

FURTHER AND HIGHER EDUCATION IMPROVEMENT ACTION PLAN 2006 / 2007

BASED ON RESULTS FROM THE 2005 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.

We will continue to take feedback on the consultation methods we use and to tailor our approach as appropriate to both audience and subject area.

While we continue to move towards on-line consultation we will also make use of other research tools as appropriate to our customers.

As 'Master Class' Members of the Consultation Institute we will continue to lead by example as a best practice organisation and provide training on consultation methods to external colleagues.

In relation specifically to the F&HE sector we will continue to develop direct links with colleges and other relevant organisations such as DEL , ANIC and LSDA.

We plan to identify two specific CCEA personnel to take the lead in building links and establishing a more accurate contact database.

QUANTITY OF PAPER BASED REQUESTS FOR FEEDBACK

We are currently developing a Consultation Institute approved strategy for use by the Research and Statistics team and a consultation directive to be approved by CCEA's Top Management

Team and implemented throughout the organisation.

Both documents will affect a more professional and co-ordinated approach to consultation and will result in a smoother, more tailored, customer experience by June 2007.

CCEA'S FINANCE DEPARTMENT

This was the first year that we asked you to tell us how satisfied you were with the service provided by individual customer facing teams within CCEA.

You told us that there was some room for improvement in the service provided by the finance team.

We will be reviewing and striving to improve the customer experience generally when dealing with CCEA financial matters.

Specifically, we will be communicating with our customers regarding delays between certification and invoicing.

We will also be developing the Finance Team's presence on our internal and external websites by June 2006. This will provide vital, customer friendly, information, key dates, forms and additional opportunities for you to provide feedback and request information