

The matrix Standard

Annual Continuous Improvement Check (CIC) Year 1



Customer name	London School of Commerce and IT
Customer key contact	Hasina Haque
Customer ID	C19205
Project number	PN201387
Assessor name	Graham Pickup
CIC due date	22/07/2023
CIC completed on	24/07/2023
Decision	Maintaining accreditation

General Comments	There are no major changes to the qualifications the College is offering. It has developed the use of its Moodle, which is making it easier for students and staff to access information and resources.
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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
<ul style="list-style-type: none"> The Principal has provided IAG training for some staff. The College may wish to consider enabling all staff involved in the IAG Service, including teaching staff, to have access to some form of IAG training as appropriate to their role. This may include courses, workshops, or sessions in staff meetings to cover topics appropriate to the role, and the College may want to ask partners if there is any way they can support in this. This may help to ensure all staff 	<p>We have considered information sharing is the key element of good IAG. With this in mind we discussed and shared existing and new information with all staff including the teaching staff so that they have adequate knowledge to share quality assured standardised information to our clients/students. In doing this we organise standardization meetings, staff and teacher meetings, staff development day etc.</p>	<p>Staff receive regular updates on IAG and have CPD sessions.</p> <p>The College has taken up Quality Assurance Agency for Higher Education (QAA) membership, and staff attend seminars provided by the QAA.</p> <p>Staff are receiving training to make them more aware of Artificial Intelligence (AI) systems, and how to identify when they have been used.</p>

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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
are aware of what is involved in good IAG and help them identify ways to develop the way they provide IAG further. (2.3, 2.4)	<p>In addition, our staff including teachers attend various review meetings by Pearson (our awarding organisation) and Buckinghamshire New University (our partner organisation), where they learn about quality assured guidance on related matters.</p> <p>Furthermore, as soon as we receive any new information, we arrange meeting to share new information with all our staff so that they are all well informed.</p> <p>Examples of such new information includes Artificial Intelligence (AI), our own delivery platform 'Moodle', which was adopted at the beginning of this year.</p>	The College is inviting guest speakers to give talks on various topics, for example Motivation.
<ul style="list-style-type: none"> The College has an IAG policy, which students are made aware of at their induction. The College may wish to consider including IAG as an item in the induction checklist and include a summary of the IAG support available to students as part of their induction. This may help to ensure that all students are clear about the full range of support that is available to them. (3.1) 	As advised, we have included IAG as an item in our induction checklist. Further, we included summary of the IAG support available to students as part of their induction. This ensures that all students are clear about the full range of support that is available to them at LSCI.	Staff are breaking it down to ensure the students are clear about the IAG available to them throughout their course. Courses on Academic English have been introduced to help students improve their written English.
<ul style="list-style-type: none"> The QIP includes pre-course IAG as an area for development. The College may wish to consider including on-course IAG as an area 	The College is delivering on-course IAG for our students. This might help to further identify any	This is now in place for the full length of the courses.

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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
also. This may help to identify any areas for development in the IAG provided to students whilst they are on their course. (4.5)	areas of development required in our IAG provision.	Employability skills are now included and discussions about soft skills. It is felt this is proving beneficial in helping students progress into work.
<ul style="list-style-type: none"> Staff have informal conversations with students about their progression following their current course. The College may wish to consider developing more formal 1 to 1 meetings between staff and students to discuss the students next steps and possible progression options, including career pathways. This may help to ensure the students are fully aware of all the options they could consider. (3.2, 3.4) 	The College staff regularly meet students 1 to 1 on progression matters. Besides, the College always arranges seminars and signposts students to external seminars and other outlets to explore possible progression routes that might be suitable for them.	Regular discussions are held with students on a 1 to 1 basis. It is felt this is working well, and good feedback is being received regarding it.

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	22/07/2024
Accreditation Review on-site visit to be conducted by	22/07/2025

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'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.

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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.