

EDUCATION AND TRAINING INSPECTORATE: CORPORATE BALANCED SCORECARD 2007/08

A. RESULTS/PERFORMANCE:	B. CUSTOMER:
<p>To:</p> <ul style="list-style-type: none"> i. Complete successfully, the planned, annual programme of inspections, surveys and corporate development work. ii. Demonstrate that the Inspectorate promotes improvement in the interests of all learners. iii. Provide timely, evidence-informed advice to support policy development, including change to existing policy. iv. Demonstrate value for money. 	<p>To:</p> <ul style="list-style-type: none"> i. Provide evaluation (based mainly on first-hand evidence) which is: <ul style="list-style-type: none"> – focused on the needs, abilities and interests of learners – carried out sensitively, objectively and consistently, and is professionally affirmative – comprehensive and accurate – related to benchmarks – transparent, responsive and developmental. ii. Provide advice/guidance which is: <ul style="list-style-type: none"> – objective – influential – responsive – clear and accurate – informed, timely and up-to-date.
C. INTERNAL BUSINESS PROCESS	D. ORGANISATIONAL LEARNING AND GROWTH
<p>To:</p> <ul style="list-style-type: none"> i. Improve key processes in – business planning; human resource management; prioritising; preparation for inspection; implementation; reporting; follow-through; analysis; influencing; building and managing key relationships. ii. Ensure inspection processes are fit-for-purpose, including the training and deployment of lay members and professional associates. iii. Ensure that the process of recruitment (including short and longer term secondments) to the Inspectorate is fit-for-purpose. iv. Improve the organisation’s funding arrangements, and legislative basis. 	<p>To:</p> <ul style="list-style-type: none"> i. Ensure that the workforce is satisfied, valued and highly motivated. ii. Ensure that the workforce is knowledgeable, well-informed, and appropriately skilled. iii. Reflect increasingly, agreed values within and across the organisation. iv. Ensure that the Inspectorate is well placed to cope with significant changes in education, youth and training provision, nationally and internationally.