



Generating Velocity, Creating Capacity
Cotton Innovations Ltd

Cotton Innovations Ltd Policy Handbook

For ILM certifications and

CILTD engagements and operations with clients

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Introduction

Welcome to studying with Cotton Innovations Limited.

We pride ourselves on being a compassionate company who strives to help people achieve their full potential, learn new skills and become more rounded individuals. To that end we will endeavour to make your learning experience as accessible and adaptable as possible. We are really excited to be working with you.

This handbook has been created to both welcome you to our course and assure you that we will work with you to help you achieve the Black Belt Certification.

Throughout this handbook, Cotton Innovations Limited will be referred to as **CI LTD**; students will be referred to as **delegates** or **clients**; and the workplaces will be referred to as **client sites** or **Dial-in Meetings**.

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Our Company Values.

CI LTD was founded in 2011 by Bradley Cotton, who is the Managing Director, Engagement designer and Course Designer and one of the tutors and mentors.

We are excited to share our company values and we would hope that everyone who works with CI LTD would then emulate and reflect these values after engagement with us.

Our Values

Category	Leadership value	Action is seen as
Integrity (behaves with honour and dignity) . . .	Demands The Truth	Holds self and others to highest standards of honesty and avoids deception
	Does The Right Thing	Every engagement is developed for the customer and CI ltd as a partnership . This includes openness in proposal writing, reducing costs and where possible giving these back to the client.
	Drives Diversity	Respects and values each employee, customer and potential client
Flawless Engagement (passion for exceptional delivery)	Business Acumen	Understands business sectors and market opportunities, for customers and CI ltd
	Innovation And Technical Excellence	Discovers better ideas and applies expertise. Create networks of knowledge
	Commitment To Quality	Applies a lean six sigma mind set in all engagements
	Courage	Leads others to turn dreams into realities
	Drive For Results	Committed to the clients objectives
	1 st For Customer Satisfaction	Customers to be 100% satisfied in every engagement
Relationship (cares, develops, safeguards)	Develop High Performance Teams	Fosters teamwork, and understanding of personal situations of clients and employees alike
	Openness And Honesty With Customer	Transparency in all aspects of the engagement:- pricing, scheduling and delivery
	Commitment To Serving Community	Acts to enhance the community and small businesses giving up to 8 days per year, and supports selected charitable works

Ethical engagement of Cotton Innovations

Cotton Innovations Ltd (CILtd) policies and procedures are written to uphold the most ethical and diverse working practices at all times.

Business engagement

CILTD operated as a global provider and of mentors, coaching, training as support and will at all time abide by UK and Local business laws and tax. All engagement will be transparent through clear documentation and reporting for each engagement, clear and transparent proposals with clear breakdown of engagement costs and expenses.

With all work being clearly defined by the engagement manager/director and CILTD. Any deviations or adaptations or modifications of any work engaged will not be started until written authority is in place and all parties are clear as to the engagements. All work undertaken for the client will be supported with Non-Disclosure Agreements (NDA) or similar documents supplied by the client.

Any work completed by the client will not be used with any other party in accordance with the NDA signed.

Upon completion of any contracted piece of work, there is no expectation by either party to extend or continue into other work, or continue under the guide of a full time equivalent employee.

Age and skills of the engagement teams

CILtd will only supply to its client's consultants who have experience in related work areas to the client's specific needs.

At no time will CILTD use people of an under-age

CILtd will not endorse or support the use of minors or people engage with or victims of any human trafficking in any capacity in its daily operations.

CILtd only conducts a fair wage policy and will pay the expected day rate for any individual it engages with. All wages will be paid within 30 days of the engagement, the expectation being in where the client's have a greater than 30 day payment terms. In which cases wages will be paid within 3 days of bank account clearance at CILtd. In such cases these will be declared to the engaging party.

At no point will CILtd accept, support, or partake in any bribery or corruption in any format with its clients. All engagement are clearly defined within the proposal for work and activities outside of these engagement will not be given or received. To win keep or increase and engagement with a client.

