

Derwen College Matrix Standards Strategy

Element One: Leadership and Management

Criteria	What this means in practice at Derwen College (Evidence)	Working towards
1.1 The service has clearly defined measurable aims and objectives which link to any wider organisational strategic aims	CEIAG Strategy. College Strategic aims.	Make Vision, Mission and Values more visible
1.2 The service is provided with clear leadership and direction	Directorial overview. CEIAG overview. Across college Derwen overview. Governor link.	Include Link Gov ?
1.3 The organisation implements policies to promote equality and diversity, impartiality, confidentiality and professional integrity in all aspects of service delivery	Policies. CEIAG policy. Bespoke Programmes. Bespoke Targets. Bespoke resources. BLANKS Level CPD for staff. Wide range of therapies and approaches onsite. Safe storage solution (documentation). Career Development Institute membership & codes of practice.	
1.4 The organisation complies with existing and new legislation which might impact upon the service	SEND code of practice. Health & Safety standards. Equal Opportunities. DDPR Safeguarding policy. Staff induction process.	
1.5 The organisation defines client outcomes and uses them as a measure of success for the service	ILP Bespoke target setting. Review MEETINGS. Starting aspirations Vs final destination Data (3 year cycle). Personal Tutorial meeting logs.	
1.6 The organisation promotes the service in ways which are accessible to all those eligible to use it	Hub @Derwen . Competitions. Partnership Work – Marches LEP, Apps, Shropshire Business Chamber. Employer Engagement – Premier Inn, McDonalds, Co-op, SPAR, Local independent businesses. Open day events. Derwen CPD course (external applicants) Attendance at admission/transition events. Local Authority links.	Promote and visualise key achievements

1.7 Clients and staff influence the design and development of the service	Staff survey. Students feedback opportunities. Student Union Board. Staff forums. Team meetings. Destination data. Industry champion advice.	Affective analysis of feedback
1.8 The organisation establishes effective links with other appropriate partnerships and networks to enhance the service	Partnership Work – Marches LEP, Apps, Shropshire Business Chamber. Employer Engagement – Premier Inn, McDonalds, Co-op, SPAR, Local independent businesses. Open day events targeting feeder schools. Derwen CPD course (external applicants). Attendance at admission/transition events. Local Authority links.	To develop the competitions community

Element Two: Resources

Criteria	What this means in practice at Derwen College (Evidence)	Working towards
2.1 The organisation uses its resources effectively to deliver the service	Resource (booklets, App, Evaluations, Work diaries, placements etc...). Service resources (transition Co-ordinator, Work Experience Co-ordinator, Careers Leader). OT/SALT/Physio. Budget allocation for resources .	CPD – Staff CEIAG knowledge Annual service resource plan Evaluation of resources
2.2 Clients are provided with current, accurate and quality assured information which is inclusive	Labour Market Information. Discrete programme od CEIAG. Embedded programme CEIAG. Staff CPD. Networking events. Quality Assurance – calendar and processes. Matrix standard cycle. Links to Gatsby Benchmarks. Compass Tool.	To review Issue status and dates of all documents
2.3 The organisation defines the skills, knowledge, competencies and qualifications, in line with current national recognised professional qualifications and frameworks, for individual staff roles, linked to the aims and objectives of the service	Skill audits (staff). CPD opportunities. Job descriptions. Appraisal cycle. Work Experience job descriptions. Qualification offer. CEIAG – relevant qualification to meet statutory guidance for future destinations.	

2.4 Staff are supported in undertaking continuous professional development and provided with opportunities for career progression	Annual CPD Cycle. Specialist CPD – LLDD/TLC/BLANKS/ ELKLAN etc.. External CPD oportunities. Appraisals documents/meetings. Learning mentor scheme. Qualifications linked to pay scale. Competitions community to support sharing of best practice. NATSPEC	
2.5 Effective induction processes are in place for all staff	6 month probation for all new staff. 3 official appraisals a year. 1st day induction. Shadowing of existing staff. Buddy Scheme for new staff. Return to work processes. Continual CPD offer.	

Element Three: Service Delivery

Criteria	What this means in practice at Derwen College (Evidence)	Working towards
3.1 The service is defined so that clients are clear about what they might expect	ILPs EHCP/LSP targets. Programme Breakdowns. CEIAG Overview. Across college IAG.	
3.2 The service is delivered effectively to meet its aims and objectives	CEIAG Overview. Across College IAG.	
3.3 The service provided is impartial and objective	ILPs/Review tracking. Bespoke Target setting. Transition process. Pre-admission planning/ Programme breakdowns.	
3.4 Clients are given appropriate options to explore and understand that they are responsible for making their own decisions	1:1 IAG referral/requests. Review meetings. Surveys. Personal Tutorials. Competitions (internal and external).	
3.5 When exploring options, clients are provided with and supported to use appropriate resources including access to technology	Employability Module 2 & 3 resources. Personal Tutorials. CV App/JED/Online recruitment/ Newspapers etc...	To implement an Alumni

3.6 Clients benefit from signposting and referral to other appropriate agencies or organisations	Supported Living destinations. Enable. Supported Internship at Derwen or home area. Further Education. Transition processes. Review meetings. Personal Tutorials. 1:1 meetings with Career Leader/IAG Advisor.	
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Element Four: Continuous Quality Improvement

Criteria	What this means in practice at Derwen College (Evidence)	Working towards
4.1 The organisation measures and evaluates the service against its stated aims and objectives and identifies improvements	Pathways/College SAR. Strategic Planning. Appraisal cycle.	
4.2 The organisation monitors and evaluates client outcomes to support and improve service delivery	Destination Data. Personal Tutorials. Curriculum Reviews. AA Evaluations. Surveys/Feedback opportunities. ILPs.	
4.3 The organisation evaluates feedback on the service to build upon its strengths and addresses any areas for improvement	Learner feedback. Surveys.	Documenting a three tier approach to feedback mechanisms
4.4 The organisation evaluates the effectiveness of its partnerships and networks to improve the service	Curriculum/pathway design. Pathway/College SAR reports. End of year qualification reviews.	
4.5 The organisation defines quality assurance approaches which are used to improve the service	Audits/ Quality schedule. CPD/Training. Observation cycle. Qualification IQA actions.	
4.6 Staff performance, linked to their role within the aims and objectives of the service, is reviewed and evaluated to improve the service	Appraisal cycle. Pay reviews. Observation Cycle.	

4.7 Effective use is made of technology to improve the service	App development suite.	
4.8 The organisation continually reviews improvements to help inform the future aims and objectives of the service	Pathway/College SAR. Strategic planning.wv	Documenting a three tier approach to feedback mechanisms