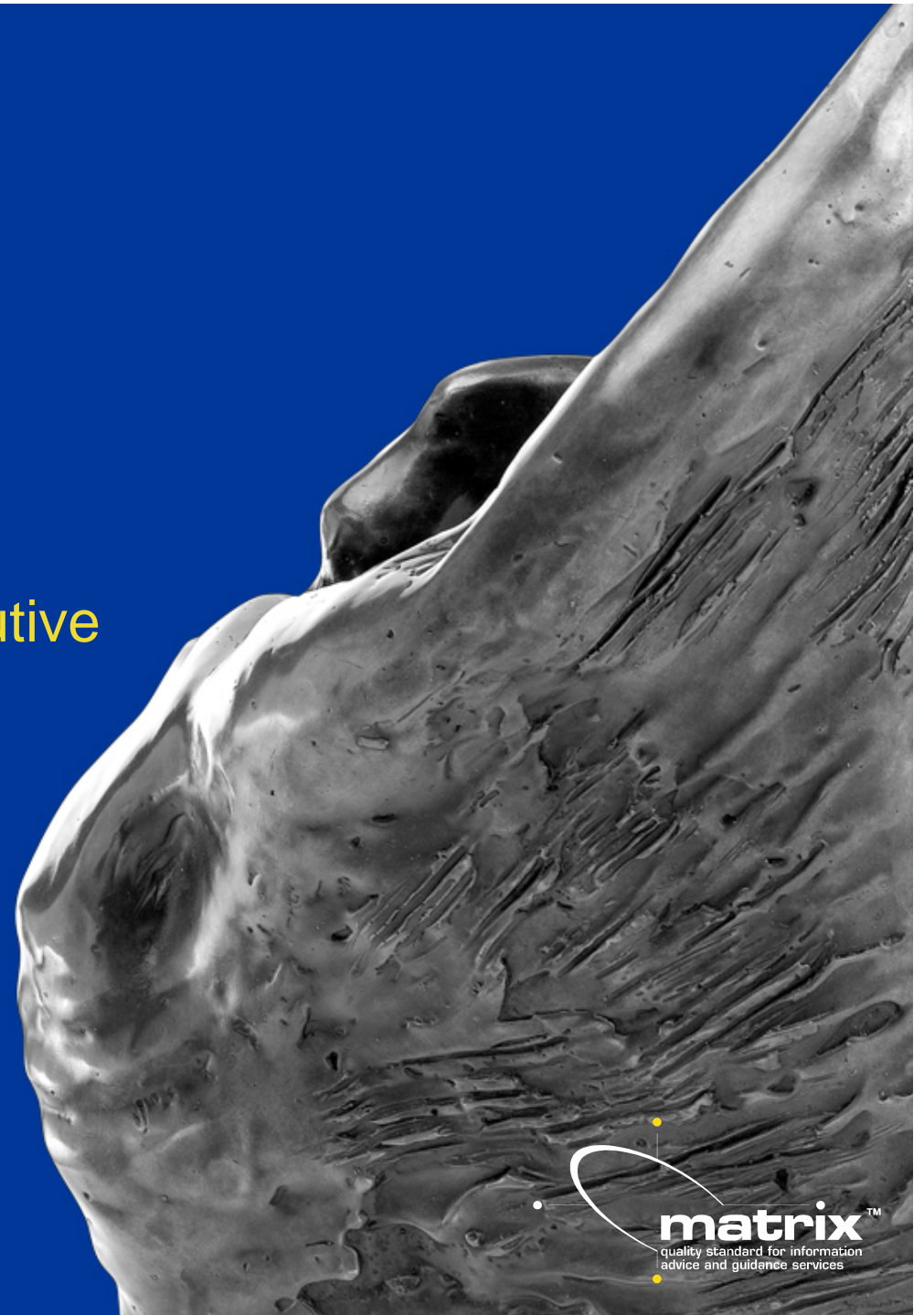


The matrix Standard

Faith Husband

Regional Development Executive
