

GENERAL TERMS FOR STANDARD ACCREDITATION

Version 1811.1

DEFINITIONS

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

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

The ‘Customer’ refers to the organisation that owns and manages the lean training system or programme 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** 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. The Customer should complete and submit an online [Accreditation Acceptance Form](#) after receipt of its accreditation or re-accreditation Welcome Pack, signifying it accepts these General Terms and agrees to data collection and storage.

FEES

5. For new accreditations, **50%** of the **Accreditation Fee** is payable at the start of the accrediting process (at registration) with the remaining 50% due when the accrediting

activity has been completed. The total amount of fee payable is dependent on several factors, in particular, the predicted number of certificates to be issued. Adjustments to the fee payable may be made in the light of actual certificates issued.

6. A fee is payable for reaccreditation, with **100%** payable on completion of the re-accrediting process. The amount of fee payable is dependent on the predicted number of certificates to be issued. Adjustments to the fee made be made in the light of actual certificate issue data.
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 intend to exceed its predicted number of certificates issued during its accreditation period, it must inform the LCS organisation and pay additional fees. It has two options for this:
 - i. It can move up to the next fee band. The amount payable will be based on the fee for the new number of certificates issued, less the accreditation fee already paid, multiplied by the percentage of time remaining on the LCS licence.
 - ii. If the additional certificates are only at Level 1a, it can purchase additional certificates on a unit basis. The current unit charge per unit is displayed on the LCS website.
9. The current fee schedule can be viewed on the [LCS website](#).

RE-ACCREDITATION

10. A Customer may choose to renew its accreditation after two years and it will be contacted by the LCS organisation approximately 6 weeks before its expiry date asking if it wishes to re-accredit.
11. Should it agree to re-accredit, it should follow the re-accreditation process, which includes completion of a re-accreditation questionnaire and concludes with a sign off meeting.
12. The re-accreditation process should be concluded within a month of the accreditation expiry date. In exceptional circumstances, an extension to the accreditation of up to three months may be granted. After three months, the accreditation will be deemed to have expired and a new accreditation process will have to be initiated should the previously accredited Customer want to be accredited.

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. The Customer is responsible for issuing LCS certificates to successful training programme participants and for keeping a record of all certificates awarded. Certificates issued by

the Customer should contain a unique identifier which links an individual to relevant training activity, thus enabling full traceability.

14. The Customer should only use the LCS **certificate template** provided to it by the LCS organisation. This makes provision for some Customer contextualisation (ie the inclusion of a corporate logo and the Customer's endorsing signatory).
15. LCS management reserves the right to inspect records and quality assurance information, scrutinise training materials and observe training activity.
16. 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

17. Should the Customer want to make significant changes to its accredited training system during its accreditation period, then it should inform the LCS organisation, submitting information describing the changes. The LCS organisation will review the information provided and, if appropriate, endorse the changes so that the updated training system remains accredited. There is no fee payable for this.
18. A Customer can apply to extend the LCS Levels covered by its training system at any point during its accreditation period. It must provide evidence to support its application, for example, in terms of its enhanced capability, materials, resources required to deliver training at higher LCS levels. An amendment form is available for this purpose.
19. A Customer can increase the number of certificates it wishes to issue at any point during its accreditation period. A payment will be required to reflect this change (see clause 7 above)

STATEMENT OF ACTIVITY & TRAINING RECORDS

20. A **Statement** is required from the Customer concerning its LCS activity, summarising key information (e.g. volumes, levels awarded, etc). The Customer will be provided with a re-accreditation questionnaire for this at the two-year accreditation renewal process.
21. An accredited organisation should keep records of those it certifies for as long as it remains an accredited organisation.
22. The sole purpose of keeping this information is that a formal record of the award is maintained.
23. The information kept should include the full name of the person, the person's employer, the LCS level awarded and the date of the award. The organisation may want to hold additional information, such as email address, test results or project assessment, though for the LCS this not mandatory.
24. The accredited organisation should ensure that individuals consent to it keeping such information in accordance with the General Data Protection Regulation.

25. If an organisation ceases to become accredited, it should pass to the LCS the records of those it has certified (as specified in point 18 above). The information should be passed to the LCS in a digital format compatible with Microsoft Excel or Google Sheets.
26. The organisation should inform those it has certified that it proposes to pass the information to the LCS and give individuals the opportunity to opt out of this, noting that if this course is taken, a formal record of their qualification will no longer exist.

COMMUNICATION

27. 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.
28. The accredited Customer will be listed and its logo displayed on the **LCS website** unless it informs the LCS organisation otherwise.
29. 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).
30. 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

31. 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.
32. The Customer is expected to periodically update training material in line with the development of lean knowledge and experience.

CONFIDENTIALITY

33. 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.

TERMINATION

34. The LCS organisation can terminate a Customer's accredited status anytime and without notice should it deem that these terms have been breached.

35. 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.
36. When a Customer's accreditation has ended, 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

37. 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.
38. 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

39. 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.
40. These terms may be updated periodically without prior notice.