

## **CCEA: MOVING FORWARD IMPROVEMENT ACTION PLAN 2008/2009**

Results from the 2007 Customer Survey have highlighted room for improvement across all sectors.

### **AREAS FOR IMPROVEMENT**

#### **COMMUNICATION WITH OUR CUSTOMERS**

We are pleased to report that customer satisfaction within the area of communication has increased since last year. 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 (and email):**

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. As well as introducing new staff, we intend to maintain awareness of the telephone protocol to existing staff by:

- Increasing the frequency of telephone checks throughout the year.
- Placing a reminder of the protocol highlighting its importance on the staff intranet on a regular basis.
- Asking Business Managers to update their team on the importance of adhering to the protocol, ensuring that attention is also paid to out of office voicemails and emails.

#### **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 is accredited 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. Presently, nearly all documents printed by CCEA appear online as pdfs.

Results from the 2007 Customer Survey suggested that while some of our customers wanted to see a reduction in the amount of paper based information provided by CCEA,

others felt that electronic information should also be accompanied by hard copy print. CCEA will try to remain sensitive to the needs of our customers and will work towards a suitable compromise when providing new information.

## **CCEA WEBSITE**

As a result of the feedback received from the 2006 Customer Survey and the CCEA Multimedia Team's continuous commitment to creating a more user friendly, informative and accessible website, many exciting new additions and improvements have taken place in 2007/2008 including:

**Past Papers now online:** GCE & GCSE past papers & marks schemes for Summer 2006 & 2007 are now available to download online. Simply click on to our homepage at [www.ccea.org.uk](http://www.ccea.org.uk) and the links to the 2006 and 2007 past papers are clearly visible. You can also order printed copies by downloading our Exams and Sales Catalogue. We will continue to upload past papers onto our website on an annual basis.

**Spec-Changes Online:** The revision of our specifications has been a top priority project since it started in September 2006. Spec-Changes online keeps you up to date with CCEA's Revision of Specifications and you can see this for yourself by accessing the Spec-Changes homepage at [www.ccea.org.uk/spec-changes](http://www.ccea.org.uk/spec-changes). Revised GCE specifications (for first teaching in September 2008) have been sent to centres and are also available online. Work is underway to ensure that our revised GCSE specifications will be with you from September 2008 onwards for first teaching in September 2009.

**Free E-Newsletter:** Over 1,000 teachers have already registered with our free online e-newsletter. Simply go to our spec-changes homepage and click on the e-newsletter link to register. You will receive an automatic 'email alert' when new updates have been added to the Spec-changes website.

**Subject Specific Microsites now online:** We have created a series of subject specific microsites intended as a one-stop shop to answer all your questions and to meet your needs.

**New Examiners Website:** A new examiners website was launched in April 2008 as a means of keeping examiners up to date with latest news and developments. This has been designed to be accessed by examiners only. Please visit [www.ccea.org.uk](http://www.ccea.org.uk).

**'Podcasts' in development:** We are developing a range of podcasts to support our revised GCE specifications. These podcasts will be designed to help students with their revision and they will be available to download in Summer 2008.

## **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. CCEA periodically check with the Harbour Commissioners as to whether or not new car spaces can be provided to us. However, in 2007 and 2008 no new spaces have been allocated. Our Facilities Management team will continue to ensure that any existing spaces will be occupied and no allocated space will go unfilled.

CCEA also rents the Seacat carpark during the busier months of January, July and August, providing free car parking to our customers.

Due to roadworks, Corporation Street is now closed until May 2009. We have recently designed new maps which take this closure into account and indicate alternative routes for access into the Clarendon site. This map, along with the search engine 'google' map can be downloaded from our website.

CCEA is completely compliant with all Health & Safety requirements. We have dedicated disabled parking spaces and access to the front doors has been addressed. A new development will take place by the end of May 2008 with the introduction of a mechanical device (an 'actuator') on the front door of the main CCEA building which will improve disabled access to the building even further.

#### **Catering Facilities:**

In 2007 we entered a contract with Mount Charles Catering Ltd. This contract is reviewed on a quarterly basis, with particular attention being paid to quality of service of both staff and food. After every review, a new menu is created taking in account feedback from staff/customers and also value for money. As well as quarterly reviews, any feedback or suggestions provided on a daily basis are immediately noted and taken into consideration. We will continue to assess our contract with Mount Charles and welcome and encourage our customers to provide us with feedback on their visits to CCEA.

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. As a result of feedback, catering provided for every meeting or function is to be consumed within 30mins of arrival, as a means of preventing it from getting cold and also ensuring that agreed break/lunch times are adhered to.

Within both CCEA's main building and our William Ritchie Building, we have successful 'Coffee Dock' areas operating providing an alternative option to the canteen for coffee and snacks. There is also chilled water on every floor.

#### **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.

CCEA is currently working alongside DENI and the PMB officials to ensure that we are able to provide schools and colleges with up to date relevant information on the Revised Curriculum. Guidance on aspects of the Northern Ireland Curriculum and links to resources for the classroom and Continuing Professional Development can be found at [www.nicurriculum.org.uk](http://www.nicurriculum.org.uk) and [www.pmbni.co.uk](http://www.pmbni.co.uk).

**Transfer Test:**

CCEA annually review the Transfer Test FAQ section of our website on the issuing of results. Both FAQs and answers are uploaded on to our website and are available for our customers to review. Simply visit our website at [www.ccea.org.uk](http://www.ccea.org.uk), click on the tab for the Curriculum section and you will find a visible link to the Transfer Test and FAQ section. Further developments or news regarding the Transfer Test will automatically be updated on to our website and there will be further communication with our customers.

**Primary Record of Achievement:**

The format and content of the Primary Record of Achievement is currently under review. Schools will be informed of developments during the school year 2008/2009.

**Key Stage 3 Assessment:**

There is an extensive programme of support and training for all Post-Primary schools during 2008/2009 in relation to the revised assessment arrangements.

In November 2007, a number of 'Implementing Assessment Change' conferences took place for principals and school leaders providing an overview of the statutory assessment arrangements, quality assurance and ongoing support for Key Stage 3.

In June 2008, a support programme entitled 'Implementing Assessment Change at Key Stage 3' is taking place. The aim of the programme is to prepare schools for assessing and reporting on the cross-curricular skills. During the programme, principals and senior leaders will have access to CCEA officers for guidance and support and will be provided with the necessary materials and resources to facilitate follow-up days with the rest of the teachers on School Development Days during the academic year 08/09.

**QUALIFICATIONS**

CCEA qualifications are meeting the changing needs of a wide range of learners of all ages in schools, colleges and other educational settings.

To support schools to meet the Entitlement Framework, CCEA has partnered with Edexcel to offer BTEC Firsts and Nationals for teaching from September 2008. For those interested in introducing these new qualifications, we will provide a support programme including introductory seminars followed by unit-specific workshops. We also have a team of staff to support teachers and lecturers.

The overall customer service and quality assurance issues for all ACETS qualifications will be reviewed and monitored on a regular basis.