Lessons learnt and finding

Post every engagement and during the engagement if for more than 1 week, regular meeting will be conducted with the support parties provided by CILtd to understand best practices. This will ensure that any operational issues can be addressed, reviewed and actioned immediately.

Any comments raised by any consultant and delegate will be investigated and actioned within 48 hours. With the appropriate action being put in place

At no point will CILtd tolerate inappropriate language, behaviour or exploitation of social or political views as an acceptable business behaviour.

Working hours

CILtd does not encourage or support of working excessive hours. The engagement of CILtd will be inline with the client working practice based about a 5 day, 40 hour week.

If the client has a different working pattern to this then the engagement outline will be adjusted to reflect this pattern and the engagement support form CILtd will be notified and aligned to these practices.

In the cases that the CILtd engagement will be asked to work through a bank holiday (due to overseas working), this will be credited to them on their return to the UK. If the engagement included a national holiday in then the person from CILtd will be given this time as a holiday.

While on engagement all expenses related directly to work will be paid by CILtd, providing full taxable receipts can be provided. Mileage and other such claim will be paid in alignment with HMRC guidelines.

Working with PPE

It will be the responsibility of CILtd to provide suitable PPE to its staff unless supplied by the client. The client in the cases where they will not provide, must state the suitable workwear, colour and designs.

In the cases there none is specified clothing given to the CILtd will carry the company branding.

CILtd will always abide by the local Health and Safety guidelines for each client it works with and report near miss and best practice issues as they are found.

CILtd will never look to engage its team or those of its clients in any engagements it engages with, and will always work with the best in class H&S procedures. Conducting Risk assessments as appropriate to ensure best working practice.

Remote working

In engagements where it is necessary to have remote working, CI Ltd will provide or use the clients virtual meeting platforms (Skype, Teams, Zoom, etc...).

It is the ambition of the company to always look to reduce the carbon footprint and eco-impact through offering the client the choice of onsite or remote working.

Responsibility towards the environment

CI Ltd will always look to reduce its impact of the environment by using technology and alternative mediums to reduce its impact.

This include using tablets to replace a paper notes wherever possible, this reduces the cost of printing, shipping and handling

Alternatively, notes can be provided to the client in PDF format for short courses where the cost of learning tables if prohibitive.

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Training and Qualifications ILM

CI LTD offers a certificate Lean and Six Sigma training using the DMAIC problem solving process. This has been audited by ILM and detailed as: E350-Data Driven Process Improvement and Optimisation, Advanced level and Designing Process Deployment, which will be run in the client sites and will be running over a minimum period of 25 weeks.

CI LTD has now been recognised by ILM. Please state on registration if you wish to have your project as recognised by ILM. ILM has their qualifications awarded by the City and Guilds of London Institute.

ILM is in partnership with The Institute of Leadership & Management and by choosing to be recognised by ILM you are eligible for free studying membership with the Institute of Leadership and Management for the duration of the Black Belt Course or for 12 months (whichever is longer). With the studying membership you are entitled to access the learning zone and the online resources which the Institute of Leadership & Management offers. For more information, please visit the ILM website. www.i-l-m.com

Once you have registered with us that you are interested in becoming ILM Recognised, we will process your personal data to ensure that the process can be completed to register you with the ILM systems and database. The way we process data has been mentioned in the Data Protection Policy.

How the courses are assessed

Candidates are provided with a Welcome Pack which explains the process of assessment for the any programme. This pack explains the structure of the course and what is expected from the clients.

The assessments are conducted by Brad Cotton who will mark the work from the client's project against the DMAIC guidelines and toolsets taught. The delegate will also be assessed by their line manager/director as to the deliverables meeting the company's expectations. The clients who wish to have their projects recognised as part of the ILM programmes, CI LTD may have random or regular projects chosen to be moderated by an External Verifier.

Special requirements

In accordance with our reasonable adjustments policy, if you have a disability or any special requirements which may affect your learning, please inform your course tutor so that we may make reasonable adjustments to support you through the course.