The **matrix** Standard

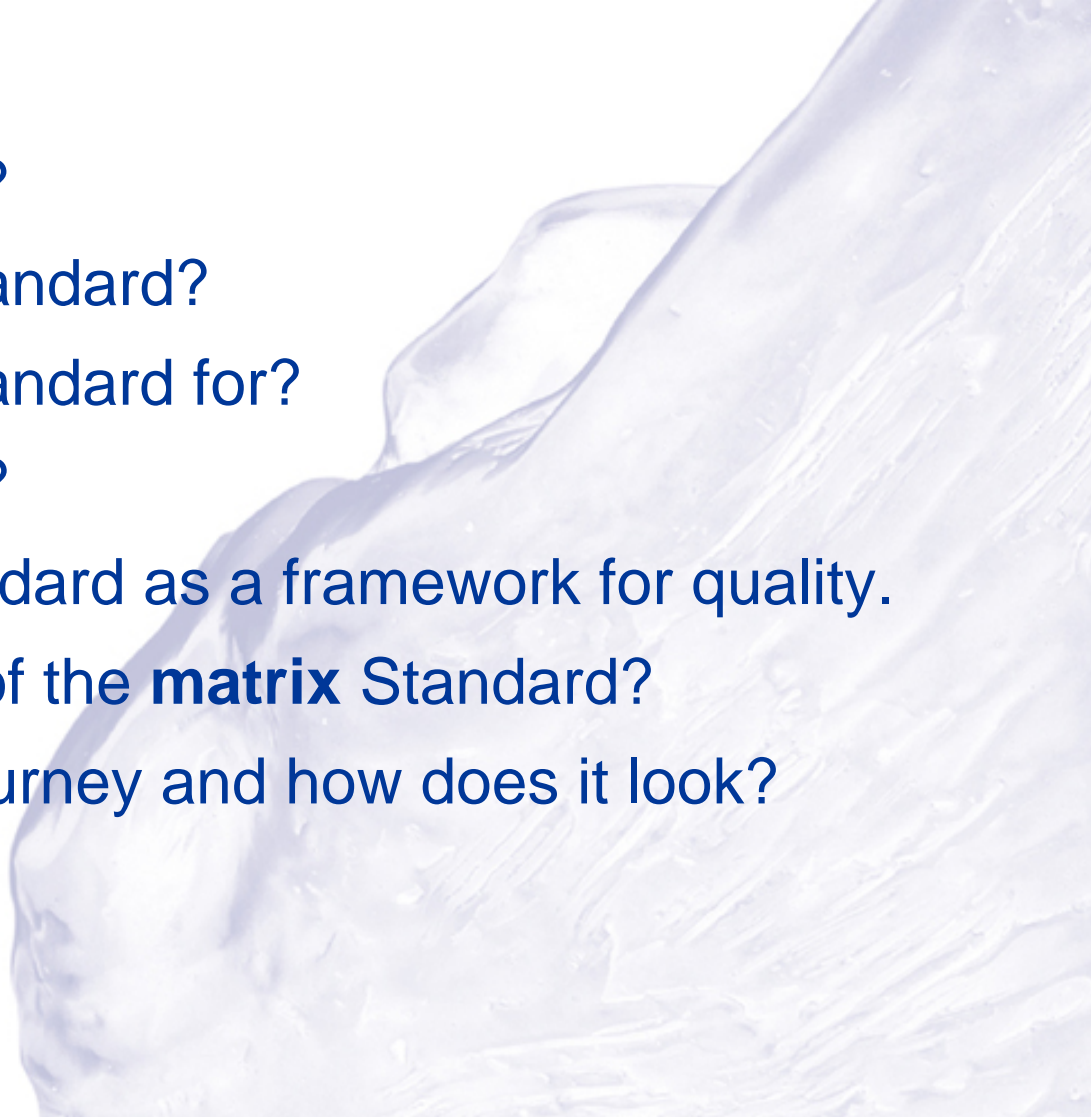
ENTO



Over the next 20 minutes.....



