

The matrix Standard Annual Continuous Improvement Check (CIC) Year 1



Customer name	Dentrain Professionals Ltd
Customer key contact	Yvonne Brunsdan
Customer ID	C16131
Project number	PN200252
Assessor name	John P G Smith
CIC due date	28 September 2022
CIC completed on	10 September 2021
Decision	Maintaining accreditation

General Comments	
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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
As Dentrain seeks to expand into new geographical areas information leaflets about provision on offer are sent to practices in the area to make them aware of what is available; in light of the considerable network of loyal repeat business practices, the organisation may wish to consider including in these leaflets some employer testimonies about the business benefits of using Dentrain provision, that would	Because of Covid, this has been put on hold, but I have asked staff to contact some employers and past learners to try and bump up the testimonials for the website.	It is understandable that the pandemic has forced a change in priorities, but positive that Dentrain remain committed to implementing the suggestion, as indicated. Next year's CIC will explore progress here.

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enhance the message and underline the high quality delivered. (1.6)		
The Dentrain website could also be improved by including such testimonies. (1.6)	<p>We are continuously monitoring the website to ensure policies are kept up to date and post qualification courses are being offered allowing learners to progress with their careers with options should they wish. Throughout the Covid pandemic we have used the website to keep learners and employers up to date with how our service is continuing to stay open and active. The website is also being used to advertise current apprenticeship opportunities.</p> <p>We have appointed a quality manager who oversees overall quality of every area of service. In previous years we have struggled to gain feedback from employers and learners and now the quality manager has dedicated time to complete surveys which is then discussed and reviewed at management meetings. We have concentrated mainly on current students and employers throughout this past year, however we plan to expand this to students who have previously completed courses with ourselves to gain testimonials for the website.</p> <p>We have recently returned to a practice to learn one of our past learners has now progressed on to becoming the practice manager which has</p>	<p>Again, the response demonstrates the need to respond to the more urgent needs of the service and students. As part of the developments outlined below, the website will undergo a total review and revamp, upgrading its content and navigability.</p> <p>This appointment is a very positive development, that will take forward the upgrade of the website, along with a comprehensive range of other reviews and deep digging, some of which are referred to below. While all staff are involved in review and quality improvement, the appointment has enabled a stronger focus on more in-depth reviewing and facilitated more blue sky thinking about how best to increase data to improve analysis and broaden the range of improvements implemented.</p>

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	been added to the website with her testimonial as well as employer testimonials.	
As mentioned, the increased use of OneFile to improve cohort analysis, including of learner progress against outcomes, is a strength of Dentrain, and it will no doubt wish to expedite its plans, in consultation with the provider, to incorporate processes that will enable cohort-based analyses of learner progress. (1.5, 4,7)	We have now progressed to use PICS. Using PICS we can produce documents for achievements and progression. We are also asking our quality manager to contact past students to look at progression. This data will be analyzed and published on the web site and in newsletters.	This system is much more flexible and will further enhance analytical capability, in line with the intention of the suggestion, and will be central to the implementation of more thorough quality reviews and improvements.

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
We have started giving IAG information in the newsletter. The newsletter is produced on a monthly basis and sent to all learners. We are looking into sending this to all employers and past students. Once this has been achieved we will then progress to future employers.	All staff contribute a specialist area section in the newsletter, and the inclusion of IAG, relating to current and past student progression, is a positive development, as is the intention to broaden coverage as described, thus promoting the Dentrain message to a wider audience.
We also go into more detail in reviews, it has its own box. We always talk about taking their Dental career further but then also talk about other areas in which they can transfer the skills into other fields such as scrub nurse, radiographer, general nurse, paramedic and so on. We have broadened	A positive development that helps broaden the horizons of students and offers a greater range of future options; reviews of skills and knowledge gained also include contextualization and transferable skills to other professions. And see below.

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our approach with career development to not just include dentistry as not all learners understand that the dental nursing apprenticeship broadens their scope for career development in many areas of work.	
Following guidance from Ofsted we have made vast improvements to IAG in areas such as on every assessment we now have a feedback template which includes relating the feedback to the assessment being completed and how the topic the learner has covered can help towards future career progression. We also take on board this feedback which is again discussed and recorded at reviews which provides learners with the opportunity to explore possible future career opportunities further in an open discussion and the Assessor can guide the learner with possibilities and requirements.	See above.
As well as surveys the quality manager carries out OTLA's which are more learner focused and followed up by an interview as well as reviewing all aspects of delivery to include documentation. Again, records are kept and all outcomes are discussed and reviewed at management meetings and actions put in place for improvements to be made where required using our most recently improved quality improvement plan. We have also implemented performance improvement plans for all staff. If an area is a cause for concern, for example, following a complaint or constructive feedback, a performance improvement plan is devised with management and actions agreed and implemented with the member/members of staff.	Another excellent development, describing a more comprehensive approach and greater learner involvement. The key component of this approach is the contextualization of OTLA's, for example, while there may have been issues, any mitigating circumstances are taken into account, such as lack of appropriate resources, timing etc. And the performance improvement process is seen as very much a positive rather than a negative corrective, and involves the input of staff as to what they think they need in order to improve.

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What Next	Date
CIC Year 2 due by	28 SEPTEMBER 2022
Accreditation Review on-site visit to be conducted by	28 SEPTEMBER 2023

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.
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.