

System Map

NSW CAP Consultancy Team

Version 2.1 10 December 2003

Who are the **SUPPLIERS** (individuals and organisations who provide inputs) to the organisation?

- Commonwealth DEST
- Commonwealth CAP Mgt Team
- CAP State Admin Team
- DET Management
- DET Aboriginal Education and Equity Programs Unit
- SEAS/Regional Offices
- DET Financial Services
- DET Staffing
- Catholic Schools Office (CSO)
- CAP State Advisory Council (SAC)
- CAP District Committees
- External consultancy

What are the **INPUTS** (external resources) required by the organisation?

- Commonwealth policy and guidelines
- State policy and guidelines
- Infrastructure – cars, office space, resources, technology etc
- Endorsement of proposals and budgets
- Financial resources
- Training, development and research

Who are the **OTHER STAKEHOLDERS** (those with a vested interest in the success and operations) of the organisation?

- Parents and Citizens' Federation
- Isolated Children's Parents' Association (ICPA)
- Aboriginal Education Consultative Group (AECG)
- Principals' Councils (Primary and Secondary)
- State Minister and staff
- Tertiary institutions

What is the **PURPOSE** (aim or mission) of the organisation?

We support CAP school communities to achieve the CAP objective by providing the highest quality education enabling students to reach their full potential

What is the **VISION** (image of the desired future state) for the organisation?

- We are a proactive and responsive world class process consultancy team based on best educational practice
- We are acknowledged as leaders in continuous improvement and provide innovative options for our clients
- We are a dynamic, highly professional, strongly focussed team
- We are recognised across the state as valued, supportive members of CAP school communities

What are the **VALUES** (qualities to which we aspire in behaviour and relationships) of the organisation?

INNOVATION – developing and applying new processes and practices

QUALITY – using quality concepts that measure improvement

COLLABORATION – including all stakeholders in decision-making processes

CONTEXTUALISATION – schools and their communities identifying and addressing particular needs and circumstances

What are the **CRITICAL SUCCESS FACTORS** (things the organisation must get right for survival and success)?

- **Operational Structures** – effective operational structures to support the CAP Program
- **Training and Development** – highest quality programs developed within the CAP Pathways and delivered to our clients
- **Continuous Improvement** – application of the systematic improvement cycles, including regular self assessment and documentation of progress
- **Teamwork** – a dynamic professional team
- **Collaboration and Communication** – inclusive and effective communication within the CAP Community

Who are the **PEOPLE** (individuals and groups) working in the organisation?

CAP Consultants, CAP Manager, CAP Training and Development Coordinator, CAP Technology Support Officer

What are the **CORE DELIVERY PROCESSES** (sequences of activities that directly serve clients) of the organisation?

CAP SCHOOLS

- Support CAP planning
- Ensure regular contact
- Implement orientation program for principals, staff and parents
- Establish working relationship with CAP Coordinators and other school staff
- Promote and support QI
- Develop, facilitate and evaluate training and development activities
- Promote and develop activities to support the CAP webpage

CAP DISTRICTS

- Develop, facilitate and evaluate training and development activities
- Develop CAP Pathway networks
- Facilitate the development and support of district initiatives
- Promote investigation of new opportunities
- Promote and develop activities to support the CAP webpage
- Develop and distribute support resources

CAP STATE

- Develop, facilitate and evaluate training and development activities
- Develop CAP Pathway networks
- Promote investigation of new opportunities
- Promote innovation through State initiatives
- Coordinate CAP State Conference
- Promote and develop activities to support the CAP webpage
- Develop and distribute support resources
- Develop orientation program for principals, staff and parents

What are the **CRITICAL SUPPORT PROCESSES** (sequences of activities necessary to enable the core delivery processes) of the organisation?

MANAGEMENT AND ADMINISTRATION

- School and district documentation
- Travel – itineraries, sustenance, cars
- Management of district support funds
- OH&S
- Resourcing

PLANNING, REVIEW AND IMPROVEMENT

- State strategic planning
- State annual action planning
- Local CAP client planning (inc. individual development planning)
- Monitoring, evaluation, self assessment and reporting
- Improvement projects

TEAM OPERATIONS

- Team meetings
- Induction and development
- Performance management

COOPERATION/COLLABORATION

- Stakeholder (inc. suppliers) relationship management
- Joint project management

RESEARCH, DEVELOPMENT AND INNOVATION

- Webpage
- Workshops

Who are the **CLIENTS** (recipients and beneficiaries of the products and services) of the organisation?

DIRECT RECIPIENTS - CAP SCHOOLS

- Students
- Staff and school leaders
- Parents
- Networks

INDIRECT BENEFICIARIES

- Wider CAP school communities
- Rural schools

What are the **OUTPUTS** (tangible deliverables) of the organisation?

- Training and development for students, staff and community
- Quality models
- Process consultancy
- Website
- Guidelines
- CAP initiatives
- Funding
- Resources

What are the **OUTCOMES** (benefits to clients and stakeholders) from the activities of the organisation?

FOR OUR CLIENTS

- Improved student outcomes
- Improved teaching practice
- Quality learning environments
- Engaged school communities
- Culture of innovation
- Continuous quality improvement

FOR OUR PEOPLE

- Collaborative working environment
- Improved consultancy practice
- Job satisfaction

FOR OUR OTHER STAKEHOLDERS

- Confidence in the CAP Team's ability to deliver on objectives
- Transparent planning and operations
- Understanding and support of CAP and the consultancy team