



Our matrix Story

Rock House Training Ltd

We had previously achieved the **matrix** Standard in 2007, however when the reaccreditation was due for renewal, the company was experiencing huge changes and we felt unable to go through the reaccreditation process, at that time.

On reflection, this thinking was the wrong way around and going through the accreditation process actually allows you to take a step back, look at what you are doing and think about the effects your current IAG is having on your business and those that you are supporting. It gives you a window to work on your business as opposed to in your business.

When we decided to go for accreditation in November 2014, our original thoughts were that having gone through company changes, it would be good to gain an external bench mark and achieving the **matrix** Standard would support the company, when we re-tender for the Register of Training Organisations.

The actual benefits that we gained, far outweighed these original thoughts.

The Approach to Achieving the Standard

Having committed ourselves for accreditation, we meet with our allocated **matrix** Advisor, who listened to our current procedures for IAG, probed a little to gain more information and matched our current procedures against the standards of the matrix Standard.

The meeting was very relaxed and enjoyable.

Our Advisor left us with so much more than she realised. By talking through our processes and procedures with her, we realised that we are giving more support to our learners than we are claiming credit for. We also felt that we could increase and improve this support to further benefit our learners and the company.

The Impact / Benefits of working with the matrix Standard

By working with the **matrix** Standard we have transformed our IAG services.

All of the staff, including the Management, have received IAG training, which has proved to be invaluable. We now feel more confident in the IAG that we are giving to our learners. The support we are giving has widened from career advice to holistic IAG for our learners in all aspects of their daily living.

The positive outcomes from this are:-

- We are able to offer our learners a comprehensive IAG service on all aspects of their life.
- Learners have been able to overcome difficulties and continue with their training.
- Our relationship with our learners has improved.
- We have grown in confidence.
- We feel our retention and successful rates will improve.



The matrix Assessment Feedback

We received positive verbal feedback from our Assessor and eagerly awaited our written report.

When we received the written report, we shared it with the staff team and we were all delighted with the outcome, it was a real boost for us all.

We agreed with the AfCI and we are currently reviewing and extending some of our procedures.

We have actioned one of the suggested AfCI and have seen the positive benefits.

We have the opportunity to receive continuous support from our **matrix** Advisor which is excellent for the company and our commitment to continuous improvements.

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