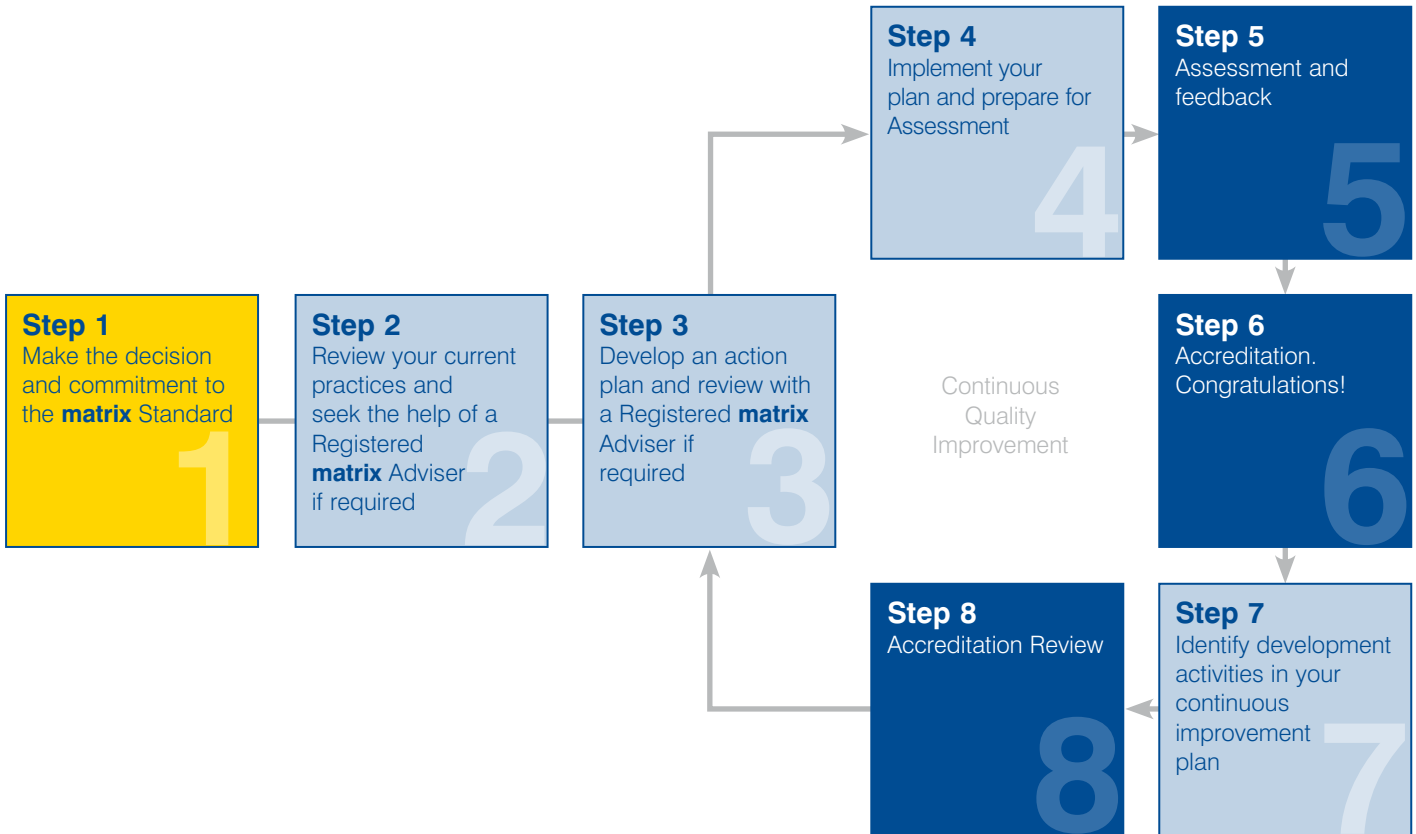


Assessment - The Facts

Now that you have taken the first step towards Accreditation, this booklet will help you understand how the Assessment and Accreditation process works in practice.