These reasonable adjustments may be shared with an external verifier to prove that CI LTD has not given an unfair advantage on the work of the client, and that reasonable adjustments have not affected the marking criteria for the client.

CI LTD Policies and Procedures

Candidate complaints and appeals policy

CI LTD strives to enable all applicants to be treated fairly and consistently within this framework, but we recognise that some appeals will take further time and efforts to resolve. We aim to ensure that no-one is treated unfairly and we will deal with all appeals within a timely manner.

If for any reason you have a complaint towards CI LTD and the Black Belt programme, please follow these steps:-

1. Please contact your tutor with your enquiry and allow them to analyse the enquiry which you have made. The enquiry will be dealt with politely, promptly and confidentially. Your tutor will do all they can to ensure that they have responded quickly. Our aim is to ensure that your enquiry is resolved as quickly as possible. Please do not re-send an email within 48 hours as these 48 hours may be affected by time differences globally.
2. Once you have made an enquiry, there will be a decision making process, during which we will be able to reach a decision about the appeal and the provisions for the candidate.
3. If the delegate is unsatisfied with the decisions which have been made by the appropriate people, the delegate is within their rights to appeal the decision. You may appeal:
 - a. Assessment results
 - b. Scoring/grading assessment systems
 - c. Any decision which may have occurred by malpractice or maladministration
 - d. Any decisions made for special considerations.
4. CI LTD will manage the client's expectations and ensure that all appeals are met with a satisfactory conclusion by working with both the client and their line manager. It is not the intention of CI LTD to disqualify any candidate from achieving their Black Belt status and ensure all clients meet the certification requirements of the Black Belt.
5. CI LTD will not allow any delegate to present a final project unless it has first been mentored and coached to an acceptable level for certification.
6. The final accreditation of the project is done with the Line Manager, the delegate and a representative of CI LTD. All scores will be shared with the Line Manager and concurred immediately after the presentations. The pass criteria for the project will only be granted by CI LTD after the full agreement of the Line Manager. Any additional work that is required will be discussed with the delegate at the point of project closure.
7. All points awarded will be secured between CI LTD and the delegate's line manager in a PDF format.

We reserve the right to not complete a procedure for a complaint if the complainant has taken their cause into a public domain. This includes social media, news articles or web blogs. As much as CI LTD will treat the cause of the complaint with confidentiality, the complainant must also realise that their rights will be limited if other public domains are accessed before the case has been resolved.

Equality and Diversity Policy.

CI LTD will abide to the Equality Act 2010 and will ensure that all people will be treated with the same equal opportunities to education. The Equality Act 2010 aims to eliminate discrimination of any kind, sexual harassment and victimisation, along with any causes to facilitate inequality to an individual for whatever reason. This policy and procedure will be adhered to by CI LTD irrespective of the global location of the client site.

CI LTD understands diversity to be celebrating differences and respecting every individual. We value and respect each person as an individual, with visible and non-visible differences. We also respect that equality and diversity come 'hand-in-hand' and each person needs to have the equal opportunity to access the services of CI LTD. Clients engaging with CI LTD will be given their tutor's email and telephone number, and encouraged to discuss issues both in the class and outside the classroom relating to their project.

We will ensure that people with different cultures, perspectives and experiences are kept at the heart of the work within CI LTD and we want to give the same opportunity for education to all people regardless of their backgrounds.

If you have any concerns about discrimination or any other cause which may prevent an individual to access education, please contact CI LTD immediately about the concern. CI LTD takes these disclosures very seriously and will do all we can to ensure that everyone can fairly access the education offered by CI LTD.

CI LTD also will ensure that people will get the support they need to have accessible education. It will not, in any way, affect the marking criteria, so that no individual will have an unfair advantage towards the certification.

