

The matrix Standard

Annual Continuous Improvement Check (CIC) Year 1



Customer name	Scottish Bakers – National Food and Drink Training
Customer key contact	Scott Anderson
Customer ID	C10431
Project number	PN 104192
Assessor name	Sue Harding
CIC due date	25/04/2020
CIC completed on	06/04/2020
Decision	Maintaining accreditation

<p>General Comments</p>	<p>Due to the ongoing excessive workload caused by the Coronavirus pandemic for the organization - as the template had been completed in detail and submitted in good time, and many accompanying links to evidence were provided to the Assessor, as well as additional evidence sent separately; a decision of 'Maintaining accreditation' was made possible for this Year 1 annual CIC process. There was sufficient evidence to demonstrate how Scottish Bakers NFDT has moved forward with areas identified for development at last year's Accreditation Review from template details and supporting evidence, without necessitating a phone discussion this year. A full discussion will take place for the Year 2 CIC in 2021.</p> <p>Evidence submitted included the Annual Report for '18/19, Training Report for January 2020, CEO blogs, and links to employer and learner surveys. Information included the recruitment of a new Scottish Training Advisor who joined in January, and new and improved case studies now being used.</p>
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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
Although the majority of staff spoken to were very positive about the clearer way forward for the organisation, and felt informed on the new strategy, there was an indication that how senior level communication filters down to all levels could be improved on to close the loop. This would ensure that everyone in the organisation feels informed of the way forward and can see how their role fits into this. The suggestion made for including all staff in a session from the CEO at the start of alternate delivery team meetings, could be considered as one way to address this.(1.2, 2.1)	Since our last review and following on from our re-structure communication has improved as an area for development with the introduction of a social link function via our new CRM system. This provides updates for all on what Alasdair and the senior team have been up to along with members, sector and stakeholder news. There are also blogs from our chief executive by means of bringing our communications into the 21 st century. Our Chief Executive has also attended two team meetings over the last year to update all staff on developments and to brainstorm our strategy. I have set you up as a member of Scottish Bakers Social Link so that you can receive updates and information.	Examples of the CEO's blogs were sent to the Assessor. 3 blogs, the latest being February 2020, all providing information on the Company, and on forthcoming events. It was noted that the new CRM system has aided communication and sharing of information.
Recruitment and retention of learners is currently an informal impact measure, but this could be included as a more formal impact measure for the organisation and reported on alongside percentage data for successful achievement. (1.5, 4.2)	Recruitment & retention of learners has changed to a formal measure via reporting on training activities to the main board, senior management team and Scottish Bakers Staff (via team meetings)	Formal measures now in place. Retention for Scotland for 18/19 was noted as 84.09% against a benchmark of 62%, and up to end of December '19 there were 330 starts against the annual target of 415 with 3 months left to run. Achievement rates at 83.62% against a Scottish average of 71%.
Scottish Bakers, NFDI is committed to the provision of quality information, advice and guidance to learners and employers, and could make more of its accreditation to the matrix Standard and what this actually means at all	We have strengthened our website offer on advice, support and guidance to all learners. Review records either fortnightly or monthly record guidance throughout the learner journey. Our survey stats demonstrate that 81% of	Website reviewed. Detailed information now included on assessment, review and support process for learners, as well as a matrix Standard tab that includes access to matrix Assessment reports. Also included are benefits to employers

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stages throughout the learner journey from initial introduction through to completion and progression advice and guidance. This could enhance the understanding of all stakeholders, on the quality of the organisation's provision, as well as its commitment to its learners. (1.6, 2.2, 3.1)	employers surveyed agree that advice, support & guidance provided was relevant. Learner survey stats demonstrate that 96.29% of all learners ae that training advisors are supportive, knowledgeable, approachable and informative. 73.68% of learners surveyed agreed that training advisors gave advice, support and guidance when needed.	and to learners, from the Apprenticeship qualifications and pathways.
Formal analysis of learner and employer feedback is lacking, which also means that impact for learners from undertaking an apprenticeship through Scottish Bakers, NFDT is not produced in quantifiable data. This has been recognised by the organisation, and the new CRM System recently installed should contribute to the reporting of outcomes achieved, as well as of learner and employer satisfaction. (4.2, 4.3)	Learner and employer feedback is now captured via online surveys conducted by the training team. Quantifiable evidence is now available to us to ensure programmes are fit for purpose and meet the needs of learners. This will be evaluated in April as part of an annual review and formulate advice, support and guidance practices for the new contract year.	Links to surveys were sent to the Assessor. Examples of satisfaction analysis rates from employers included above.
Linked to the area above, how outcomes for employers from Scottish Bakers, NFDT provision are analysed could also be strengthened. For example, a survey for employers on what impact on their business has resulted from employees undertaking an apprenticeship programme could be conducted at intervals, with results analysed and reported on. This information could also be recorded from questions asked at employer	We have conducted an online survey of employers via our new CRM system (results sent via email) gauging employer satisfaction with current programmes. We have also updated our employer case studies and these are captured via the Scottish Bakers Training link. 85.7% of employers currently agree that their business has benefitted from the training supplied. 90.4% of employers surveyed believe	Evident how this area has been improved, with results provided in the blue column.

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forums. Some examples are currently demonstrated through quotes and case studies, but a more formal measure could have greater impact. (4.2, 4.3, 4.4)	that the training provided opens up future progression opportunities for their employees	
Once a system for more formal feedback and analysis has been agreed, the organisation could promote headline results in infographic format on the website, and in the annual report for example. This would provide key data in a visual, easy to assimilate format, to illustrate at a glance to stakeholders what difference Scottish Bakers, NFDt is really making through its training provision. (4.7, 4.8)	Headline results of 83 NFDt learners which equates to 27.66% of all learners has been formatted to be included into end of year results due to be published to teams in April 2020. It will also be included within the Annual Report for 2019/20 which is sent to all stakeholders and funders. These results will also be published via the NFDt website.	Annual report for 19/20 to be reviewed at next year's Y2 CIC. Results of the employer survey in terms of business benefits and progression opportunities for staff could also be included in the Annual Report to highlight the impact of provision.

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

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What Next	Date
CIC Year 2 due by	25/04/2021
Accreditation Review on-site visit to be conducted by	25/04/2022

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.
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.