The **matrix** Journey



When the time is right and you feel sufficiently prepared, you will move to Step 5 of the **matrix** Journey, the Assessment itself.

What can we have Assessed?

When considering your Assessment approach you will need to consider the scope of your Assessment i.e. what parts of your organisation do you want Accredited.

For example:

- You may have a section or department of your organisation that solely delivers an IAG service
- You may want all your organisation to be Assessed for all the IAG you deliver right across your organisation
- You may deliver your service only to external clients (i.e. those individuals that are not members of your own staff) this could include learners, potential learners, members of the general public, trade union members etc. in which case we call this an external service or alternatively your service could be delivered to your own staff e.g. through a company learning centre, the HR function etc. in which case we call this an internal service. Alternatively you can be Assessed for both of these aspects.

In each or any of the scenarios above, your Accreditation report, certificate and plaque will clearly identify which parts of your service has been Assessed.

e.g.

XYZ University, Student Services Dept,
ABC Training Ltd, Train to Gain provision.

What is the Building Block Approach?

If you are considering a Building Block Approach, this means you can work towards Accreditation as separate departments, regions and sites, with the intention of your whole organisation ultimately becoming Accredited.

This approach can work for large/complex organisations who wish to work towards the **matrix** Standard in stages. However, organisations need to recognise that this can be a more costly approach due to the number of Assessments required.

With a Building Block Approach whole organisation Accreditation is only possible when a Registered **matrix** Assessor (Assessor) is satisfied that all Building Blocks meet the **matrix** Standard fully and consistently via a Strategic Review.

The timing of a Strategic Review is imperative and can be undertaken;

- With the Assessment of the last Building Block which will combine a Strategic Review with a sample of the areas not yet Assessed. Consideration will also be given to the currency of the previous areas already Assessed
- When the first Building Block Assessed comes forward for Review, this can include a Strategic Review and sample of the previously Assessed areas

If adopting the Building Block Approach, you will need to devise an Accreditation Strategy. An Accreditation Strategy is simply how you intend to work towards Accreditation, with an indication when you expect to achieve whole organisation Accreditation. We would recommend that you involve your Adviser and/or ENTO during this part of your Journey as a copy of your completed Strategy will need to be sent to ENTO.

How can we apply for Assessment?

The formal trigger for the Assessment process is the point at which you submit your Request for Assessment (RfA). You can obtain this by contacting the **matrix** Standard team (details at the end of this document) or by downloading the RfA from the **matrix** Standard website: www.matrixStandard.com.

The RfA form asks for your preferred dates for the Assessment and other information to help plan and cost the Assessment. This form should be sent to ENTO no later than 6 weeks before your preferred Assessment date.


The information that you record on the RfA will also be used by your Assessor to plan the Assessment, so please try to give an accurate reflection of what is currently happening in your organisation and also what you expect from the Assessment in terms of added value.

Within the RfA you will be expected to detail your locations, the nature of your delivery and the number and type of people involved.

If you are using an Adviser they may assist you in completing your RfA Form.

The RfA form

The RfA form provides information to ENTO and your Assessor to enable them to effectively plan your Assessment. The detailed guide below and on the next few pages gives you all the information you need to help you effectively fill out the RfA form.



The matrix Standard - Request for Assessment (RfA)

Once complete, please send this RfA and all additional information electronically to assessment@matrixStandard.com. ENTO Ltd will not be able to process your application unless all information is correctly completed and documents supplied as requested. **All organisations** should:

- Complete Section 1 and Section 2
- E-mail a list of delivery people as recorded in section 3a (including name, job role and length of service)
- E-mail a full list of partner organisations (see section 2b for partner organisation description)

Then complete either: Section 3 or Section 4 or both (depending upon the service you wish to have Assessed (see www.matrixStandard.com for further details))

