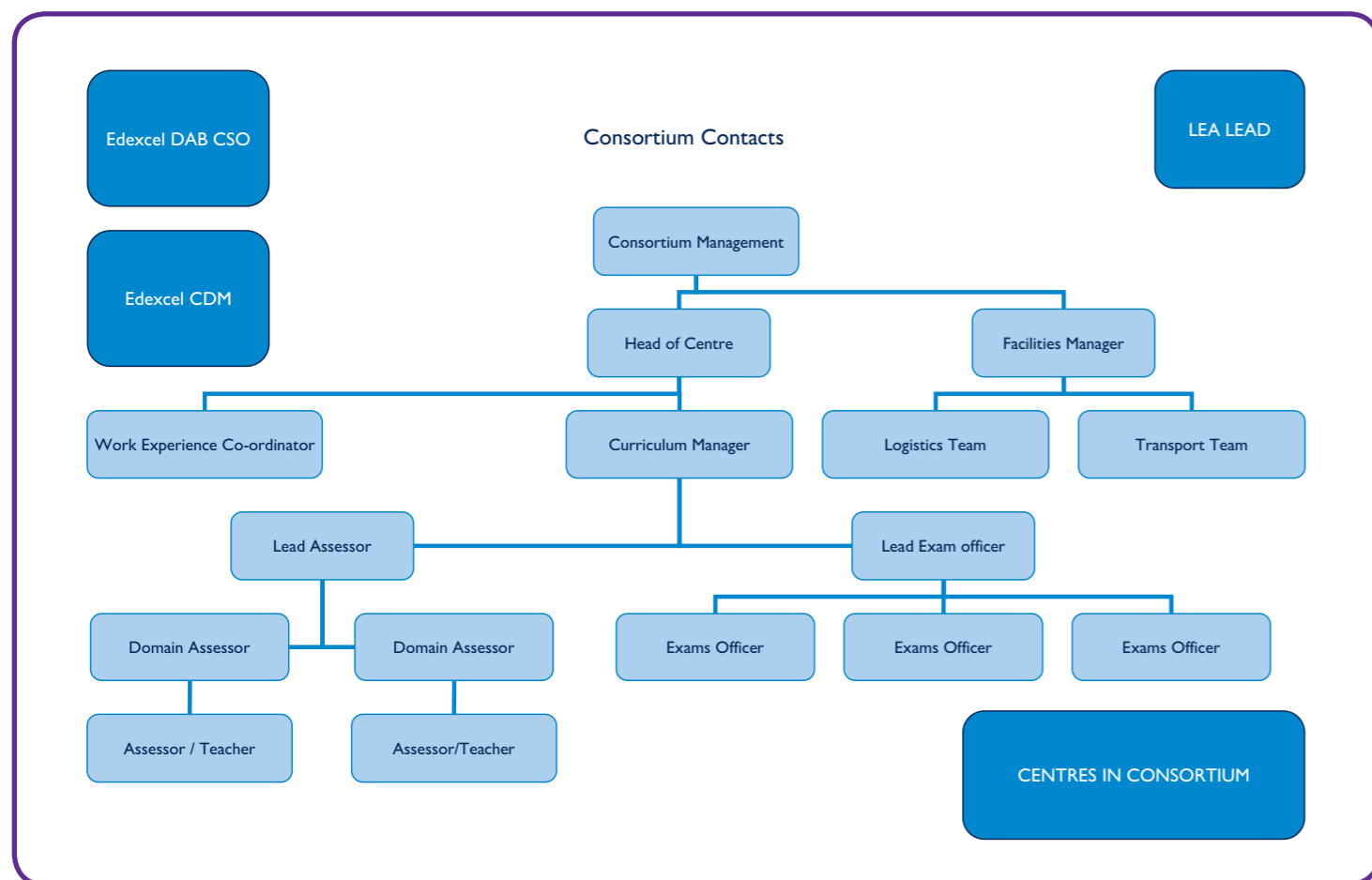


KEY CONTACTS AND USEFUL LINKS



Where can I get more news, updates and information from?

