

The matrix Standard Annual Continuous Improvement Check (CIC) Year 1



Customer name	Fashion Enter - FTA
Customer key contact	Esme Tecle
Customer ID	C23257
Project number	PN200503
Assessor name	Kathy Leahy
CIC due date	14/03/2022
CIC completed on	24/03/2022
Decision	Maintaining accreditation

General Comments	The last year has seen a lot happening at the organisation. They have opened new academies, one in Leicester and one in Wales, both offering Level 1 courses in stitching. A Level 1 course in Workers' Rights has been piloted; mainly as a result of the investigations into how workers were treated at a Leicester factory, and is now being rolled out. They have secured funding from the local authority in Leicester as part of their community renewal fund. The organisation was also subject to an Ofsted inspection for their direct delivery of apprenticeship programmes where they achieved Good across all areas.
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Section 1	Section 2	Section 3
Areas for Development (AfD) suggested in your assessment report	Please state what actions, if any, you have taken to address the AfD and the impact it has had on your service. You may wish to give examples of supporting evidence.	Your assessor's comments
Staff spoke about the learners undertaking AEB programmes and that for many building their confidence and self-esteem were key features of the programme. Some organisations use distance travelled tools to	We have looked into ways the team can further develop by attending training as mental health first aiders and by also having 1:1 with staff to develop suggestions (during class observations for quality assurance) on how to embed feedback within their course portfolios which is supportive	The organisation has partnered with Haringey Council and have benefited from the input of their QA/observation process, working together to standardize practices.

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help learners identify the progress they have made and celebrate their successes. (4.2)	and shows progress throughout the programme during class observations for quality assurance.	
In apprenticeship provision the role of the workplace mentor is a key person in supporting the trainee in their learning journey. Some organisations have provided 'mentor training' to ensure the mentor, who is often not the manager who has engaged with the training provider, to understand their role and the requirements placed on the trainee. (4.8)	We have taken heed from the OFSTED blog article published on 'how to be an outstanding mentor' and reflected on our own practice: https://fcfta.com/insights/latest-news/every-apprentice-needs-a-workplace-mentor/	It was reported the organisation has a close relationship with its employers who are part of the reviews with learners. They have reviewed the Ofsted guidance in this area, as noted.
Staff spoke consistently about supporting people to 'do their best'. Some providers have supported staff to gain coaching skills to help learners achieve their 'personal best'. This may provide personal development for staff and fit with the supportive nature of the organisation. (2.4)	Our CEO has undertaken a counselling course in order to provide further guidance and support to the team. We have memberships with AELP and SEG for training opportunities which range from assessing effectively whilst we also regularly host 'What's next after your FTA' in order to inspire learners to think long term once their course reaches completion. https://fcfta.com/insights/latest-news/ftas-apprentice-of-the-year-2022/ https://fcfta.com/insights/latest-news/success-of-level-1-stitching-course-in-wales/	The CEO is also looking at taking further courses in wellbeing/resilience and has completed the Mental Health First Aid course (see below)

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<p>The organisation recognises the importance of supporting learners with their wider health and wellbeing and are developing resources and signposting routes for this. They may wish to consider enabling some staff to undertake Mental Health First Aid training to support learners and also act as a support for other staff. (2.4)</p>	<p>Our CEO has attended mental health first aid training cascading this to the team. Additional curriculum team members have opted to sign up to the course in May 2022. The training has provided a more positive approach and new found confidence when supporting learners.</p>	<p>Noted</p>
<p>The organisation is going through some significant change, with additional services and programmes. This, along with the challenging year that has been faced by everyone, there may be an opportunity as a staff team to 'take stock' and reflect upon changes and acknowledge the challenges faced to ensure everyone is in a place to take things forward. (4.8)</p>	<p>We are still undergoing significant change as we have branched out to Wales and Leicester where we deliver AEB courses. We had an opportunity to reflect further following our October 2021 OFSTED visit and have more CPD opportunities in the pipeline.</p>	<p>The organisation opened 'the workspace' which is business incubator for designers. They are engaging with these small businesses and inviting them to speak with learners on specific topics eg black history month.</p> <p>As noted earlier, the organisation achieved Good across the board from their Ofsted inspection.</p>

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Other Developments

Please state any other areas where you have improved your IAG service and details of the actions you have taken.	Your assessor's comments

What Next	Date
CIC Year 2 due by	14/03/2023
Accreditation Review on-site visit to be conducted by	14/03/2024

Feedback:

After your CIC has been completed please provide The Growth Company with your organisation's views about the process on the questionnaire feedback sent to you.

Guidance notes:

1. You need to demonstrate your continuous improvement activities and the impact of these to your Assessor on an annual basis. The CIC will usually be conducted remotely, either by telephone or Skype etc. You may wish to provide examples to share with your assessor of these changes and your assessor may ask for supporting evidence of the changes adopted.
2. It is expected that your CIC will be completed on, or around the anniversary date of your accreditation. CIC's are an integral part of the assessment and accreditation process for the **matrix** Standard and therefore it is important that these are completed in a timely manner to ensure that your accreditation is not withdrawn, or additional fees incurred.
3. Prior to the CIC taking place, your assessor will complete **Section 1** of this document and send this to you.

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4. You need to complete **Section 2** and return to your assessor prior to the CIC discussion. The starting point for the discussion will be the Areas for Development suggested in your assessment report, although you do not need to adopt all, or any, of these suggestions. The focus of the **matrix** Standard is that of continuous quality improvement to your Information, Advice and Guidance (IAG) and therefore you need to show your assessor the changes you have made in the last 12 months which you can detail in the 'Other Developments' section.
5. During the CIC discussion, your assessor will discuss any issues, changes, or challenges you have faced during the last 12 months and will reflect on the progress of improvements to your IAG.
6. Following the CIC discussion, your assessor will make a judgement on your improvements and confirm this by completing **Section 3** of this document and returning it to you and to The Growth Company.
7. Should the decision of your assessor be that further action is required, you will need to complete a further CIC within 3 months of your original CIC due date. The cost for this additional check is £150 + VAT and needs to be paid in full prior to the additional check.