Part A

Section 1: General Information

Assessment type	<input checked="" type="checkbox"/> First Time <input checked="" type="checkbox"/> Accreditation Review	
Services to be Assessed	<input type="checkbox"/> External <input checked="" type="checkbox"/> Internal <input type="checkbox"/> Both	
Organisation name		
Department to be Assessed (if applicable)		
Street Name and Number		
Town		
County		
Post Code		
Telephone number		
Fax number		
Website address		
Contact name for the matrix Assessment		
Prefix	<input type="checkbox"/> Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Other:	
Email	Position	
Total number of employees within the whole organisation		
Number of sites to be included in this Assessment		
If in the future, your organisation were to seek whole organisation Accreditation how many more sites/locations would be included?		
Preferred Assessment dates (minimum 6 weeks notice is required) dates must be within the next 6 months		
Do you require a pre-assessment planning meeting with the Assessor? (this is not a readiness test or advice session.) Any organisation can opt for this meeting although it is usually more beneficial for large, multi sited or complex Assessments		
		<input type="checkbox"/> Yes (there is a charge for this meeting, usually ½ day) <input type="checkbox"/> No
As an organisation, have you been Accredited to the matrix Standard before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide the name of the organisation Accredited and if possible the date of achievement		

RfA October 2009

If you are Currently NOT Accredited to the **matrix** Standard.

If you are currently Accredited to the **matrix** Standard and wish to continue your Accreditation.

Do you wish to be Assessed for your 'Internal Services' i.e. services delivered to your staff.
(For further description please refer to the document 'About the **matrix** Journey' available to download from the **matrix** Standard Website).

Do you wish to be Assessed for your 'External Services' i.e. services delivered to clients.
(For further description please refer to the document 'About the **matrix** Journey' available to download from the **matrix** Standard Website).

Allowing more flexibility with preferred Assessment dates can speed up processing of your Request for Assessment

A pre-assessment planning meeting is a meeting with your Assessor prior to the on-site Assessment days. Your Assessor can discuss the Assessment, how it will be conducted, planning any specific arrangements. However, your Assessor cannot provide you advice as to how you work towards the Standard. If you require this service you will need to engage the services of a Registered **matrix** Adviser, Details can be found at: www.matrixStandard.com or by contacting the **matrix** Standard team on: **0870 770 2468**.



Part B

Section 2: Assessment Planning Details

2a. Locations

Please provide the postcode for each site that is to be included in the Assessment (additional sites to be on separate sheets and sent electronically – Please note that full address details may be required later)

2b. Partnerships

To assist in the planning of this Assessment, please e-mail a full list of partner organisations to ENTO Ltd at assessment@matrixStandard.com

Total number of partnership organisations that:

- Refer clients to your service/you liaise with to support you in your delivery
- That you have a Service Level Agreement with
- Support you in other ways (e.g. signposting to/from)

2c. Further Planning Information

Please provide a short profile of your organisation (max. 100 words). Please also use this space to inform us of any current Accreditations your organisation has that may/may not be relevant to this Assessment
This may also include details around delivery methods and for organisations undertaking an Accreditation Review this could include any specific changes to the organisation since the Initial Assessment

Please provide details regarding any specific requirements that the Assessor should be aware of regarding clients/staff involvement in the Assessment
This may include information regarding the nature of client groups, outreach delivery, remote working, recent re-structures

Please identify any additional objectives you have for the Assessment.
These should be in addition to being Assessed against the Standard, for example, you may want the Assessor to look at a new appraisal system you have introduced

What contracts do you deliver?

- | | | | |
|--|----------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Train to Gain/WBL | <input type="checkbox"/> JCP | <input type="checkbox"/> Learn Direct | <input type="checkbox"/> ACL (Adult Learning) |
| <input type="checkbox"/> FE | <input type="checkbox"/> HE | <input type="checkbox"/> E2E | <input type="checkbox"/> Regeneration |
| <input type="checkbox"/> Early Years | <input type="checkbox"/> Housing | <input type="checkbox"/> Offender IAG | <input type="checkbox"/> Other – Please specify |

Have you used a Registered matrix Adviser in the last year? Yes No
 If YES, please give their name

Please include information on your main delivery sites if, for example, you:

- undertake outreach
- provide WBL in employer premises

Please include this information below in further planning information.

