



# Matchett Method<sup>©</sup>

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 A Wilmington Company

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## Background

Matchett Group offer more than a day's training. We offer a *learning process* that is of practical benefit to delegates and a process that can be evaluated for effectiveness. This is the Matchett Method<sup>®</sup>.

If an organisation invests in training its people, that training needs not only to be done, but be seen to be done and seen to be effective. The organisation needs to work with us to ensure the changes in knowledge and behaviour happen effectively and are measurable.

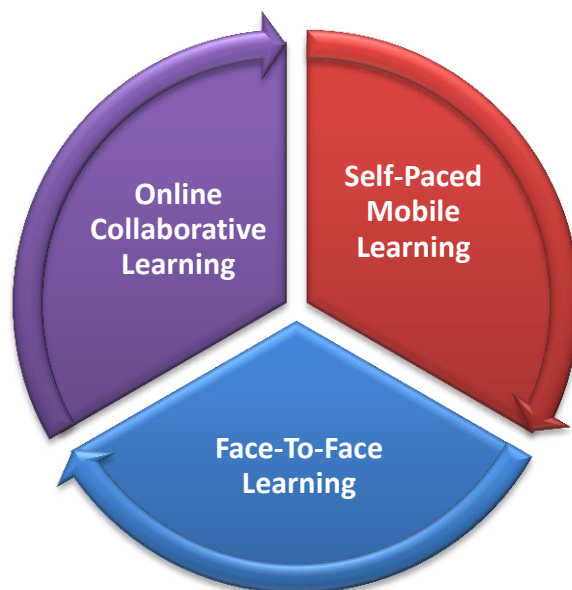
We work on a consultancy basis to ensure that training is exactly what is needed and delivered in the best way. Before we deliver the process we go through the steps:

- Design
- Documentation and content
- Delivery

We have the latest IT systems to allow full blended learning, offering both web learning and face-to-face events as appropriate.

## Blended Learning

Our online platform is only one *component* of the Matchett Method<sup>®</sup>. It is designed to *complement* our face-to-face training, not replace it. **Blended Learning** is a learning methodology that combines traditional, classroom-based teaching methods with online activities. Blended learning results in a more efficient learning process, with measurable results.



## What's Included in The Matchett Method<sup>®</sup>

The Matchett Method<sup>®</sup> consists of a learning process that incorporates:

- Assessments
- Blogs
- Coaching
- Web learning
- Face-to-face learning
- Frequent feedback
- Knowledge checks
- Line manager assessment
- Reading material
- Video product
- Web links
- Online classroom sessions

We use the latest learning systems to ensure memory retention and behavioural change.

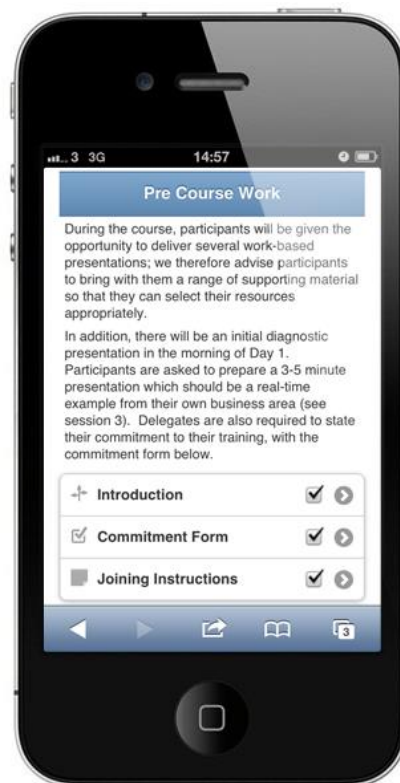
### Printed Materials

As part of our continued green commitment, we will only print learning materials when necessary. The online platform does not attempt to replace printed materials. Matchett will still provide printed study materials for your delegates to use on the day. The extra reading material, which is not intended to be used in training sessions, can be view and downloaded on the online platform. Electronic copies of the printed handouts, which delegates receive on the training days, are also available to replace any that are lost.