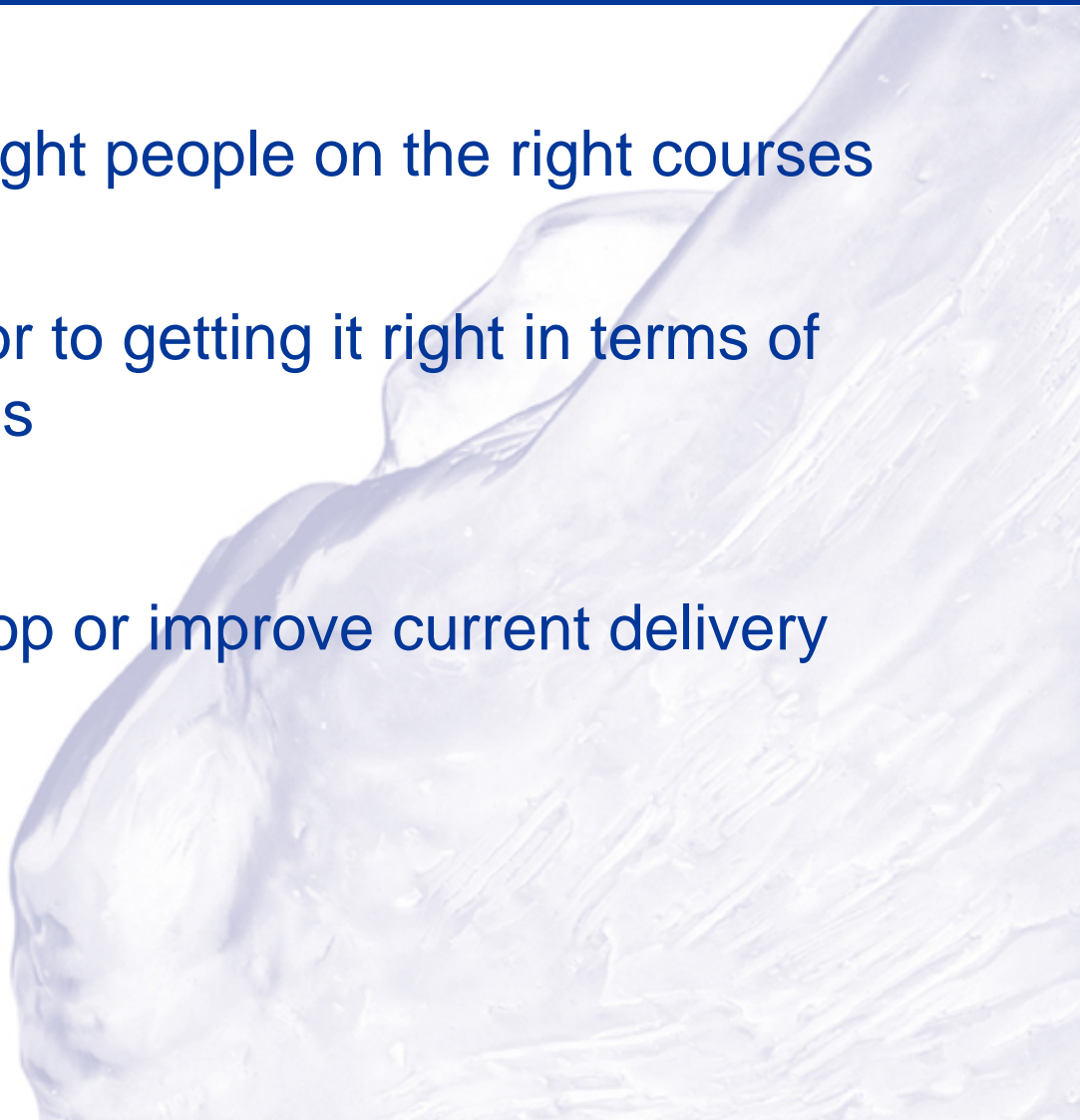
- Why is IAG Important?
- What is the **matrix** Standard?
- What is the **matrix** Standard for?
- What can it do for me?
- Using the **matrix** Standard as a framework for quality.
- What is the structure of the **matrix** Standard?
- What is the **matrix** Journey and how does it look?
- The Leitch Review



Why is IAG important?



- Its about getting the right people on the right courses at the right time
- It is a major contributor to getting it right in terms of employability and skills
- Quality & consistency
- A framework to develop or improve current delivery of IAG



Why is IAG important?



The matrix Standard for quality assurance

Government departments and key stakeholders need to know that the training they fund is delivered in an effective and high quality manner. This is why the **matrix** Standard is now a contractual requirement by the LSC for any IAG funded provision. Organisations that must be Accredited to the Standard include:

- Train to Gain providers
- Learn Direct providers
- Nextstep contractors
- Offender Learning and Skills Service providers

What is the matrix Standard?



The **matrix** Standard is the unique quality framework for the effective delivery of information, advice and guidance on learning and work

and is

A tool for improvement

What is the matrix Standard for?