Please ensure you have attached a list of partners you work with.

Please provide sufficient information to give your Assessor a flavour of your organisation.



Please Note:

Section 3 should only be completed if you would like the IAG service being delivered **to your clients** Assessed
 Section 4 should only be completed if you would like the IAG service being delivered **to your Staff** Assessed

Section 3: External Services to Clients

Please fill in this section **ONLY** if you have ticked the **External Services** box in Section 1 of this form.
 Please fill in both Section 3 and 4 if you ticked **Both Services** in Section 1

3a. Staff delivering the service

Please record the number of managers, supervisors and/or staff who are involved in the management and delivery of information, advice and guidance service to clients. To assist in the planning of this Assessment, please remember to e-mail a list of the delivery people as described below, which should include name, job role and length of service to assessment@matrixStandard.com

Senior Managers		Managers	
Staff		Supervisors	
Volunteers		Others	
Total number of people delivering the service being Assessed (i.e. total of above)			

3b. Clients receiving the service

Please record details regarding the External Service delivery to clients

Estimate of the number of people who have received the service in a period of one year
Please briefly describe your client groups and method of delivery (e.g. face to face, telephone, web based)

Section 4: Internal Services to Employees

Please fill in Section 4a and 4b **ONLY** if you have ticked the **Internal Services** box in Section 1

4a. Employees delivering the service

Please record the number of managers, supervisors and/or staff who are involved in the management and delivery of information, advice and guidance service to the staff within the organisation. To assist in the planning of this Assessment, please remember to e-mail a list of the delivery people as described below, which should include name, job role and length of service to assessment@matrixStandard.com

Senior Managers		Managers	
Staff		Supervisors	
Volunteers		Others	
Total number of people delivering the service being Assessed (i.e. total of above)			

4b. Employees receiving the service

Please record details regarding the Internal Service delivery to staff

Estimate of the number of people who have received the service in a period of one year
Please briefly describe your client groups and method of delivery (e.g. face to face, telephone, web based)

Section 3 should be completed if you deliver a service to external clients (i.e. NOT your staff).

Please attach a list of all staff who deliver the service. The list should include name, job role and length of service.

Please state how many clients receive your service each year.

Section 4 should be completed if you deliver a service to your staff.

Please attach a list of all staff who deliver the service. The list should include the name, job role and length of service.

Please state how many staff receive your service each year.



Part C

UKPRN (UK Provider Reference Number) Organisations that deliver training are able to apply for this Provider Reference Number by visiting www.ukrlp.co.uk	
UPIN (Unique Provider Identification Number) Organisations that deliver an LSC contract will have been given this a Provider Identification Number	
Sector Please select your appropriate sector and record any relevant company registration number <input type="checkbox"/> Private <input type="checkbox"/> Public <input type="checkbox"/> Voluntary/Community <input type="checkbox"/> Registration Number	
What service do you deliver? <input type="checkbox"/> IAG only <input type="checkbox"/> Adult Community Learning (ACL) (PCDL) <input type="checkbox"/> FE/6th Form College <input type="checkbox"/> Work Based Learning <input type="checkbox"/> HE <input type="checkbox"/> Other	
Organisation type (please select the description that most closely matches your organisation) <input type="checkbox"/> Armed & Emergency Services <input type="checkbox"/> Government Department <input type="checkbox"/> Housing <input type="checkbox"/> Careers Company <input type="checkbox"/> Health Agency <input type="checkbox"/> Probation <input type="checkbox"/> Chamber of Commerce <input type="checkbox"/> Higher Education <input type="checkbox"/> Professional Body <input type="checkbox"/> Charity <input type="checkbox"/> Job Centre <input type="checkbox"/> Recruitment Agency <input type="checkbox"/> Citizens Advice Bureau (CAB) <input type="checkbox"/> Local Authority <input type="checkbox"/> Trades Union <input type="checkbox"/> Employer <input type="checkbox"/> Non Departmental Public Body (NDPB) <input type="checkbox"/> Training Provider <input type="checkbox"/> FE College/Sixth Form <input type="checkbox"/> Prisons	
How did you hear about the matrix Standard and relevant updates (please tick the appropriate boxes) <input type="checkbox"/> ENTO Event <input type="checkbox"/> Literature Request <input type="checkbox"/> matrix Newsletter <input type="checkbox"/> Other – Please state	
Do you currently use or have achieved any other quality standards? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate which standard <input type="checkbox"/> Investors in People <input type="checkbox"/> Charter Mark/CSE <input type="checkbox"/> Lexcel <input type="checkbox"/> Customer First <input type="checkbox"/> EFQM <input type="checkbox"/> ISO <input type="checkbox"/> Other – Please state	