## The Elements

- ☑ Registration where the delegate registers on their unique study space
- ☑ Initial reading material and video clips from the trainer and organiser
- ☑ Recommended reading and online resources.
- ☑ Initial knowledge check by questionnaire
- ☑ Private forums for hosting discussions among trainers, organisers and delegates.
- ☑ Commitment form that delegates complete to confirm their commitment to the process and compliance with the learning process requirements.
- ☑ Face-to-face training events
- ☑ Completion of feedback of initial reaction to that event on the day. We also encourage delegates to email the trainer with considered feedback and suggestions.
- ☑ Completion of knowledge check questionnaire the day after the event
- ☑ Putting new behaviours learnt into practice
  - Before using a model learnt on the training event, a delegate can review a short video clip of the training going over the main learning points to remember in practice
  - They can review the relevant training materials
  - They are requested to complete a short feedback form
- ☑ Review of the outcomes of the training, in the form of online reports. The reports can be downloaded in a variety of formats, which can be used for internal records or imported into existing, internal IT systems.



## Commitment Form

One of the core tenets of the Matchett Method<sup>®</sup> is that delegates must be *committed* to their training, in order for it to be truly effective. As such, we formalise this process by requiring each delegate to sign a commitment form.

The commitment form states that the delegate will:

- Participate to the fullest of their ability
- Complete all work
- Complete all feedback forms with a view to helping others
- Attend all sessions
- Be on time
- Keep confidential anything of a personal nature
- During classroom sessions:
  - Avoid giving advice
  - Give full attention to whoever is speaking
  - Not interrupt
  - Not use their mobile phone
  - Ensure that they understand
  - Listen actively and respect others when they are talking
  - Speak from their own experience instead of generalising

## Manager Verification & Event Notifications

When a delegate signs the commitment form, their line manager receives an email message to inform them and is able to override this, if the delegate will be unable to attend a training event.

Delegates are automatically sent texts and email reminders on the day of the event, to ensure that they do not forget their commitment. If unforeseen circumstances prevent the delegate from attending their training event, they can respond to the text or email message, which is then recorded on the system and forwarded to line managers.

## Event Attendance Tracking

The system tracks attendance to the training events and includes this information in the downloadable reports. This data can be exported, in a variety of formats, to your HR system.

## Delegate's Study Spaces

The foundation of the Matchett Method<sup>®</sup> is that each delegate is given access to their own unique study space that has all the information relevant to the training packages they are taking.

These are accessed by a log in using their email address and a password. The study space can only be accessed by the delegate, their training manager and the Matchett Group administrators.

The study spaces contain for each course:

- Logistical details: venue details, times, catering, dress code, special needs, etc.
- Course outline and objectives
- Course material that is downloadable and searchable
- Web learning elements as needed
- Video clips relevant to the course
- Contact details for
  - Administrator for logistical information
  - Trainer for knowledge queries, suggestions and feedback.
  - coaches for support
- Questionnaires for knowledge checks and assessments
- Feedback forms
- Certificates
- Link to a group blog for all those delegates in their organisation going through the same learning.
- Messages from their organisation.
- Advanced online classroom software that trainers can use to provide refresher lessons.

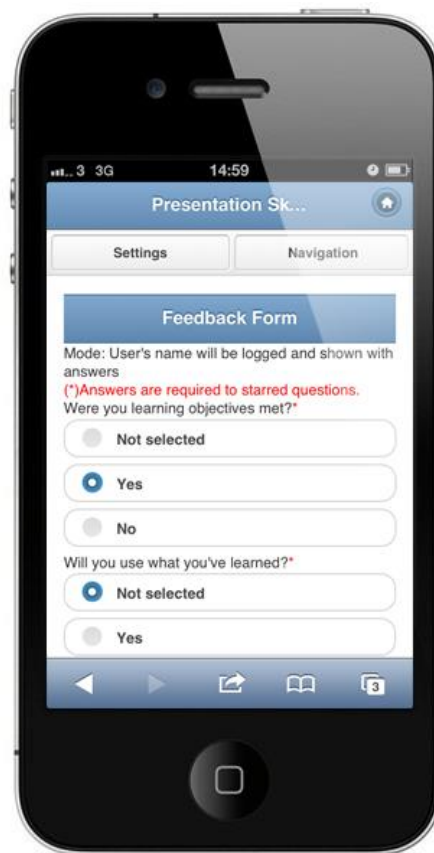
The Matchett Group have broadcast quality TV recording studios where clients can be filmed to put across messages to delegates, trainers are filmed to create knowledge review clips for viewing as needed and have web capability so training material can be viewed on mobile devices.