The **matrix** Standard was launched in February 2002 by the DfES (now known as DIUS) in response to a need for:

- A national quality standard for all organisations and companies providing information, advice and guidance
- Consistency in the quality of information, advice and guidance provision
- A flexible and simple approach to quality improvement that complemented other national standards and systems

Key stakeholders



Department for
Innovation, Universities
and Skills
(DIUS)

The Accreditation
Body
(EMQC Ltd)

The Standard Setting
Body
(ENTO)

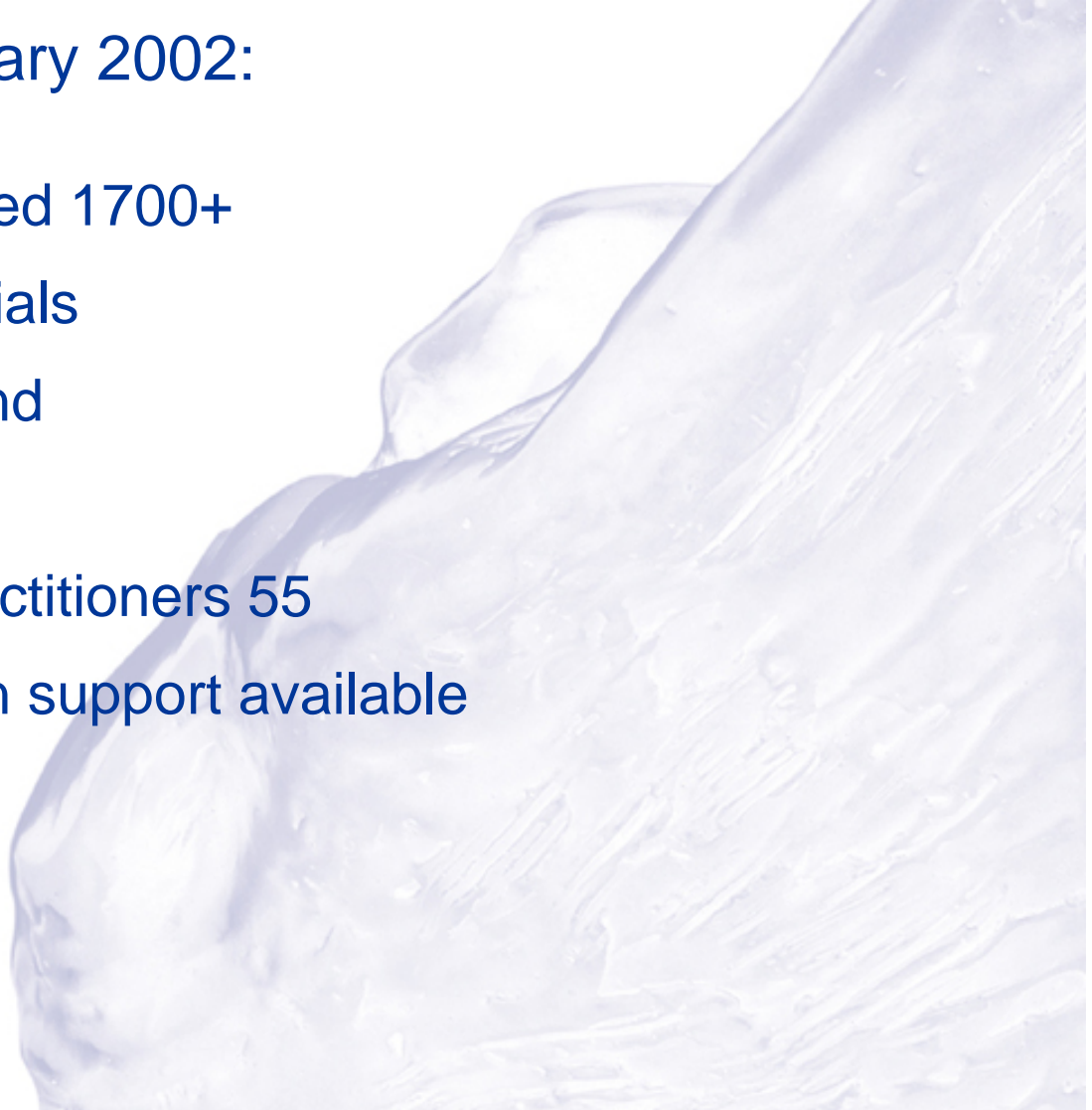
CUSTOMERS

Current Profile



Since its launch in February 2002:

- Organisations Accredited 1700+
- Successful employer trials
- Pilots in Northern Ireland
- Overseas interest
- Register of **matrix** Practitioners 55
- Accredited organisation support available



External services



Apply the matrix Standard to your ‘external information, advice and guidance services’

This means where you provide a service to external clients, such as in careers services, student services, learning centres, community centres, recruitment and employment agencies, prisons and probation services, voluntary organisations, trade unions, business training providers and human resource consultancies.