If your organisation is currently not registered for this, please go to: www.ukrlp.co.uk.

If you are an LSC provider you will have this number.

Please ensure you have completed all appropriate sections and attached additional information where requested.

RfA Checklist – Required Information

Ensuring we have all the important information at the time of submitting your RfA will help us to process your request much quicker. Please use the checklist below.

...selected the correct part of your service that you would like to be Assessed? (e.g. internal/external – learn more about this at the matrix Standard website, step 1 of the matrix Journey)	<input type="checkbox"/>
...provided a full list of the delivery staff, which should include name, job role and length of service (the total number on this list should match the total number written in section 3a or 4a)?	<input type="checkbox"/>
...provided an estimate of the amount of clients receiving your IAG service in a 1 year period?	<input type="checkbox"/>
...provided the number of partners you deal with and given a full list of these partner organisations?	<input type="checkbox"/>
...included the amount of sites to be included under the Assessment?	<input type="checkbox"/>
Please can you provide the contact name for your finance department or the person who will authorise the payment of the invoice: Name: _____ Tel. No: _____	

Thank you for completing this Request for Assessment form. ENTO Ltd endeavours to reduce paper wastage so please return this RfA and all associated documentation (including the lists of delivery people and partner organisations) electronically to assessment@matrixStandard.com

How much will the Assessment cost?

On receipt of your completed RfA, ENTO will estimate the number of days that your Assessment will take, this is referred to as 'scoping' and a copy of the Scoping Framework and guidance used can be found on the **matrix** Standard website. An Assessor will then be allocated to your organisation and confirmation letters of the estimated cost and Assessor details will be sent to you.

The time required for an Assessment will vary depending on the size and complexity of your organisation, the client group and the logistics involved in conducting the Assessment. The number of locations, travel time between sites and uniformity or diversity of an organisation has the greatest effect on time.

The daily rate for Assessment will be £600 per day plus expenses and VAT. This rate covers all organisations, irrespective of their size. The fee is payable prior to the Assessment being completed.

All Assessors used by ENTO are Registered **matrix** Assessors and will have gone through a thorough recruitment, training and development process, have demonstrated their competence and be subject to a rigorous ongoing quality assurance process.

Cancellation & Postponement Policy

If the proposed activity (dates agreed with your Assessor and confirmed with ENTO) is cancelled or postponed by you at short notice ENTO reserves the right to charge you a cancellation fee based on the estimated costs of the proposed activity.

Any cancellation or postponement must be made in writing by you and sent to:
assessment@matrixStandard.com, or:

The **matrix** Team
ENTO Ltd
4th Floor, Kimberley House
47 Vaughan Way
Leicester
LE1 4SG

Number of working days before proposed activity date	Maximum charge (the 'Cancellation Fee')
30 or more	0% - except for any planning activity that has already taken place (in which case 100% of the planning time is chargeable)
10 – 29 working days	60% of the estimated cost
9 working days or less	100% of the estimated cost

For further information please visit the **matrix** Standard website at: www.matrixStandard.com.

How will the Assessment be planned?

