

**CCEA: MOVING FORWARD**  
IMPROVEMENT ACTION PLAN 2007/2008

Results from the 2006 Customer Survey have highlighted room for improvement across all sectors.

**AREAS FOR IMPROVEMENT**

**COMMUNICATION WITH OUR CUSTOMERS**

Communication is really important to us so we have identified a number of steps which we will take in order to maintain and develop really effective communication with our customers.

**Accessibility of Staff by telephone:**

CCEA has developed a telephone protocol which lays out standards which all staff must meet when communicating with customers via telephone.

The protocol includes a number of measures such as: standards of courtesy, answering all calls within 3 rings and correct use of voicemail. These measures are put in place to ensure the customer experiences a consistently high level of service.

The protocol is communicated to all new staff via the cultural induction and we recently reminded all existing staff of its importance during our successful Customer Care training seminars. These training sessions will happen on a regular basis and we will aim to identify and address any skills gaps in this area.

Also, we believe that the recent move from temporary to permanent staff at reception will improve telephone communication. These staff will be fully trained in the use of the switchboard and will be familiar with roles, responsibilities and personnel within the organisation. This means that each time you call CCEA your query will be handled as efficiently as possible.

**The way in which CCEA deals with complaints:**

We will continue to reinforce the importance of complaints management during our cultural induction programme with all new staff joining CCEA.

As part of our procedure, when a complaint has been dealt we hand out a satisfaction questionnaire, to find out how well the customer feels we handled their initial complaint. It is important for us to know that we handle all complaints and queries to the best of our ability.

Please continue to provide us with feedback in relation to these areas and we will make any necessary changes.

## **ACCESSIBILITY AND RELIABILITY OF MATERIALS**

CCEA aims to ensure that our materials are of the finest quality and provide information and helpful guidance and advice. We also aim to ensure that materials can be easily accessed by our customers. From the results, we have identified areas for immediate improvements.

### **Reducing paper consumption:**

CCEA are credited to the ISO 14001 Environmental Management Standard and so it is a top priority for us to reduce paper usage where possible. With this in mind, we plan to deliver more products and services electronically.

### **CCEA website:**

Plans are currently underway for major improvements being made to the CCEA website. The new 'refreshed' website will make for easier navigation and will provide more online support materials.

### **Accessing past papers:**

You have told us that you want past papers to be made more accessible. Our Multimedia team have been working towards this and by September 2007, we aim to have past papers from 2005-2007 available online. Further exciting developments for September 2007 include online interactive practice papers and the introduction of subject specific mircosites.

## **FACILITIES MANAGEMENT**

The results of the Customer Survey highlighted a number of areas for improvement regarding facilities management.

### **Car Parking/Accessibility at Clarendon Dock:**

Unfortunately car parking is always going to pose a problem at Clarendon Dock for visitors and indeed staff. We are currently in negotiations with the Harbour Commissioners Office to acquire additional visitor parking.

*\* This was the only area specifically identified for improvement by FE research (the total number of FE respondents was 22).\**

Due to roadworks, Corporation Street is now closed until May 2009. We are presently designing new maps which take this closure into account and indicate alternative routes for access into the Clarendon site. This map will be easy to read and easy to download and will be posted online before the end of April 2007. In the meantime, CCEA has joined forces with the online search engine 'Google' and the following link will enable you to plan your route to and from our site more effectively:

<http://maps.google.co.uk/maps?q=bt1+3BG>

Physical access to the CCEA building has recently been improved and over £5000 was spent on stability bars and reducing the gradient for wheelchair users. Our reception is always staffed and so visitors will be greeted by a member of staff on arrival.

**Catering Facilities:**

We have recently entered a contract with Mount Charles Catering Ltd and are confident that this move will greatly improve CCEA's overall catering provision. We will continue to review catering standards on an ongoing basis.

During the week, our visitors will continue to have their meals provided in meeting or function rooms, however at weekends lunch will be taken in 'Level One' our staff restaurant.

**Meeting Rooms:**

We are determined to provide our visitors with a comfortable environment when using our facilities. As a result of recent improvements we now have only one meeting room with no natural light. In the short term, we will aim to use this only for internal meetings and as far as possible to ensure that all external meetings will take place in our most comfortable rooms.

**CURRICULUM AND EXAMINATIONS**

Results from the Customer Survey suggested that our customers are generally quite satisfied with the service CCEA provides in relation to Curriculum and Examinations. However a couple of areas for improvement have been identified:

**Revised Curriculum:**

CCEA are currently working alongside DENI and the PMB to ensure that we are able to provide schools and colleges with up to date relevant information on the Revised Curriculum. At this point, major decisions on changes to assessment still have to be agreed. We will keep you up to date with developments in this area as they occur via the NI Curriculum website ([www.nicurriculum.org.uk](http://www.nicurriculum.org.uk)) and other means of communication.

**Revision of Specifications:**

'Spec Changes', CCEA's Revision of Specifications Programme, is well underway at both GCE and GCSE level. One aim of this programme is to meet teacher expectations in relation to support. We will provide:

- Specimen Papers and mark schemes
- Resource lists
- Schemes of work
- Student 'course companions'
- Chief Examiner report

In addition, CCEA will work with publishers to provide texts to support a number of Specifications.

### **Key Stage 3 Assessment:**

Results showed that our customers require further clarity in relation to Key Stage 3 Assessment. **Key Stage 3 Assessment is no longer compulsory and is now voluntary.** From November 2006 to January 2007, CCEA worked alongside DENI and PMB officials to provide schools and colleges with information on the changes. We will continue to support and advise schools and colleges on these changes and keep you up to date with any further developments.

### **PRIMARY**

The 2006 Primary Customer Survey highlighted **additional** areas for improvement specific to this sector.

Communication between CCEA and schools, in relation to curriculum and assessment changes, appeared to be an area which you felt could be improved.

Throughout January and early February 2007 CCEA held 49 'Pupil Pupil' conferences for principals across the five educational boards. These conferences provided detailed information and advice on implementing the new assessment changes in schools. Feedback suggests that schools found the sessions to be beneficial and informative. Therefore, we are holding additional sessions in April for those schools who were unable to attend in January and February. Further information on Pupil Profile can be found on the NI Curriculum website on [www.nicurriculum.org.uk](http://www.nicurriculum.org.uk)

CCEA meets with DENI officials on a regular basis to discuss Curriculum and Assessment issues. The relationship between the Record of Achievement and Pupil Profile is currently being considered. Key Stage 2 ICT Accreditation is also currently being considered in the light of it becoming a statutory cross curricular skill. Information on developments within areas these will be communicated to schools by September 2007.