

Our matrix Story

Lambeth College, Careers College

In 2011 the Student Engagement & Performance directorate was awarded the standard. The area is now known as Learner Services after undergoing an extensive re-structuring in 2013 to align with Lambeth College, new Careers College vision and strategic plan objectives.

The Directorate's mission is to provide high quality IAG services that fully reflect the needs of the College community of learning as a whole and of the individual within it. The services provided are to enable customers and learners fair access to education and work related opportunities that facilitate performance in learning, success and progression within a safe learning environment. In successfully delivering this mission Learner Services is supporting the College's Strategic aims in becoming a great College for their learners to be guided on the right course, right career, experience high expectations and high standards, be supported in achieve their qualification goals, acquire the employability, entrepreneurship, independence an citizenship skills to be able to participate fully in the economy and society.

Why the matrix Standard?

Within Learner Services there sits two departments Careers and Employability, Learner Development and Support. The services are integrated and include; Learning Skills Centres, Tutorial Learning Coaches, Skills Exchange and Career teams'. All teams work together under one mission to offer a "**wrap around IAG service**" to all learners from pre-entry, on-course through to progression.

Under the **matrix** Standard, Learner Services set out to achieve the external benchmark for IAG under its new "**integrated model**" / strategy and to raise their profile as being a well-defined service with clear aims and objectives for learners on how to access IAG and support.

The **matrix** Standard acts as an impact marker in preparation for an Ofsted Inspection and will contribute to our continuous quality improvement process on raising standards into the future.

The Approach to Achieving the Standard

Learner Services identified a College **Internal Champion** lead person to project manage the **matrix** Standard process for the directorate. The lead person identified key staff to participate in a **matrix** planning group to help work towards achieving the **matrix** Standard.

The planning group were provided with a delivery plan with action points that outlined continuous areas of improvement taken from the previous **matrix** assessment in 2011 and a list of each element as a checklist to follow to map evidence against.

The group also met frequently each fortnight with the lead person to discuss each element thoroughly, staff were delegated specific elements to work on and to up load information onto the College's electronic share point. Each element was referenced on share point to allow for ease of navigation by the external **matrix** Assessor and to provide clear direction for evaluating Learner Services against each of the four **matrix** elements. A compressed manual file was also put together with key documents (rather than producing a large manual file full of evidence to save on trees).

A Learner Services team induction was organised for 40 plus staff (Careers and Employability, Learner Development and Support) to inform them about the forthcoming **matrix** assessment and what involvement they would all have in this journey as an integrated service.

Prior to the two day **matrix** assessment, staff worked together to inform learners, partners, College Senior Leadership Team about their input into the assessment and the curriculum Heads were given notice at College Management meetings and through various sources of media.

The Lead Person worked alongside the **matrix** Assessor to plan the two day visit and kept in regular communications to ensure the programme ran smoothly. All the learner services staff embraced their roles and added value with their input at interviews with the assessor along with groups of learners.

The Impact / Benefits of working with the matrix Standard

The impact on Lambeth College, Integrated Learner Services is very positive and rewarding for the College, learners, our staff and partners. To be told by our **matrix** Assessor that the overall impression of our services is “**excellence - with pockets of positive, joined up work, leadership is visible, staff well – informed with clear service definition**” – this feedback makes us all proud with confidence that we are giving our learners the right IAG to help them to succeed and our **matrix** journey was well worth it!

The matrix Assessment Feedback

Our continuous areas of improvements were discussed during all the **matrix** planning group meetings and as part of our commitment to quality improvement linked to service provision, evidence over time was identified and mapped against the criteria in the **matrix** Standard. The importance of receiving feedback on areas of strengths, re-assured the Learner Service teams’ that they are on the right **matrix** journey.

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