The Assessor will contact you to discuss details of your visit and will ensure that you are clear about the Assessment approach you have chosen. They will explain the process and what is involved. They will also clarify your responsibilities and note any particular requirements you may have, this is the ideal time to discuss and agree additional objectives for the Assessment to ensure you receive maximum value from the Assessment process. Assessors usually undertake this initial activity via telephone, except in the case of large or complex Assessments. You can choose to have a face-to-face initial meeting with the Assessor at additional cost.

It is vital that all parties are clear from the outset about the context of your organisation and the Assessor will identify your aspirations and expectations of the Assessment and ensure you are fully involved in the final decision of the details of the process.

Assessors will allow time to have an opening meeting with the person or people who are ultimately responsible for information, advice and guidance in the organisation. This will be an opportunity to set the scene for the visit, answer any questions people may have and also pick up on any particular themes or areas that might be important to look at during the Assessment.

The Assessor will also discuss feedback. It is helpful for you to decide early on whom you would like to invite to the final feedback meeting, at which the decision will be given as to whether you meet the **matrix** Standard.

What will the Assessment involve?

Assessors will gather evidence from a range of sources including;

- Face-to-face, telephone, video conferencing or group interviews
- Observing events such as meetings
- Information from you on how you believe you meet the **matrix** Standard
- Discussions with clients, employees and partners
- Policies, processes and practices that you have in place

The Assessor will ensure there is minimum disruption to your organisation, but needs to gather sufficient evidence on each of the elements of the **matrix** Standard to be able to make a judgement about whether you meet the **matrix** Standard. The onus is on the Assessor to seek and collect the evidence; however it is helpful to make all relevant evidence readily available to them.

The Assessor will use what they see, hear and experience in the organisation to tell them whether the principles of the **matrix** Standard are being applied in practice. Please do not be tempted to produce a portfolio of evidence as the Assessor will be looking at what actually happens in practice through interviews during a visit, rather than written evidence in a portfolio.

This means that Assessors are first and foremost looking to see the tangible outcomes of your organisation's processes, policies and procedures, rather than a portfolio of evidence describing these processes. Assessors will focus on what the organisation is actually achieving, its real results.

Interviews, anecdotal evidence and observed practice and behaviours, as well as written evidence, must therefore be used to form a complete and multi-dimensional picture of how you bring the **matrix** Standard to life for your clients and employees.

Please ensure that the Assessor has access to a private room for confidential interviews and access to a landline telephone for any telephone interviews to be undertaken.

How can we plan the interviews?

Interviews are the cornerstone of the Assessment process and it is ultimately the responsibility of the Assessor to decide who exactly needs to be interviewed in order to build up a coherent picture of your organisation.

However, there needs to be close collaboration between yourself and your Assessor to achieve the right mix of interviews. You will be involved in planning how many people in which kind of roles or client groups need to be included and how best to gather evidence from them.

The interviews will need to take into account a wide range of perspectives on your organisation and your client groups including those who deliver and manage the service, volunteers, clients/users, potential clients/users and partners. Wherever possible, the most senior person in your organisation should also be included. You will need to ensure that sufficient interviewees are available for the Assessor to speak to.

Notes for you to consider when planning interviews with Assessors;

- People need to be briefed in advance on the nature, length and overall purpose of any interviews
- You will probably need to arrange for individual employees to have specific times booked in their diaries for the interviews; therefore interviewees will need a degree of prior notice. This also applies to any telephone interviews that are needed
- When interviews involve external clients and potential clients/users sufficient time needs to be allowed for their travel to the venue (if appropriate), introductions/briefing and answering any questions about the process
- Confidentiality is a vital ingredient of successful interviewing and when booking time with people, care should be taken to also book any private meeting rooms that may be needed in advance
- At the beginning of every interview the Assessor will cover confidentiality, explain that they will be taking notes and that these notes will be used to compile the Assessment report but will be non-attributable
- Travel between sites can take up a significant amount of an Assessor's time and as such should always be factored into the schedule
- Assessors will need time between the very last interview and the final feedback meeting to prepare their thoughts and their rationale for the decision they will be delivering
- Contingencies need to be made in case people are unavailable on the day of Assessment

When Will We Know The Assessors Decision?

