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LCS PORTAL AND MEMBERSHIP CHANGES FAQ'S

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LCS Portal & Membership Changes – FAQ's

This document answers the most frequently asked questions about the introduction of the **LCS Members Portal** and the new **Membership and Partner tier structure**.

It is intended as a high-level guide to help organisations understand the upcoming changes, how they may be affected, and where to find further information.

Where detailed guidance is required, please refer to the relevant supporting documentation:

- [LCS Accreditation Guide](#) – explains the accreditation process, Membership and Partner tiers, pricing, responsibilities, and reaccreditation.
- [LCS Members Portal User Guide](#) – provides step-by-step instructions for using the Portal, including accreditation, certificate management, amendments, and reaccreditation.

Most existing accredited organisations will transition to the new arrangements as part of their next reaccreditation. The LCS Team will provide guidance and support throughout this process.

1. Understanding the Changes

1.1 Why is the LCS making these changes?

Since the LCS was established in 2007, many processes remain reliant on email, spreadsheets, documents, and manual administration.

As the LCS community continues to grow internationally, we believe it is important to invest in systems and structures that:

- improve the experience for accredited organisations and learners
- strengthen the integrity and traceability of certifications
- create greater consistency and transparency
- support the long-term credibility and global reputation of the Lean Competency System

These changes are part of a wider effort to modernise and strengthen the LCS for the future.

1.2 What is the LCS Members Portal?

The LCS Members Portal is the online system that accredited organisations will use to manage key accreditation and certification activities.

Through the Portal, organisations will be able to:

- complete accreditation and reaccreditation submissions
- manage organisation details and approved trainers
- buy, issue, view, and download learner certificates
- access accreditation-related certificates, badges, and records

- manage amendments to their accredited programme
- review membership tier information

Detailed step-by-step instructions are provided in the [LCS Members Portal User Guide](#)

1.3 What are Membership & Partner Tiers?

The LCS is introducing a new tiered structure for accredited organisations.

There are two main accreditation categories:

- **Member** — for organisations delivering improvement training internally.
- **Partner** — for organisations delivering improvement training externally or seeking to promote services to the wider LCS audience.

Each category has four tiers, with different pricing, certificate allowances, and access to community-related benefits.

The new structure is designed to make pricing clearer, better reflect different organisational needs, and provide a more flexible pathway for organisations of different sizes and operating models.

Full details of the available tiers, pricing, certificate allowances, and included benefits are provided in the [LCS Accreditation Guide](#).

2. Existing Accredited Organisations

2.1 Will this affect our current accreditation?

For most organisations, there will be no immediate impact.

Existing accredited organisations will generally transition to the **LCS Members Portal and the new Membership and Partner tier structure** at the point of their next reaccreditation cycle.

Organisations due to reaccredit before 31 August 2026 will continue under the current arrangements.

This phased approach is intended to provide organisations with sufficient time, guidance, and support ahead of transition.

2.2 Do we need to do anything now?

No.

If your organisation is already accredited, you can continue operating under your existing accreditation until your next reaccreditation.

Ahead of your transition, the LCS will provide all the guidance, onboarding materials, and support needed to help you move to the LCS Members Portal.

Organisations will move to the LCS Members Portal as part of their next reaccreditation.

2.3 Will certificates change?

Once you've reaccredited on the Portal, certificates issued will move to being generated and managed through the LCS Members Portal.

This will improve:

- consistency
- traceability
- verification capability
- record management

Please be aware the new certificates will look slightly different to the existing templates.

3. Membership & Pricing

3.1 Why is the LCS introducing Membership and Partner tiers?

The new Membership and Partner tier structure has been introduced to provide a clearer and more transparent pricing model that better reflects the different ways organisations engage with the Lean Competency System.

The new structure is designed to:

- provide clearer and more transparent pricing
- better align services and benefits with organisational needs
- support organisations of different sizes and operating models
- create clearer pathways for engagement with the wider LCS community

For a full comparison of the available membership options, please refer to the [LCS Accreditation Guide](#).

3.2 How do I know which membership tier is right for my organisation?

The appropriate tier depends on how your organisation delivers Lean training, how many learner certificates you expect to issue, and the community benefits you wish to access.

There are two accreditation categories:

- **Member** – for organisations delivering improvement training internally.
- **Partner** – for organisations delivering improvement training externally or organisations wishing to promote their services through the LCS community.

Each category contains four membership tiers with different certificate allowances and included benefits.

Full details of each tier are available in the [LCS Accreditation Guide](#).

3.3 Can we change membership tier?

Yes.

Organisations can request an upgrade to a higher membership tier at any point during their two-year accreditation period by paying the difference between their current tier and the new tier.

Membership tiers cannot be downgraded during an accreditation period. If you wish to move to a lower tier, this can be done as part of your next reaccreditation.

Further information is available in the [LCS Accreditation Guide](#).

3.4 What happens if we need more certificates?

Each **Membership or Partner tier** includes an allocation of learner certificates.

If you require additional certificates during your accreditation period, these can be purchased through the LCS Members Portal at any time.

Further information about purchasing additional certificates is available in the [LCS Members Portal User Guide](#)

4. Systems & Technical Questions

4.1 What if our organisation already uses its own LMS or internal systems?

We recognise that many organisations already have established learning management systems and internal processes.

The LCS Members Portal is designed to support the management of LCS accreditation and certification activity. It does not replace your organisation's existing learning management or training delivery systems.

We will work closely with organisations during onboarding to help them understand how the Portal fits alongside their existing processes.

4.2 Will we receive training on how to use the Portal?

Yes.

Guidance and support will be provided throughout the transition to the LCS Members Portal.

In addition to onboarding support from the LCS Team, organisations will have access to the [LCS Members Portal User Guide](#), which provides step-by-step instructions for all key Portal activities, including accreditation, certificate management, amendments, and reaccreditation.

5. Support & Next Steps

5.1 Will organisations receive support during the transition?

Yes.

The LCS Team is committed to supporting organisations throughout the transition to the new Membership and Partner tier structure and the LCS Members Portal.

Support will include onboarding guidance, user documentation, webinars, demonstrations, and direct assistance where required to help ensure a smooth transition.

5.2 Where can I find more information?

Detailed guidance is available in the following documents:

[LCS Accreditation Guide](#) – information on accreditation, Membership and Partner tiers, pricing, responsibilities, and reaccreditation.

[LCS Members Portal User Guide](#) – step-by-step guidance for using the Portal, including accreditation, certificate management, amendments, and reaccreditation.

Additional information and resources will also be made available on the LCS website as they become available.

5.3 Who can we contact if we have questions?

If you have any questions about these upcoming changes, please contact the LCS team directly and we will be happy to help:

info@leancompetency.org