KEY CONTACTS

DIPLOMA CALL CENTRE

Tel: 0844 576 0028
Email: Diplomas@edexcel.com

THE EDEXCEL ASSESSMENT TEAM

Responsible for the delivery of internally assessed Principal Learning units, Project and Functional Skills.
Principal.learning@edexcel.com

CURRICULUM DEVELOPMENT MANAGER

Please contact your nearest Regional Office to find out the details of your CDM.
Manchester Tel: 0161 855 7560



Clare Greenwood
DAB - CSO

Claire Lynch
DAB Delivery Manager

THE DIPLOMA OPERATIONS TEAM

Responsible for the delivery of all DAB processes at Edexcel.
Email us at Diplomaops@edexcel.com stating your consortium details and your DAB centre support officer will reply directly.

B

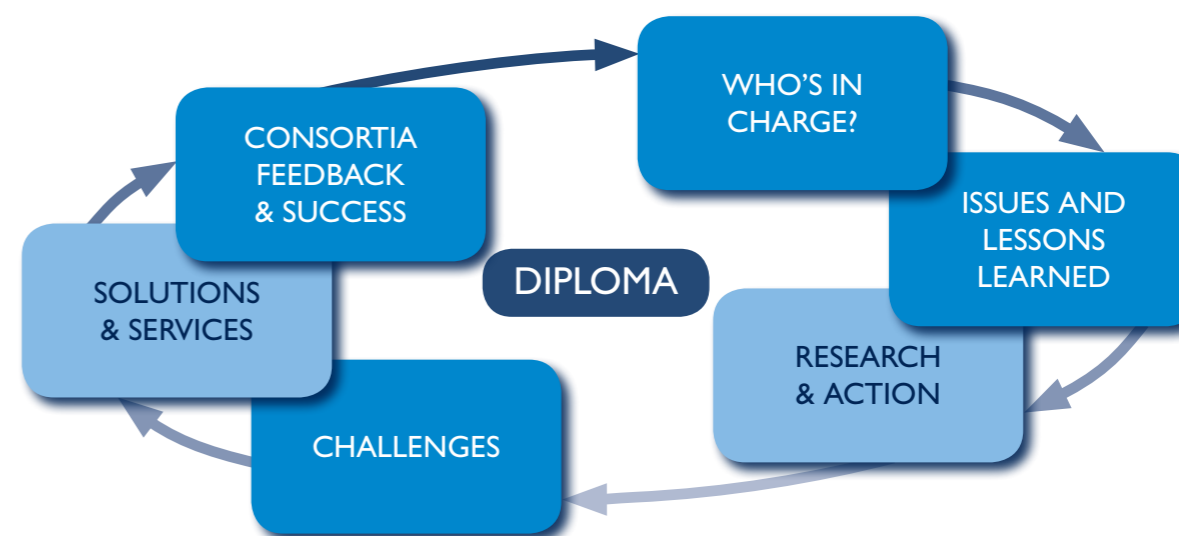
ROLES AND RESPONSIBILITIES

ESSENTIAL WORKING DOCUMENTS

Over the last three years, Edexcel has invested in a lot of research into two important aspects of our business:

1. Diploma Delivery Success in Consortia

2. Customer Service



LESSONS LEARNED

ISSUES AND LESSONS LEARNED

MOVING FORWARD

We have learned a lot from consortia staff who reported a challenging Diploma delivery throughout the year.

Areas they intend to improve for next year are:

- ✗ Internal communication between consortium members
- ✗ Greater clarity on the administration processes of components
- ✗ Better use of training time and opportunities
- ✗ Clearer planning of unit delivery and internal assessment
- ✗ Clearer roles and responsibilities across the consortium
- ✗ More use of Edexcel DAB support staff



We have learned a lot from consortia staff who reported an enjoyable and successful Diploma delivery throughout the year.

This was in part or wholly due to:

- ✓ Who has authority is clearly established from the start (accountable, responsible)
 - ✓ Exam officers took a different approach to BTEC or GQ Delivery
 - ✓ Great communication between home and assessment centres
 - ✓ Regular progress reviews allowed consortia to anticipate the next step or hurdle
 - ✓ Making a point of growth and identifying the size and direction of the consortium
- | | | |
|----|--------|-------|
| eg | Small | 3-5 |
| | Medium | 6-15 |
| | Large | 16-30 |



Look inside this document and start planning your consortium management framework or check your CD to fill in your RACI matrix electronically.