As there is no appeals procedure the Assessor must ensure that they have gathered sufficient evidence to enable them to make a decision as to whether your organisation meets the **matrix** Standard. They will usually give you the decision at the feedback meeting before they leave your organisation.

There may be occasions where the decision is not straightforward and the Assessor may wish to discuss the Assessment with ENTO. In these rare circumstances you will receive a decision within five working days of the visit.

The Assessor will give you feedback based on all the evidence collected. Feedback is one of the most value added parts of the **matrix** Assessment. The feedback will focus on how your processes and policies are working in practice and provide suggestions for future continuous improvement.

You can decide who you would like to attend this final feedback meeting. It is important that the right people are invited and you should have given this careful thought from the very beginning. In particular those who have responsibility for leading on information, advice and guidance services will benefit from hearing the feedback first-hand. Feedback is usually conducted at the end of the last day of the Assessment.

You may choose to invite your Adviser if you have used one to attend, in which case this should first be agreed with the Assessor.

You may also request a more formal presentation from the Assessor, in which case this should be discussed and agreed with the Assessor who will inform ENTO.

For organisations that meet the **matrix** Standard the Assessor will affirm the strengths identified in relation to the **matrix** Standard and also highlight any areas where there is potential for further development.

In all cases, verbal feedback from the Assessment will be followed by a written report, regardless of whether the **matrix** Standard is met or not yet met.

What if we do not meet the Standard?

Should you not meet the **matrix** Standard the Assessor's feedback will give clear, specific and objective explanation of the areas where you are not currently meeting the **matrix** Standard.

When you feel you have addressed these areas (you may wish to use a Registered **matrix** Adviser to help you, the Register can be found at: www.matrixstandard.com) and you are ready for the Assessor to re-visit your organisation, you should contact ENTO or your Assessor to arrange a Second Stage Assessment. You need to have produced an Action Plan of how you are going to address the areas where you are currently not meeting the Standard to your Assessor within 6 weeks.

If you have addressed the areas for improvement from the Initial Assessment in a short timescale, e.g. 3 months, then it is reasonable to expect the Assessor to mainly focus on these areas.

If there is a longer gap between the Initial and Second Stage Assessments, then the Assessor may need to re-validate some of the other areas of the **matrix** Standard which may have been met at the Initial Assessment.

If your organisation does not meet the **matrix** Standard at Second Stage, you will be advised to take time to address the issues and to submit a Request for Assessment form for an Initial Assessment when you feel you are ready.

How Long Does Accreditation Last?

As continuous improvement is at the heart of the **matrix** Standard an Accreditation Review enables Accredited organisations to demonstrate on an ongoing basis how the **matrix** Standard is contributing to improvements and ensuring continued success.

Assessors will help you decide on the most appropriate time period between Accreditation and your next Assessment. It is up to you how often you wish to be reviewed however the maximum period between a successful Assessment and the next Accreditation Review is 36 months.

What will an Accreditation Review include?

For an Accreditation Review the Assessment will be as rigorous as the Initial Assessment, with the Assessor arranging to interview the appropriate sample of people and undertake similar activities. Assessors will review the previous Assessment report to determine any key issues for the Assessment as well as looking at;

- Information about your organisation structure, staffing and client base
- Details of your aims, objectives and plans
- Information relating to developments in your organisation since the last Assessment, for example changes in management or staffing, and growth or decline
- Details of new practices or processes implemented following your **matrix** Accreditation
- Review of your progress and current position against your Accreditation Strategy (where a building block approach is being taken)

The Assessor will also ensure that you;

- Have been upholding the credibility of the **matrix** Standard
- Continue to meet all elements of the **matrix** Standard
- Have considered and implemented (where appropriate) the suggestions for improvement identified in your last Assessment
- Built on strengths identified in your last Assessment
- Gain maximum value from the Review through agreed, clear objectives
- Receive clear suggestions on how you can further develop and improve

The Assessor will determine whether you are still meeting the **matrix** Standard and confirm their findings at the final feedback meeting. If you are found not to be continuing to meet the **matrix** Standard, the Assessor will explain the Retaining Accreditation process.

