

## **PRIMARY IMPROVEMENT ACTION PLAN 2006 / 2007**

### ***BASED ON RESULTS FROM THE 2005 CUSTOMER SURVEY***

#### **PRIMARY RECORDS OF ACHIEVEMENT**

You told us that you found the purpose and value of the Primary Record of Achievement unclear. With this in mind we will be issuing further guidance to schools by June 2006 clarifying its structure and purpose and emphasising the role the Record of Achievement can play in supporting pupil transition from primary to post-primary phase.

#### **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.

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

Specifically, we will be monitoring and improving the speed of payment for teacher release within the voluntary sector.

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.

## **ACCESSABILITY OF MATERIALS**

CCEA constantly aims to make its materials as accessible as possible to all of our customers.

We will continue to increase the range of resources and materials available on-line and in DVD format.

By March 2007 we will also develop an on-line portfolio referencing all CCEA's current and backdated publications. This will allow customers to download, view and order the materials relevant to them.

As part of our commitment to accessibility of materials we aim to make all of our publications as concise and customer friendly as possible. Already a number of our publications have been accredited by the Plain English Campaign and we are currently exploring the possibility of joining the campaign as corporate members thus ensuring that all important materials achieve a particular high standard.

## **TRANSFER TEST**

The vast majority of our customers told us they were very satisfied with the service they receive in relation to the transfer test, however a small number of you felt it could be improved. Unsurprisingly, you rated this area as being of greatest importance to your school.

We are currently working towards improving the marking mechanism for the transfer test with a view to reducing the number of remarks and upgrades. We will continue to review our processes on an on-going basis and would welcome as always any suggestions for specific improvements from our customers.

## **CURRICULUM ISSUES**

The development of the revised curriculum is currently of such great importance to our schools that we feel customer service within this area is extremely important.

We are planning to implement a number of service improvements in this area.

We are currently establishing an internal working group to develop a communications strategy which will support developments in this area. This means that you the customer will be kept up to date with changes and developments as they happen, and in as clear and concise a way as possible.

We also plan to provide in conjunction with the ELB's in-service training and guidance to centres in relation to these developments.

Two-way communication with our customers is essential so we plan to hold a series of focus groups and to establish a Primary Principals user group to share and exchange information in relation to the planning and implementation of the new curriculum.

Each of these improvement actions are planned to take place between now and June 2006.