



UNIT-e Student Records & Tracking Solution (SRTS) Business Process Review

Take full control of your educational business and improve performance and efficiency as part of a Business Process Review. We can help you realise the potential of UNIT-e software and clarify procedures.

Consultation

Specify your objectives and requirements to Capita's Strategic Support Service and we will deliver a detailed, focused plan for procedural review. Your consultation will include an outline of methods to measure compliance with sector and agent requirements, and performance. In addition, assessments will be made of the capacity of UNIT-e functionality to resolve duplication of effort and assist in management reporting.

Approach

Capita can assess your institutional history in context with your strategic plan. We will undertake structured interviews with the key personnel relevant to your processes. We assess policies affecting processes, and produce full process diagrams and narratives to illustrate current practice, including metrics and standards to agency requirements.

Findings

We will provide an in-depth scope report of our findings as part of a detailed analysis and options appraisal. Review of the administrative framework, key staff responsibilities and competencies affecting service, as well as performance indicators will be used to demonstrate capacity for change.

Recommendations

We will produce recommendations for change that include:

- Data collection: ownership and maintenance of data
- Structural economy
- Efficiency options
- Effectiveness options
- Policy issues
- Staff Training and development.

We will analyse and summarise your costs-to-benefits in relation to best practice and help implement standard, measurable processes that assure compliance. Your options to optimise UNIT-e to its full potential will allow you to clarify the ownership and maintenance of data relative to processes. A staff training plan will be outlined to resolve gaps in performance and competencies. Finally, core policy change recommendations will complement our policy review so that business process change can be fully implemented.



the total education management solution