Everyone involved in delivering and receiving services from CI LTD deserves to the right to access the services of CI LTD without fear or worry of discrimination of any type. The staff and employees of CI LTD also have the right to refuse service if they feel they are being exposed to aggressive or abusive behaviour. We do not tolerate any form of discrimination towards anyone. This includes discrimination or abuse towards the staff members.

CI LTD prioritises the equality and diversity act and will do all we can to ensure that people are not discriminated against. If there is a case of discrimination towards either a delegate or towards a staff member which cannot be resolved, CI LTD reserves the right to contact the Line Manager, HR Department, or if on a public course, the police or local authorities with details of the offence, if they feel people are at risk of repetitive and direct discrimination or harassment.

Internal Quality Assurance Policy.

CI LTD has a set marking regime which is carefully and structurally followed to ensure that each client is assessed the same way.

For the clients who wish to be ILM recognised, CI LTD will assess the work submitted by the client, it will then be sent to be moderated.

Clients are regularly shown throughout the course material the marking criteria their presentation must conform to. Mentoring of the clients projects will be in line with providing a body of evidence that enables the project to be certified according to the marking criteria. Clients will be told where their project may be weak in certain areas against the marking criteria. Accreditation is a pass/fail criteria for each section of the project. The delegates will only be awarded as a Black Belt upon completion. The actual scores are For Office Use Only and will be kept from the client as these serve no purpose to give them a ranking in their performance. Scores are only used to help the assessors decide on the total marks for the topic. The overall total for a pass is 65% for the entire project, presentation and knowledge test.

Feedback is received verbally at the end of each teaching and mentoring session. If the client wishes to speak to the tutor before the end of the day, then they are able to do so. All feedback is taken into consideration and all feedback will be acted upon, whether it is positive or negative. We value all comments made from our clients and we push to give the best quality service to our clients. We realise that all feedback is going to help us to help you.

Course materials include examples for the clients to demonstrate learning and application of a tool as it is taught. The students will then be asked to demonstrate their learning to the class. At the beginning of each day, there is a 30 minute teach-back period, where the delegates are put into small teams where they are asked to teach back the tools they have learnt from the previous day as a two minute exercise. Feedback is monitored from the delegates by CI LTD through the quality of these teach-back sessions and the ability to explain and apply the tools that have been taught.

Data Protection Act and Cotton Innovations Ltd.

CI LTD abides by the Data Protection Act 1998, therefore we will ensure that all information that is shared to us will be dealt with appropriately, confidentially and professionally. We want to give our full assurance that we will not share your personal details to any third party who is not part of the ILM support training Programmes.

CI LTD course is recognised by ILM – under the umbrella company of City and Guilds of London Institute (CGLI). In order for your course to be recognised by ILM, CI LTD will be sharing your information to the External Verifier from ILM who will be assessing your project and will be able to confirm your work as ILM recognised. CI LTD may request that certain elements are removed from a project, to protect client confidentiality – if they are to be audited by ILM – delegates would be made aware of this. This may be seen by external parties as expunged sections on the report. (This is a condition of CI LTD's agreement through Non-Disclosure Agreements with their clients.)

Other than sharing your personal information with ILM, there will be no other reason for CI LTD to share your details to any other party and we will ensure that your records are kept in a secure and safe place.

CI LTD will use your personal information for:

- Administration for certification of your Black Belt Course
- Informing you of any of our other workshops, courses and adding your email address to our mailing list, from which you may unsubscribe at any time
- Disclosing any of your information to internal or external verifiers who would be able to check the assessment process
- Disclosing your work to any other bodies if required to do so by law
- Administration of reasonable requests or reasonable adjustments
- Monitoring CI LTD's equal opportunities and ensuring that all people are entitled to the access to the education, and respecting each individual's diversity.

CI LTD will:

- Process your data fairly and lawfully
- Ensure your data is obtained for specified and lawful purposes
- Ensure it is relevant, adequate but not excessive
- Keep your data accurate and up to date based on up-to-date information supplied
- Ensure that there are substantial measures which will process the data in a secure way
- Ensure that once your interest in CI LTD courses and other services we provide ends, your data will be removed and destroyed from our systems and records.

