



MATRIX SUCCESS FOR FOUR COUNTIES TRAINING

We are proud to announce that Four Counties Training has again successfully achieved the unique matrix quality standard for both its internal and its external services. FCT first gained recognition for the quality kite mark for their advice and support services in 2007.

Achieving the matrix standard involves an extensive assessment process during which learners, partners, clients and staff are interviewed, quality documentation and reports are reviewed and the assessor makes a judgement against the challenging, outcome based standard.

One valued client said to the assessor "Our relationship with FCT is over ten years old. They are quite simply superb in delivering high quality training at a minimum disruption to the business. Their staff are reliable, highly competent and feedback from my workforce is constantly excellent."

Since the last assessment FCT has undergone a period of diversification, change and restructuring. According to the accredited matrix assessor, Stuart McRill, "throughout this change management cycle the organisation has remained focused on its core ethics and values and focused upon ensuring high quality IAG care and support for the workforce and IAG service users."

"FCT is now entering a new phase of growth and integration and has at its core a quality, bespoke IAG service that informs staff and learner development."

We would like to thank all of our staff, clients and partners for their ongoing support and commitment to us as an organisation.

David Allan, Managing Director at emqc Ltd said of the organisation's achievement:

"This **matrix** Accreditation is another example of how the **matrix** Standard is proving effective for all types of organisations, helping them to provide a more professional service offering and to strive to be the best in their sector."

Any other organisations that would like to know more about how the **matrix** Standard might be able to help, can find out more by contacting the assessment body emqc on 0845 304 8600.

About the matrix Standard:

- The **matrix** Standard is the national quality mark for all organisations delivering information, advice and guidance services.
- The **matrix** Standard is highly adaptable to a range of organisational settings, regardless of size or sector, including further/higher education establishments, training providers and voluntary/community organisations.
- The **matrix** Standard is maintained and promoted by emqc Ltd on behalf of BIS.