Matchett Group will provide the course organiser with collated results of feedback, assessments and knowledge checks.



## On-going Support from Trainer

- ☑ We offer coaching by phone or Skype in fifteen units with accomplished coaches who know the material to support delegates before and after practicing new behaviours.
- ☑ We can also offer virtualised classrooms for delegates.
- ☑ There are additional short feedback forms after each coaching session.
- ☑ At an agreed time, normally 90 days after the training event, we recommend that the delegate and their line manager complete a feedback form looking at specific improvements in behaviours and capability and results in the way work is done as well as ROI. We will supply relevant questionnaires for review interviews and observations that line managers can use via the delegate's study space.
- ☑ Delegates can download a certificate of completion of the learning process after all feedbacks are completed.
- ☑ The data from the feedback forms is automatically aggregated by the system and displayed in reports with bar charts. The data can be exported in a variety of formats, including Excel compatible spreadsheets.





## Assessments

Online assessments provide an effective tool for refreshing the knowledge imparted by the face-to-face training. The software offers a variety of automatically-marked questions and also facilitates the manual marking of traditional written essay-type questions.

In addition to this there are:

- Cheating prevention mechanisms, including:
  - Randomised sets of questions
  - The ability to shuffle the order of questions and their answers
  - In browser security measures to mitigate common tactics
- Arbitrary time and attempt limits that can be configured.
- Advanced linguistic processing algorithms that mark submitted answers phonetically, so that dyslexic users are not penalised for poor spelling.
- Marked assessments with a grade recording system; whereby an assessor can view the delegate's work and submit their grade and feedback entirely online.
- The online reports of your delegates' grades can be exported in a variety of formats, including .CSV files and Excel-compatible spreadsheets.



## Reporting

Our platform can generate highly detailed reports on your delegates' progress throughout a course. The reports can be viewed online and downloaded in Excel-compatible spreadsheets. On our platform it is possible to:

- Ensure that training videos are watched.
- Ensure that important documents have been read.
- See the amount of time taken by your delegates to complete assessments and the exact answers that they gave.
- Record every action that your delegates make, with the date and time.
- Record the exact date, time and location (IP address) that the platform is accessed from.

## Exporting Data

The data from all of the reports can be exported in multiple formats, which can then be imported into existing systems or archived in internal records. However, the software is a platform in its own right and is not a plugin or extension for a HR platform.

**All participants: 9**

First name: [All](#) [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)  
Surname: [All](#) [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)

Criteria group		Activities	Grade	Course	
Aggregation method		All	-	All	
Criteria		Policies and Procedures ...	Multiple Choice Assessment	80% required	Course complete
First name / Surname	Email address			<input type="checkbox"/>	
<a href="#">Sam Christy</a>	<a href="mailto:schristy@bondsolon.com">schristy@bondsolon.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Diane Mortensen</a>	<a href="mailto:dmortensen@example.com">dmortensen@example.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Rosie Seay</a>	<a href="mailto:rosie.seay@example.com">rosie.seay@example.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Jack Smith</a>	<a href="mailto:jack-smith@example.com">jack-smith@example.com</a>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Irma Stafford</a>	<a href="mailto:irma.stafford@example.com">irma.stafford@example.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Ada Valero</a>	<a href="mailto:ada@example.com">ada@example.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Justin Walther</a>	<a href="mailto:justin-walther@example.com">justin-walther@example.com</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

First name: [All](#) [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)  
Surname: [All](#) [A](#)[B](#)[C](#)[D](#)[E](#)[F](#)[G](#)[H](#)[I](#)[J](#)[K](#)[L](#)[M](#)[N](#)[O](#)[P](#)[Q](#)[R](#)[S](#)[T](#)[U](#)[V](#)[W](#)[X](#)[Y](#)[Z](#)

- [Download in spreadsheet format \(UTF-8 .csv\)](#)
- [Download in Excel-compatible format \(.csv\)](#)

## Accreditation

The training can result in accreditation with certified bodies such as Cardiff University and Edexcel. The design of the site and any certificates associated with the course can be customised to include certification logos.