CI LTD will NOT:

- Keep any personal data for longer than is necessary
- Transfer your data without being specified as to why your details may be shared, or without prior knowledge (Information will be shared with ILM for external verification)

Plagiarism, Collusion and Cheating.

CI LTD and ILM both take plagiarism very seriously.

Plagiarism means:

- Steal and take ownership for another person's work (the ideas, words or pictures) as your own
- To use any other type of work without crediting the source
- To present as new and original an idea or product derived from an existing source.
- Commit theft of someone's intellectual property.

To prevent plagiarism in any piece of work, we require all delegates to reference all sources of knowledge. Failure to do so may result in your assignment being returned for further amendments.

We recognise that some projects will be working from – or alongside – other pieces of work in the company, and we respectfully ask that people who have delivered this initial work are correctly referenced within your project. Otherwise, this will be seen as plagiarism and collusion. For projects where this has not been correctly referenced, we will ask you to correct and resubmit the final report.

To prevent plagiarism, if you have used many references to other people's work, you need to add a reference list or a bibliography. This way, the owner of the intellectual property will be protected and correctly acknowledged.

Collusion means:

- Co-operate unauthorised work between at least two people with the intent to deceive or deliberately mislead the other people involved and the assessors.
- Secretly obtain other people's work, to take credit for, and remove the other people's rights in the original work.

Projects for CI LTD can be delivered by up to 3 project leads, with each person identifying their contribution to the technical and practical delivery areas of the work, and in agreement with the other people involved.

In quoting another author or writer, you need to ensure that there are correct sources and acknowledgement to the original author. This also includes pictures, diagrams and illustrations. All need to be acknowledged correctly in an appendix. Each individual is responsible for their own work. CI LTD will not be held accountable for someone who has not taken the appropriate precautions to protect their intellectual property. E.g. memory storage devices need to be kept in the owner's possession and it is not CI LTD's responsibility to ensure that a person keeps it safe.

Collusion is a criminal offence.

CI LTD reserves the right to withdraw your project from final certification, if we feel it contains plagiarism or collusion.

Cheating is an attempt to deceive CI LTD, the Internal Verifiers and the External Verifiers by:

- Asking for more help/answers than what can be given as a standard for all clients
- Copying or extracting information from other people
- Intentionally trying to take advantage of help that is offered
- Offering bribes to assessors and examiners
- Attempting to tamper with results
- Fabricating and distorting data or results to give a different answer
- Providing or collecting unauthorised information before an assessment for an advantage in the grading system.

All instances of a project which suspects plagiarism, collusion or cheating will be quickly and promptly investigated, and the delegate will be asked to demonstrate their original body of work, or whether it is somebody else's they have used.

If there is confirmation of any plagiarism, collusion or cheating, CI LTD will follow ILM's Plagiarism, and Cheating policy, where we hold the right to:

- Disqualify the learner
- Not issue certificates or any other documentation towards the Black Belt course
- Agree on an action plan for the individual
- Reports created to the management bodies and the other parties involved – ILM, CGLI and The Institute of Leadership and Management.
- Membership to the Institute and to CI LTD courses may be withdrawn.

Other consequences to an individual may be:

- Barring from further ILM studies, or studies with partnering organisations
- Suspensions from learning centres linked to CI LTD and ILM
- A record of the alleged work sent to governing bodies for further education.

These are extreme steps to take and we are going to work with people to enable the delegate to be supported to create an original project and support in how to protect other people's intellectual intelligence within your project.

At CI LTD, as the assessor, we need to have no doubts or concerns about the originality of the work you provide and we reserve the right to research the context to ensure the intellectual rights of others are protected. All projects must be presented with data gathered by the delegate.

Where somebody else's work has been copied and there is no new learning within the project, the line manager will be notified and the delegate will be asked to conduct another project.

Where somebody else's work has been accidentally copied and has not been accredited correctly, but new work has been added to that learning, the delegate will be asked to recognise the earlier work with references and this will not be seen as plagiarism.

