

## Our matrix Story Eagles Consultancy Ltd

---

We are a small private Training Company based in an area of Birmingham called Sutton Coldfield. The Company was born over 10 years ago, the company has been built on reputation and hard work. This has ensured we have grown from strength to strength. There have been many changes within Education during this time, which leads us to current day, delivering Intermediate and Advanced Apprenticeships. We offer Childcare & Sport related Apprenticeships. We pride ourselves in the service we offer, maintaining long standing working relationships, building new working relationships, working within the heart of Birmingham, across the West Midlands and Three County Boroughs.

We are very passionate about what we do, having a strong small team. Our mission and aim and objectives of the company are embedded to ensure excellent Service Delivery is maintained at all times.

As an organisation we are very successful in working with both the Employers and Learners, to ensure a high level of education and course programme is offered. The importance of Apprenticeship on the job work, is meeting the requirements, and all training needs and new skills are achieved and full time jobs are secured following the Apprenticeships.

### Why the matrix Standard

---

As an organisation we chose to work with the **matrix** standard to gain recognition for the high quality service we offer within the UK Apprenticeship Industry. It was part of our business plan and quality improvement strategy to achieve such an accolade for the company. It is also now a national requirement and benchmark that is required by the Skills Funding Agency for contracting.

### The Approach to Achieving the Standard

---

In preparation for the accreditation our Director Claire Eagles attended a **matrix** workshop. The **matrix** self assessment tool was a great tool to have and was used to carry out workshops in house. As a team we took time out to speak to Employers, External Professionals and our Learners regarding the Matrix accreditation. It was vital our Employers, External professionals and Learners understood our reasons for working with the **matrix** Standard. We explained the importance as a company to ensure the service we offer is at a high standard and meeting the needs of all that require this. We had further support from my appointed Assessor June Williams, who was extremely helpful. Communication was clear at all times to ensure that preparations were ready

### The Impact / Benefits of working with the matrix Standard

---

It is a massive achievement for the Company to be recognised for the IAG and service delivery that we offer. It is important for our entire organisation - Employers, External Professionals and Learners, to work with a company that have such a Standards and feel confident in the fact that we have achieved such an award.

## **The matrix Assessment Feedback**

---

Having feedback on the areas of our strengths is vital independently. To be able to recognise and evidence our area of strengths is needed. It is a real confidence boost for us as a company to know what we are doing is working.

Following the feedback on areas for improvement we have implemented new changes, strategies, immediately as it is the only way to put words into practice, and recognise changes need to be made, and that it will only improve us once again. These improvements will be reviewed regularly as all our processes are to ensure we are getting it right.

### **Author(s) if Relevant / Appropriate**

---

Claire Eagles – Director 0121 355 4235

---