

# GENERAL TERMS: SME ACCREDITATION

---

Version 1802.1

## DEFINITIONS

---

‘Lean training system or programme’ refers to the amalgam of various components, materials, resources and facilities that enable effective lean training to be delivered.

The ‘LCS organisation’ refers to the body that manages and controls the Lean Competency System and is encompassed with Lean Competency Services Ltd, the company that holds the LCS Cardiff University licence.

The ‘Customer’ refers to the organisation that owns and manages the lean training system that has been accredited.

## VALIDITY & SCOPE

---

1. Lean Competency System (LCS) accreditation is valid for a period of two years from the date of accreditation, after which the customer may reapply. There is a reaccreditation process, after which a further two-year permission to use the LCS may be granted.
2. The LCS accreditation relates to the customer’s lean training system or programme and to no other aspects of the customer’s organisation (such as its production or business system), nor to the customer’s organisation as a whole.
3. Where accreditation is awarded on a conditional basis, measures need to be agreed to enable the accreditation to be confirmed as unconditional, normally with three months of the start of the accreditation.
4. Small and Medium Enterprise (SME) accreditation is designed for small or start-up organisations, with the knowledge testing element of the assessment process undertaken by the LCS organisation, along with the issue of personal LCS Certificates of Lean Competency.
5. The Customer may apply to have its accreditation upgraded to Standard at any point during the accreditation period, which will require evidence to be submitted supporting the application.

## FEES

---

6. The **Accreditation Fee** is payable at the start of the accreditation licence period and covers the two-year licence period. Additional fees are payable based on a charge for each LCS certificate issued. The current fees are displayed on the LCS website, on the [SME accreditation page](#). There is no limit on the number of certificates that can be issued during the licence period.
7. The **Accreditation Fee** covers a standard range of accreditation activities by the LCS assessor. Should additional activities be necessary, then additional charges will be made on a day rate basis. This will be agreed beforehand by the LCS organisation and the customer.
8. Should the Customer upgrade to Standard accreditation during the accreditation period, then an additional fee will be payable, calculated by taking Standard accreditation fee relating to the number of certificates to be issued, less the SME fee already paid, prorated for the time left on the two-year LCS licence.

## CERTIFICATES & TESTS

---

9. An LCS certificate will be issued by the LCS organisation and distributed to successful learners who progress through the customers training programmes and pass the appropriate assessments.
10. The knowledge testing process will utilise the LCS assessment centre and will typically entail an online multiple choice test. The precise details of the tests will be agreed between the LCS organisation and the Customer beforehand.
11. The certificate issued to learners will include the customer's logo and the customer's endorsing signatory. Each certificate issued will contain a reference number serving as a unique identifier. A sample certificate will be provided
12. The customer will receive a company certificate signifying its status as Accredited Certifier of Lean Competency.

## TRAINING SYSTEM QUALITY ASSURANCE

---

13. The customer is responsible for maintaining the integrity of the LCS, ensuring that appropriate quality assurance mechanisms and procedures are in place and enforced.
14. LCS management reserves the right to inspect records and quality assurance information, scrutinise training materials and observe training activity.
15. Should the LCS need to undertake an investigation as a result of a quality failure on the part of the customer, then a charge (the LCS daily rate) may be levied on the customer in compensation for the time spent on such activities.

## TRAINING SYSTEM CHANGES

---

16. Should the customer want to make any significant changes to its training system during its accreditation period that impacts the LCS, then it should make an **LCS System Variance** request and discuss this with LCS management prior to the changes being implemented. The LCS organisation will need to endorse and record such changes and there may be additional fees payable as a result.

## STATEMENT OF ACTIVITY & TRAINING RECORDS

---

17. A statement is required from the customer concerning its LCS activity, summarising key information (e.g. volumes, levels awarded, organisations participating, etc). The customer will be provided with a proforma and it should be submitted at the two-year accreditation renewal process.
18. The customer should maintain training records of those who undergo training. This record should include the following information for each person trained: name, role/department, the client (if external), courses attended, assessment taken and results, LCS level awarded and dates of training activity.

## COMMUNICATION

---

19. The accredited customer can highlight its LCS status in its marketing or communication activities and may use the LCS visual identity, which includes the LCS logo and the LCS Accredited Trainer insignia. The use of Cardiff University visual identity is not permitted without the prior approval of Cardiff University.
20. The accredited customer will be listed on the LCS website unless it informs the LCS organisation otherwise.
21. Regarding the use of words to describe the status of organisations and individuals, then organisations become **accredited**, while individuals become **certified** (usually by accredited organisations).
22. An accredited Customer must **not** claim in its communications that its training system or programme is endorsed by any entity other than the LCS Organisation. In particular, it must not claim that it is *accredited* by Cardiff University or the recipients of LCS certificates are *certified* by Cardiff University. Accreditation and certification must be stated as through the LCS.

## CONTINUOUS IMPROVEMENT

---

23. In the spirit of continuous improvement, the LCS organisation will occasionally make changes to the LCS and will ensure that accredited customers are kept informed of these and may, if appropriate, discuss the potential impact of these changes on the customer's LCS related activities.
24. The customer is expected to periodically update training material in line with the development of lean knowledge and experience.

## CONFIDENTIALITY

---

25. Strict confidentiality will be maintained at all times by the LCS Organisation with regard to the accredited customer's training documents, materials and information that are scrutinised and held as part of the accreditation process.
26. The LCS maintains a data protection policy and its website has a [privacy policy](#) which set out the organisations approach.

## TERMINATION

---

27. The LCS organisation can terminate a customer's accredited status anytime and without notice should it deem that these terms have been breached.
28. Should the customer wish to end its accredited status and cease being linked to the LCS, then it should let LCS management know in writing. No refunds will be given in relation to the accreditation fee.
29. When a Customer's accreditation has been terminated, it must supply the LCS organisation with the details of all those who have received LCS certificates during its accredited period. This information must include as a minimum: first name, last name, employer, the accredited training organisation that certified, LCS level(s) awarded, date of award(s) and certificate reference number(s). The information should be provided within 30 days of the end of its accreditation and in a digital format compatible with Microsoft Excel.

## CONTRACTUAL RELATIONSHIP & ASSIGNMENT

---

30. A licence from Cardiff University to operate, manage and develop the Lean Competency System is held by Lean Competency Services Limited, a company registered in England & Wales (Company Number 8624706). For all LCS accreditation and related matters, the contractual relationship is between the customer and Lean Competency Services Limited.
31. In the event of the termination of the agreement between Lean Competency Services Ltd and the University, Lean Competency Services Ltd will assign its contract with the customer to the University.

## OTHER

---

32. The Cardiff University logo is a registered trademark of Cardiff University, all rights reserved. Lean Competency Services Limited uses this logo under licence, is not controlled by or an agent of Cardiff University and is not authorised to make or enter into any commitments for or on behalf of Cardiff University.
33. These terms may be updated periodically without prior notice.