Malpractice

(Of CI LTD)

Malpractice is defined as an intentional act of improper or negligent practice, conduct or misuse of information, administration or management, that deliberately conflicts company's policies and procedures. Malpractice is a deliberate act which will lead to compromise, and unreasonable or unprofessional adjustments in:

- The client's grades
- Assessment processes both internally and externally
- The validity of a result
- CI LTD's ability to produce a high level service to clients

Examples can include:

- Unsatisfactory inductions to staff members and the courses.
- Incompetent provision of information towards clients and staff members
- Poor support for clients and their project delivery
- Failure to comply to own company policies and other policies which affect the work e.g. Data Protection Act 1998
- Inefficiency in following procedures for monitoring administration of client's data, grades, assessments, and other activities, which can result in a client not receiving appropriate grades for their work. This applies if a deliberate grade is given which does not reflect the work they provided.

Allegations towards CI LTD will be investigated promptly. We encourage anyone who suspects any malpractice to notify us as soon as possible.

Malpractice (of clients)

Malpractice from clients can include:

- Plagiarism, collusion or cheating, or any other methods of giving inadequate documentations. Please refer to the Plagiarism, Collusion and Cheating policy
- False identification or attempting to impersonate another, even to use another person to complete your work
- Bribes or any other method to gain advantage
- Poor, aggressive or abusive behaviour towards staff members and other people involved in certifying the projects.

CI LTD will not tolerate aggressive or abusive behaviour or harassment in any form, or for any reason. This is referred to in the Equality and Diversity policy.

Maladministration

Maladministration is when any area in the certification process results in the client or CI LTD to be in conflict with any of our administrative procedures and standards.

Examples of maladministration for CI LTD are:

- Regular and repeated mistakes, without being addressed or noted, resulting in poor results for the client and poor records in CI LTD's files.
- Inaccurate records of client's work and unsound decisions against claims
- Failure to keep the Data Protection Act 1998, security and confidentiality of records and use of data and information.

Should any cases or alleged cases arise within CI LTD, please contact brad@cottonci.com. Please title your email with '**Suspected Malpractice/maladministration**'. We will be quick to investigate rapidly to see what can be done to make this process better, solve the problem and return good service.

The procedures will be the same as the Appeals and Complaints policy:

1. Please contact your tutor with your enquiry, and allow them to analyse the enquiry which you have made. The enquiry will be dealt with politely, promptly and confidentially. Your tutor will do all they can to ensure that they have responded quickly. Our aim is to ensure that your enquiry is resolved as quickly as possible. Please do not re-send an email within 48 hours as these 48 hours may be affected by time differences globally.
2. Once you have made an enquiry, there will be a decision making process, during which we will be able to reach a decision about the appeal and the provisions for the candidate.
3. If the delegate is unsatisfied with the decisions which have been made by the appropriate people, the delegate is within their rights to appeal the decision. You may appeal:
 - a. Assessment results
 - b. Scoring/grading assessment systems
 - c. Any decision which may have occurred by malpractice or maladministration
 - d. Any decisions made for special considerations.
4. CI LTD will manage the client's expectations and ensure that all appeals are met with a satisfactory conclusion by working with both the client and their line manager. It is not the intention of CI LTD to disqualify any candidate from achieving their Black Belt status and ensure all clients meet the certification requirements of the Black Belt.
5. CI LTD will not allow any delegate to present a final project unless it has first been mentored and coached to an acceptable level for certification.
6. The final accreditation of the project is done with the Line Manager, the delegate and a representative of CI LTD. All scores will be shared with the Line Manager and concurred immediately after the presentations. The pass criteria for the project will only be granted by CI LTD after the full agreement of the Line Manager. Any additional work that is required will be discussed with the delegate at the point of project closure.
7. All points awarded will be secured between CI LTD and the delegate's line manager in a PDF format.

Recognition of Prior Learning.

This course can be studied without any prior knowledge and there are no special requirements to gain the certification, as all materials are taught from a perspective of 'zero knowledge' of the subject.