What can it do for me?



Benefits of gaining **matrix** Standard Accreditation

JHP Training

Achieved **matrix** Accreditation in 2005:

JHP Training is one of the UK's largest and most successful work-based learning providers. Although a family-owned private company, its core business is based on government-funded contracts in the area of vocational training and recruitment services.

....Key areas of delivery include Apprenticeships, Job Centre Plus contracts, Train to Gain and Entry to Employment programmes. Whilst its main market continues to be in the post-16 arena, increasingly its client group is extending into collaboration with schools, supporting young people from 14 years upwards who are interested in “hands-on” learning.

What can it do for me?



Benefits of gaining **matrix** Standard Accreditation

JHP Training

Commercial Good Sense:

Andrew Wallace, National Quality Manager commented:

“...the company soon found other benefits of their **matrix** Accreditation emerging. Within days of announcing their **matrix** Accreditation the company was approached by nextstep to become delivery partners, and saw an increase in invitations to tender for contracts at local and national level. “It’s a tough industry and we are always having to achieve more with less. So anything that places us higher in the pecking order when contracts come out has to be an advantage. Almost every tender now asks you where you are on the **matrix** Journey – there is genuine commercial pressure to meet this rigorous Standard and that’s how it should be.”

What can it do for me?



Benefits of gaining **matrix** Standard Accreditation

Talent Training (UK) Ltd

Achieved **matrix** Accreditation in 2006:

Talent Training (UK) Ltd is a well-respected vocational training company, based in Newcastle Upon Tyne and with a nation-wide client base. Its predominant service line is delivery of NVQ Level 2 training, principally under a major Train to Gain contract.

What can it do for me?



Benefits of gaining **matrix** Standard Accreditation

Talent Training (UK) Ltd - Valuable rewards:

“... Almost immediately following its **matrix** Accreditation, Talent Training (UK) Limited experienced a significant increase in turnover thanks to enhanced terms under its Train to Gain contract. It is also enjoying an even greater profile amongst its partners including their Local LSC, the awarding bodies, and other providers around the country.

Now the **matrix** Journey has become a way of life and the company has set up a Quality Monitoring working group to meet monthly and report back on evaluations from all parts of the business. “I’d advise any company that values IAG to go for the **matrix** Standard,” said Wendy Taylor Quality Manager. “brilliant for helping you build credibility, improve quality and generally make your service more robust in every way.”

What can it do for me?



Benefits of gaining **matrix** Standard Accreditation

Hugh J. O'Boyle Training Ltd.

Accredited 2004 & 2007

...Although their expertise lies in work with school leavers and unemployed adults, their boundaries go much further and include work with schools, employee's and employers.

Training Manager, Michelle Hall, said:

“The **matrix** Standard has meant an economic upturn in business, the continued nurturing of our staff, and happy customers. We believe that innovation is the key to engaging and keeping learners, and the Standard has allowed us to showcase excellence within our organisation.”

What can it do for me?



- Potential access to further funding
- Prerequisite with many LSC contracts
- Quality assures your Information Advice & Guidance service for both employer's and employee's alike
- High quality IAG leads to candidate retention and succession rates
- Contract in your IAG not Contract out

Using matrix as a Framework



- Enables you to work towards a nationally recognised quality mark
- Applicable to a range of contexts, not just working with employers but also working individuals and staff alike. As an organisation you will be setting the benchmark for others to follow.
- More coherent and seamless service:
 - Improved communication
 - Greater understanding of other's roles and provision
 - Reduced duplication

The Leitch Review



The Leitch Review States:

- Embedding a culture of learning across all sectors of society is essential to ensure world class skills benefit everyone. High quality IAG is at the heart of this and this can be seen throughout the report.
- Train to gain (T2G) is an integral part of improving the lower end skills of the UK workforce. It offers flexible learning for employees, giving employer's staff basic skills or first level 2 qualification.
- Small firms will have better access to relevant training for their employees.

The Leitch Review



- As part of this all employees and employers are entitled to free Information Advice and Guidance. Further more any IAG service delivered through T2G must be quality assured through the **matrix** Standard.
- Employers must respond to the opportunities they are being given – through relevant education and training provision or relevant qualifications.