What is Retaining Accreditation?

If you are found not to be continuing to meet the **matrix** Standard following your Accreditation Review, this process allows you to remain Accredited, as long as you continue to demonstrate commitment to the principles of the **matrix** Standard. In this sense, the process removes the immediate threat of Accreditation being withdrawn.

To retain Accreditation, you must make a firm commitment, from the highest level in your organisation, to return to the **matrix** Standard within 6 months. You must produce an Action Plan to address the Areas for Development, identified by the Assessor at your Review, within 6 weeks of the Assessment.

The Action Plan should clearly set out what action will be taken to address the areas where you do not meet the **matrix** Standard, with specific, measurable, achievable, realistic and time-bound milestones. The plan must then be approved by your Assessor, and sent to ENTO.

Your progress against the plan will be reviewed after 3 months and, if it is felt that you will not return to the **matrix** Standard within 6 months, then ENTO will take action to withdraw your Accreditation.

If you have addressed the areas for development within a short timescale e.g. 3 months, then it is reasonable to expect the Assessor, during their on site visit, to mainly focus on these areas. However, if the Assessor returns at the 6 month point, then they will need to ensure that there is sufficient evidence to confirm that your organisation continues to meet all elements of the **matrix** Standard.

If more than 6 months is needed to address the actions, Accreditation will be withdrawn, however, every effort will be made to help you return to the **matrix** Standard.

What if our organisation changes?

Organisational change can take many forms, the three main types being those that reflect strategic management changes, ownership/structural changes, or delivery/service configuration changes.

Strategic management change will have a varying impact on the way in which you continue to meet the **matrix** Standard and will require different types of action in response. Structural and delivery changes will generally have a significant impact on the way in which you continue to meet the **matrix** Standard.

Whenever any significant change is identified (ownership, structure or main delivery for example) ENTO must be consulted. ENTO may then refer to an Assessor for their opinion if necessary, and respond to you with recommended actions.

The extent of change will determine whether you can continue to be Accredited or whether a visit is necessary. Where you are found not to be continuing to meet the **matrix** Standard it will sometimes be appropriate for the Retaining Accreditation process to be followed, but it may be more beneficial for you to work towards a new Accreditation.

Adviser Support – Using a Registered **matrix** Adviser

Having committed to the **matrix** Standard there is a wealth of help and support for organisations during your **matrix** Journey. This may be accessed through the dedicated **matrix** team, the **matrix** website and via a Registered **matrix** Adviser.

Whilst the **matrix** team and the website offer organisations support during the initial stages of their Journey, Registered **matrix** Advisers can offer more in depth ongoing support. This may include providing an objective view of your organisation and offering an independent opinion, helping to identify solutions and new approaches, action planning and/or readiness checking.

Registered **matrix** Advisers are an independent group of consultants who are recruited, trained and developed in line with a rigorous quality assurance process and must attend regular development sessions to ensure they are continuously updated.

Organisations are encouraged to use only Registered advisers which are listed on the **matrix** website.

A full list of Adviser including contact details, sector experience and fees can be found at:
www.matrixstandard.com.

What if we have more questions and feedback?

ENTO is committed to continuous quality improvement and is pleased to receive feedback in line with our Feedback Policy (which can be found at: www.matrixStandard.com).

We hope this booklet has helped you to understand the Assessment and Accreditation process in more detail. If you have any questions or need any further support please contact us on the details below.



ENTO Limited is responsible for the management of the **matrix** Standard.

Call the **matrix** Standard enquiry line: **0870 770 2468**

Visit the website: **www.matrixStandard.com**

Email the **matrix** Standard enquiry team: **info@matrixStandard.com**

Or if you prefer you can write to us:
Kimberley House, 47 Vaughan Way, Leicester LE1 4SG

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April 2009

MA433/02/1109

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