

### **Ensuring consistent delivery at ACT**

It's a challenge for providers to deliver a consistent learner experience across and between partners. ACT have implemented a good practice group to address this.

The purpose of the good practice group is to share examples of best practice across all providers to ensure a consistently high digital experience for all learners. It is also an opportunity to highlight possible digital solutions to existing problems. For example, the presentation to the Network of our new ACT ID app; provided as a solution to the problem of requesting hard copies of documents from learners, gave the Network the opportunity to ask questions and suggest amendments.

ACT also uses the groups as an opportunity to gather feedback and responses to industry publications and reports, for example TechNation Report 2018.

Each session has a theme, for example one meeting in 2018 focused on increasing Digital Accessibility. This encourages the Providers in the Network to prepare relevant contributions, and expert guest speakers are invited to facilitate debate.