## Certificates


























With the software, it is possible to set completion criteria for a course and to automatically issue your delegate with their own personalised certificate when the criteria are met.

We can incorporate your logo and branding in our standard certificate or design one to your specification. If required, the certificates can be issued with a validation token; to prevent forgery.



## The Effect of the Matchett Method

- ☑ Delegates can see the effectiveness of putting into practice what they learn.
- ☑ They have access to learning material online.
- ☑ They can get support from their trainers and coaches as well as from others in their organisation.
- ☑ There is full and meaningful evaluation of learning.
- ☑ The training organiser has access to collated results of feedback, assessments and knowledge checks.
- ☑ The enhanced retention of knowledge through repetition.
- ☑ Costs are reduced as web learning can be used as appropriate to provide a more cost-effective and scalable solution.
- ☑ The carbon footprint is reduced as less fuel, for travel, and paper, for learning resources, is used.

Surname  First name		Email address	Anti-Bribery Awareness ... 
			 Multiple Choice Assessment 
	Sam Christy	 schristy@bondsolon.com	0.00 
	Diane Mortensen	 dmortensen@example.com	90.00 
	Rosie Seay	 rosie.seay@example.com	80.00 
	Jack Smith	 jack-smith@example.com	- 
	Irma Stafford	 irma.stafford@example.com	100.00 
	Ada Valero	 ada@example.com	80.00 
	Justin Walther	 justin-walther@example.com	100.00 
Group average			75.00
Overall average			73.75

## Customisation

Each client is given their own private and secure instance, which is hosted under a subdomain, *e.g.* `your-company.bondsolon.com`. This is a bespoke service that we tailor to your organisation; the platform is adapted to the face-to-face training, which is different for each customer.

## Branding

We can customise the appearance of your instance to include elements of your branding, so as to maintain continuity with your existing sites. Some customers may well choose to use the default Matchett branding, due to the strength of our brand.

## Languages

We believe that language should never be a barrier to learning. We are able to translate our software and the content of our courses and videos to accommodate your organisation.

## Accessibility

The web application uses XHTML compliant code to ensure that it is compatible with screen readers and assistive technologies such as JAWS. In addition to this, we can transcribe video and audio content for the hearing impaired.

## Cloud-based Infrastructure

If desired, the solution can be hosted on our globally accessible cloud-based infrastructure. This will enable delegates to study at their own place: at home or with a tablet device whilst travelling. All of the data is stored securely on our servers to enable your delegates to 'pick up from where they left off', regardless of the area or device that they last logged in from.

## Hosting security

Security is of paramount importance and the online platform makes no compromises in this area. Our hosting infrastructure and servers are based in the UK, inside a secure facility:

- ☑ The host is ISO27001 certified and all members of their staff are CRB and background checked.
- ☑ The facility is monitored 24/7 with security guards and CCTV; its perimeter is secured with barbed-wire fences.
- ☑ Physical access to the facility is restricted to authorised staff with security clearance cards.

If required, we can also install public key encryption, which encrypts the data before it is sent to or from the server so that it cannot be deciphered in transmission. In addition to this, we can also restrict access by IP address, so that your instance is only accessible from your network.



## Internal security

All of the software development work is carried out by internal employees, who are British citizens in full-time employment. We operate on a strict principle of least privilege system, whereby our employees are only given the access credentials that they need to perform their role. Our software developers are all members of the British Computer Society; we maintain an up to date knowledge of security and follow best practice guidelines.