

**EMS Cognito 01-009 Lean RCM™ Qualification
entry level requirements and retrospective
learning policy**

Written	MG
Approved	RK
Date	20-Mar-2019
Review	20-Mar-2022

Entry Level Requirements

Certificate 1

- No specific entry level requirements


Certificate 2

- Candidates must have completed and passed Lean RCM™ certificate 1
- Basic IT skills including Microsoft Excel
- Minimum of 12 months experience of operations/maintenance/management within a manufacturing or process industry

Certificate 3

- Candidates must have completed and passed Lean RCM™ certificate 2
- Other skills and competencies as set out in the table below

Skills	Level of competence
Trainer	Able to present learning material clearly and train other people
Facilitator	Excellent facilitation skills
Communication Skills	Able to communicate clearly – written and oral -with management and non-management levels
Language skills	fluent local language, business English
Persuasive skills	Able to sell the end vision to the team and to managers and to deal effectively with barriers and concerns. Able to negotiate change management issues
Project Management	Good organisation and delegation skills
Analytic skills	An agile mind and high degree of analytical ability to be able to pick up the RCM process logic and analysis
People Skills	Respected by his or her colleagues at management and non-management levels. An influencer of others.
Computer skills	fluent in the use of Excel, PowerPoint and Word software
Attitude	A positive, self-motivated, can-do person

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Accreditation of prior learning

Certificate 1 –

Candidates who have previously undertaken Lean RCM™ training workshops with EMS Cognito, either on-site or off-site, are entitled to apply for certification at Lean RCM™ certificate level I. In order to gain certification at level I, candidates will attend a half-day Lean RCM™ refresher workshop during which time they will be required to sit, and pass, the Lean RCM™ Unit 1 “Understanding Lean RCM™ theory” test.


Certificate 2 –

- Candidates must complete Lean RCM™ certificate 1.
- The candidates must complete the Lean RCM™ certificate 2 workbook entitled “Active participation in Lean RCM™ Unit 2 and 3 workbook”
- The candidates completed Lean RCM™ certificate 2 workbook will be audited during a 1-day on-site audit by the EMS Cognito assessor.

Certificate 3 –

- Candidates must complete Lean RCM™ certificate 2.
- Candidates must have attended and passed a Unit 4 Lean RCM™ facilitation skills theory workshop
- Candidates must have completed the Unit 5 Lean RCM™ certificate 3 assessment book
- The facilitation of a Lean RCM™ masterclass by the candidate must be validated by an EMS Cognito assessor according to the schedule indicated below:

Programme Stage	Expectations
Pre-work before each stage	<ul style="list-style-type: none"> • Discussion about the Lean RCM™ champion elect contribution to each stage of the programme • Any specific needs or objectives for the day • Any concerns or barriers that they may have
Pre-diagnostic	EMS Cognito consultant/assessor reviews the pre-diagnostic output/report with the Lean RCM™ champion elect providing the assessment required and feedback to the candidate
Management ownership workshop	EMS Cognito consultant/assessor observes the candidate delivering the management ownership workshop and completes the relevant page in the candidate’s Lean RCM™ certificate 3 assessment book against the criteria set out in that book
Lean RCM™ foundations workshop	EMS Cognito consultant/assessor is present during days 1, 3 and, 5 of the Lean RCM™ foundations workshop and assesses the candidate against the criteria set out in the candidates Lean RCM™ certificate assessment book

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Lean RCM™ analysis and implementation	EMS Cognito consultant/assessor is present during day 1 and day 6 of the 7 days analysis and implementation and assesses the candidate against the criteria set out in the candidates Lean RCM™ certificate assessment book
Lean RCM™ masterclass review day	EMS Cognito consultant/assessor is present during the review day and assesses the candidate against the criteria set out in the candidates Lean RCM™ certificate assessment book

(P6_Unit5_Validation & Assessment)

Assessment of candidates where training has been given by Non EMS Cognito consultant

Where the candidate has been trained by a qualified facilitator they can be certified in line with the following steps;

Certificate 1:

Candidate attends half day re-cap with EMS Cognito consultant at the end of which the test will be carried out.

Certificate 2:

Candidate will attend an on-site audit with EMS Cognito consultant, the audit will take two hours per candidate and will focus on the implemented process.

Certificate 3:

This certificate can only be trained and certified by an EMS Cognito consultant.