

The matrix Standard Annual Continuous Improvement Check (CIC) Year 2



Customer name	Oxford Energy Academy
Customer key contact	David Bendell
Customer ID	C19848
Project number	PN104216
Assessor name	Graham Pickup
CIC due date	20/07/2021
CIC completed on	09/07/2021
Decision	Maintaining accreditation

General Comments	The Covid-19 restrictions have had a big impact over the past 12 months with teaching moving to remote delivery. The Company has used Teams and had small groups of learners in when possible. It is almost back to normal now. Equipment was loaned to students as required to enable them to work remotely.
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Please comment below in Section 1 the areas of your Information, Advice and Guidance (IAG) that you have developed over the last twelve months. These may be a continuation of the areas you developed last year and discussed with your assessor at your last Annual CIC or these may be new areas that you have focused on. These developments need to focus on the IAG aspects of your delivery but may link to how it is managed, resources, delivered or evaluated – consider the impact these changes have had.

Section 1	Section 2
Please describe the developments you have made to your IAG in the last 12 months	Your assessor's comments
Tiff Folly has now completed her level 4 qualification for IAG	Tiff is a Functional Skills tutor and will provide IAG to students as requested. It is too soon to identify any impact.
Our website regarding IAG has been updated to included up to date information	This includes updated links to other organisations, for information for students.
Jayne Thompson has now completed her lead safeguarding course	Jayne is the student Coordinator.

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Section 1	Section 2
Please describe the developments you have made to your IAG in the last 12 months	Your assessor's comments
OEA have organized a mental awareness 2 day course for all the staff and a smaller course for all our learners	This has been arranged in response to feedback from students and staff, it will be delivered when the new cohort of students starts. Staff have also done Mental Health First Aid courses.

What Next	Date
Booking form for Accreditation Review to be submitted by (this should be submitted at least 12 weeks prior to the on-site date)	20/04/2022
Accreditation Review on-site visit to be conducted by	20/07/2022

Feedback:

After your CIC has been completed please provide The Growth Company with your organisation's views about the process on the feedback questionnaire 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 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. You need to complete **Section 1** and return to your assessor prior to the CIC discussion. 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.

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4. 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. This will also be an opportunity to discuss your three-year Accreditation Review assessment.
5. Following the CIC discussion, your assessor will make a judgement on your improvements and confirm this by completing Section 2 of this document and returning it to you and to The Growth Company.
6. 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.