**Graphical user interface, text, application

Description automatically generated** 

# **Tool D: action plan template (the Code)**

**For the period:** DD/MM/YYYY to DD/MM/YYYY

* Based on our analysis, what do we need to do differently in the coming year?
* Who is responsible for implementing the planned next steps, and by when?
* How will we monitor our plan to ensure that it is implemented?
* How will we know that the actions we took were successful?

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|  | **Action/s to be taken** | **Owner** | **Due date** | **Plan for monitoring implementation** | **Measures of success** |
| **Outcome 13:**  Marketing and promotion |  |  |  |  |  |
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| **Outcome 14:**  Managing and monitoring education agents |  |  |  |  |  |
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| **Outcome 15:**  Offer, enrolment, contracts, and insurance |  |  |  |  |  |
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| **Outcome 16:** Immigration matters |  |  |  |  |  |
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| **Outcome 17:** Orientation |  |  |  |  |  |
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| **Outcome 18:**  Safety and wellbeing |  |  |  |  |  |
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| **Outcome 19:**  Learner support, advice and services |  |  |  |  |  |
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| **Outcome 20:**  Managing withdrawal and closure |  |  |  |  |  |
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| **Outcomes 21 and 22:** Dealing with complaints |  |  |  |  |  |
| **AND** |  |  |  |  |  |
| Compliance with international learner contract Dispute Resolution Scheme |  |  |  |  |  |