



Our Promise to you

We offer tailored solutions to meet clients unique business needs.

1. Assessment of needs will be made via liaison with Matrix's Key Client Manager, initial consultation and provisional documentation free of charge.
2. Proposals can include the following, dependent on client need:
 - ~ Project Plan
 - ~ Programme schedule and draft workshop outlines
 - ~ Suggested delivery team
 - ~ Known costs
3. On receipt of confirmation of the booking, clients will be requested to distribute a Pre Course Training Questionnaire to confirm individual development needs on training programmes.
4. Clients will be responsible for issuing full joining instructions and for arranging for Pre Course Questionnaires to be returned to Matrix.
5. Matrix will develop and provide all course materials.
6. Client to arrange appropriate training venues and accommodation if required.
7. The Key Client Manager will contact you in the week prior to course commencement to ensure that you are fully satisfied with pre-course arrangements.
8. Participants will be required to complete a short evaluation questionnaire at the conclusion of any training intervention and will be issued with a certificate of attendance.
9. Development workshops on management programmes will be evaluated individually and written reports and regular evaluation meetings will be held with a designated member of your organisation
10. Matrix's Key Client Manager will make a review call and provide a written summary of course evaluations at the conclusion of the programme.