

PATA(UK) gains MATRIX Standard!

NATIONAL QUALITY MARK EQUALS NATIONAL RECOGNITION FOR PATA(UK)

PATA(UK) is a **Gloucester** based organisation that has been accredited with the nationally recognised quality mark for organisations which provide support to individuals to make learning and work more accessible – the **matrix** Standard.

PATA gained accreditation to the **matrix** Standard in July 2009 following a year of activity in which time the organisation has been reviewing and developing support and information services to it's customers and service users.

As a registered charity limited by guarantee with charitable status PATA's organisational purpose is to work with families and the wider community to support the development of high quality activities and services for 0-19 year olds in a variety of settings.

PATA has **group and individual members** and not only wanted to ensure that these members were receiving the best information, advice and guidance possible but also that other users of our training services are being well supported. As part of PATA's commitment to the Learning & Skills Council in respect of our Train to Gain contract provision we were required to hold the **matrix** Standard before the end of July 2009 and this has been achieved. We knew we provided a good service to our customers and service users, we also knew that there is always room for improvement, we have worked with ENTO Limited in the past accessing courses to train and upskill our Assessors so we were confident that ENTO would be able to provide advice and guidance that would enable us to meet the **matrix** assessment standards (which they maintain and promote) in an efficient and professional manner.

PATA has benefitted from the process, for example – we now have a Statement of Service that says what we do, this can be viewed on our website and is available to applicants as part of our course information and in our candidate handbooks. This statement of service also supports other external services that we offer to members and non members. In the future readers will become more aware of all the 'little' things we continuously do to improve our service as a matter of course and from feedback – your views have always been valued and acted upon and we will continue to do this.

The process of assessment involved interviews with 27 people – members of staff, partner representatives and clients and took 2 days to complete in addition to pre-assessment planning, preparation and report writing.

David Morgan, Director of Marketing and Communications at ENTO, the company responsible for maintaining and promoting the **matrix** Standard on behalf of the DIUS, 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.”

PATA(UK) has been established since 2008 but was originally formed in the mid 1980s and for many years was known as the Playgroup and Toddler Association. In 2005 PATA changed it's name to **PATA supporting childcare services** and in 2008 changed it's charitable status to 'limited by guarantee'; PATA continues to be based in Gloucester.

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 **matrix** Standard enquiry line on 0870 770 2468.

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 ENTO on behalf of the DIUS.
- The **matrix** Standard Assessment and Accreditation process is managed by EMQC Ltd on behalf of the DIUS.
- For further information about the **matrix** Standard please visit www.matrixStandard.com or call the **matrix** Standard enquiry line on 0870 770 2468.

Another plaque on the wall - PATA(UK) gains MATRIX Standard!

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The process of assessment involved interviews with 27 people – members of staff, partner representatives and clients and took 2 days to complete in addition to pre-assessment planning, preparation and report writing. The PATA newsletter and NVQ information was particularly noted as strengths, the following are examples of the quoted feedback we have received from the **matrix** assessor's report:

"The newsletter's very good, it keeps you in touch and gives you information."

"You know when the training's good when staff come back enthused."

"They don't pressure you – give you the information and talk you through it but you're not forced to do anything."

"Felt information and advice focussed on my requirements."

Our thanks to everyone who contributed to the assessment process, supporting the recognition of the quality services we provide.

This edition of the PATA Newsletter will provide you with plenty of information relevant to the sector, it also includes more detail on Page..... about the **matrix** Standard, how and why it has been a necessary and valuable exercise. There is also a very useful update on NVQ training on Page..... it's not too late to start a course.

We would like to take this opportunity to apologies to all our readers for not being able to give greater detail on courses and funding before September. Funding for 2009/2010 is very limited and funding stakeholders have been very late in awarding contracts to training providers which has created delays in the information and recruitment process. For all those who applied for courses during the Spring/Summer months we hope you have been able to monitor progress with the information posted on the website. Since July we have, wherever possible, sent email updates to applicants to check the website and we hope to continue this practice as the swiftest way to get information to you.

Olwyn Barnes
Assessment & Training Centre Manager