



Doncaster CVS Quality Systems



Matrix

Overview:

The **matrix** standard is the unique quality framework for the effective delivery of information, advice and/or guidance on learning and work. The **matrix** standard is useful for organisations' that deliver information, advice and/or guidance to external clients as part of their business and also for employers who are committed to developing their people.

The matrix standard is made up of eight elements. Four of these elements cover the delivery of the Initial Advice & Guidance (IAG) service and four related to the management of the service.

The four elements relating to delivery are:

- People are made aware of the service and how to engage with it
- People's use of the service is defined and understood
- People are provided with access to information and support in using it
- People are supported in exploring options and making choices.

The four elements relating to management are:

- Service delivery is planned and maintained
- Staff competence and support they are given are sufficient to deliver the service
- Feedback on the quality of the service is obtained
- Continuous quality improvement is ensured through monitoring, evaluation and action.

Benefits

Your organisation may deliver information, advice and guidance to external clients. This could be in the context of a careers service, learning centre, recruitment agency, trades union or a business training provider. This is referred to as an **external service**. Alternatively you may be an employer offering your staff support or assistance in areas such as skills training, management development, appraisals, promotion and succession planning or redundancy programmes. This is referred to as an **internal service**. There are many benefits in working towards and gaining



matrix accreditation. Listed below are some examples that accredited organisations have experienced: (Some are beneficial to both)

External service benefits:

Improved standards of service
Outstanding level of client focus
Resources better deployed
Improved team working
A stronger business case for funding
Continuous improvement as a way of life
Robust relationship between strategy and operations
A boost to confidence and competence

Internal service benefits:

Improved systems
Resources better deployed
Growth in internal capacity and productivity
Continuous improvement as a way of life
Robust relationship between strategy and operations
A boost to confidence and competence
A valuable feel-good factor
Clear payback.

Key Criteria:

The **matrix** journey is your journey towards accreditation to the **matrix** standard and beyond to ensure the continuous development of your service.

The journey towards accreditation is different for every organisation; in as much as there will be certain things that you are already doing really well, and other things that may need further development in order to meet the requirements of the **matrix** standard.

There are eight steps on the journey, which are shown below:

- STEP 1 – Make the decision and commitment to achieve the standard
- STEP 2 – Review your current practice
- STEP 3 – Develop an action plan
- STEP 4 – Implement your plan and prepare for external assessment
- STEP 5 – Assessment and feedback
- STEP 6 – Receive accreditation
- STEP 7 – Identify development activities in your continuous improvement
- STEP 8 – Accreditation review.

Registered **matrix** advisers may be used by your organisation during Steps 2 and 3 of the journey to help your organisation review your current practices and develop an action plan to get you focused in working towards accreditation. Once you have reached Step 7 and are accredited, you may wish to use a registered **matrix** adviser again to help you develop and implement your continuous improvement plan.

Time Frames:

The amount of time and therefore cost is dependent upon a number of factors. At the start of the Assessment process, once the Assessor understands more about the nature and complexity of your organisation, they will agree with you the exact number of days required. Assessments can be undertaken and completed within six to nine months.

Costs:

Up to date information on costs can be obtained from www.matrixstandard.com

Support:

Support for implementing any quality system your group or organisation chooses is available by contacting Janet Gillott on Tel: 01302 343300 Ext 217

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