CI LTD does not require any of our clients to have any prior knowledge as we are able to provide all the knowledge as part of the course.

There is not any particular reading which is desired to accompany the course as all the materials are provided.

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Health and Safety Statement

CI LTD's vision for Health and Safety is:

To create and operate in a safe environment for the employees and clients of Cotton Innovations Ltd to ensure that everyone's safety is paramount in all we do.

CI LTD travels to client sites and will abide by the Health and Safety requirements for the client site. This includes use of handrails on stairs, adherence to walkways and PPE.

CI LTD also has its own training risk assessment policy, which ensures that learners have a safe learning environment at all times. This includes securing wires to the floor, removing trip hazards, ensuring bags and personal items are not impeding a delegate's access to a table or chair. Lessons are set up in 1 – 1.5 hour time slots allowing delegates to take comfort breaks throughout the day.

Lesson plans are designed to start at 9 am and end at 4.30pm allowing delegate to tend to office issues before the course. Delegates are allowed to use their mobile phones to take important office messages, but are requested to cancel or rearrange meetings around the training period.

Conflict of Interest policy

CI LTD (public courses) welcomes all people to the Black Belt course and would be happy to support you through the course. We are fully aware that some delegates may have conflict of interest with other delegates on the course. In cases where this is so, CI LTD will use generic examples to teach the tools, they will not ask the delegates to share work situations or examples and all application tools will be discussed one to one either during or after the course.

CI LTD will abide by the delegates Non-Disclosure Agreement documents and will not share with any of the parties present information sensitive to one or more of the clients, and will respect at all times the confidentiality of its client base.

Reasonable Adjustments Policy - Public Courses

(When working on client sites, not on a public course, CI LTD will work in alignment with the company's reasonable adjustment policy.)

Public Courses

As part of the Equality Act 2010, we understand that all people are entitled to access the Black Belt programme. Delegates who have a disability whether it be physical, audible, visual or food related, are required to let us know on registration, so we can assure the course is in the most suitable location.

In cases where people are required to take time out during the day, for religious or personal reasons, every attempt will be made to adjust the course in by their timings. Or they will be asked to attend a one to one session to catch up the information they have missed.

Examples of some reasonable adjustments that we can provide are:

- Working on ground level or working where there is wheelchair access
- Providing printed materials in larger print
- Needing extra time to complete an assessment for any learning difficulties
- Meeting the basic needs of each individual learner
- And any other similar adjustments which need to be made

All our courses are taught in English.

CI LTD wishes to provide equal opportunities to all people accessing the education of our Black Belt Programme.

As CI LTD does not include an exam, but uses a case study to affirm knowledge, also we use computers to conduct statistical analysis. Written and numerical dyslexia is managed within the course materials. This also applies to delegates whose primary language is not English.

CI LTD does not discriminate acceptance to the course based on national grades for English, Maths or a science. All written, numerical and statistical tools are taught within the course materials at the pace of the delegates.

Reasonable adjustments made for any individual is not to make the assessment criteria easier, neither will it give an unfair advantage to those who need reasonable adjustments made.

The people of CI LTD are compassionate to anyone who is experiencing difficult or extenuating circumstances. In cases where it is necessary for a person to miss sections of a course or mentoring because of personal compassionate situations, e.g. death of a family member, sickness leave, maternity leave, university time, etc. CI LTD will respectfully ask them to discuss the situation with their line manager/director and one to one consultation engagements will be created for the persons involved. This may include course extensions, or extra one to one mentoring.

Conclusion

Thank you for taking the time to read through our policies.

We hope you find all the information you need within this handbook and the Welcome Pack. If you have a question or a concern over something which we have not mentioned, please do not hesitate to tell us. We welcome people's opinions and thoughts, which will help us to help you, and improve our resources.

We hope you enjoy studying with CI LTD.

Kind Regards,

Brad Cotton

Managing Director and tutor

brad@cottonci.com

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