding the timetabling of Key Stage 3 Assessments to avoid any possible clashes with GCSE Examinations.

Key Stage 3 parental information leaflets were dispatched to schools in 2005

NATIONAL RECORD OF ACHIEVEMENT

We will continue to assist schools during the 2005-06 academic year in managing the transition from the NRA to the Progress File and will provide guidance on the format and content of the summative Progress File Presenter in spring next year.

We plan to conduct a pilot of the Progress File within a small number of FE colleges and training organisations in Autumn of this year and will provide an introductory leaflet on the Progress File to employers in February 2006.

SERVICE PROVIDED RE: GCE EXAMINATIONS

We are continually seeking ways to improve our customer service with regard examinations.

We consulted with teachers in the Autumn term of 2005 to find out what you would like to see included in Chief Examiners' Reports, these reports were then made available online for your convenience.

Feedback provided regarding question papers will continue to be logged and considered by examining teams and we are currently reviewing the accessibility of information regarding uniform marks.

A major development in terms of examinations support is the creation of a full range of subject specific microsites over the next three years. These projects are now underway and will allow subject specific materials, support and advice to be accessed even more easily.

The microsites will be student focused and will include an Frequently Asked Questions section and 10 Top Tips from the Chief Examiner.

MONTHLY DISPATCH

We will continue to offer the highest possible standard of service regarding our monthly dispatch of materials to schools and ensure that databases are reviewed and updated as necessary.

We will continue to review the summary information contained within the dispatch and ensure that any required actions are clearly detailed.

ACCESSIBILITY OF MATERIALS RELATING TO CURRICULUM, ASSESSMENT AND EXAMINATIONS

A major development in terms of accessibility of materials is the creation of microsites within our website for each of our key subjects. These projects are now underway and will allow subject specific materials, support and advice to be accessed even more easily.

Each microsite will include a Frequently Asked Questions section that will allow us to filter communications more efficiently between our customers and subject specialists.

CCEA's website allows easier access for the visually impaired through use of the Browse Aloud system. We will continue to explore other similar ways to improve accessibility.

Currently a range of past papers are available on line. This range will be increased by September 2006.