The Leitch Review



- Low-skilled workers will have more chance to gain higher skills in the workplace through Train to Gain, and more flexible learning through their Learner Accounts.
- Skilled workers will have more opportunities to develop at work through Apprenticeships, degrees and management and leadership programmes.

Link:

http://www.hm-treasury.gov.uk/media/6/4/leitch_finalreport051206.pdf

Structure of the Standard



There are 8 elements in the **matrix** Standard

1 – 4

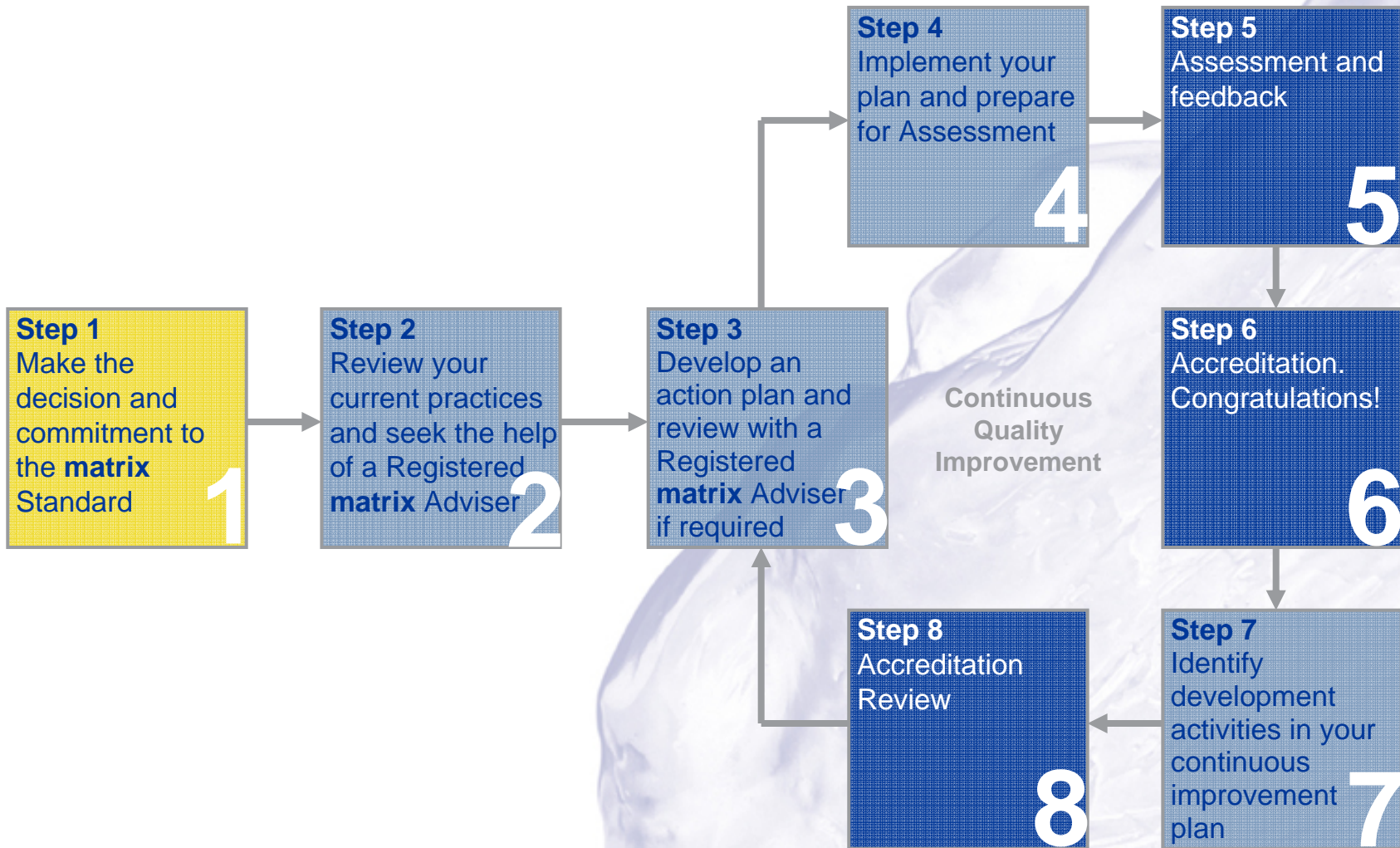
relating to the **delivery** of the service

5 – 8

relating to the **management** of the service



The matrix Journey



Find out more



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