

Centre Name: Key Innovations Ltd



**Key Innovations**  
Open Doors to Outstanding Knowledge and Solutions

Our policies for ILM developed  
programmes



# Table of Contents

1. INTRODUCTION .....	3
2. ABOUT KEY INNOVATIONS LTD .....	4
3. ILM QUALIFICATIONS .....	5
4. ILM RECOGNITION OF BESPOKE PROGRAMMES .....	6
5. MEMBERSHIP OF THE INSTITUTE OF LEADERSHIP AND MANAGEMENT .....	6
6. USEFUL CONTACTS .....	6
7. COMPLAINTS POLICY .....	6
8. CONFLICTS OF INTEREST GUIDANCE .....	8
9. DATA PROTECTION PRIVACY .....	9
10. EQUALITY AND DIVERSITY POLICY.....	9
11. MALPRACTICE & MALADMINISTRATION POLICY .....	9
12. REVIEW .....	10

# 1. Introduction

For fields such as ours where there is no recognized academic degree, **certification** is the only authoritative, independent measure available by which to determine a person's experience, skill and knowledge as defined by our peers. Our courses are the only **ones in Europe** that lead to specialisation certificates in Planning and Managing European Funded Projects issued by one of the largest world-wide vocational award bodies, City and Guilds/ILM. European projects and EC grant applications will be more successful by certified grant developers and project managers rather than unqualified ones who may waste time and money producing unrealistic programs that do not meet expected goals..

Therefore, Keyinnovations Ltd worked thoroughly on the certification and it has been approved by the **ILM**, part of **City and Guilds** group, one of the largest international vocational education awarding bodies, as an **ILM Recognised Provider**. This recognition is the result of the high quality of courses that the organisation offers through the FET™ (Funding Expert Transformation Formula) framework and offers the opportunity to all our training participants to get awarded a specialisation certificate **issued by the ILM, part of City & Guilds Group**.

Such a specialisation certificate for you or the staff of your organisation is of paramount importance since it enhances your technical capacity. As a reminder, according to the new EC rules, grants now (for years 2014-2020) should be awarded only to organisations that have the documented technical capacity (e.g. formal experience, knowledge, resources) for implementing successfully such programmes. This certification will be a powerful tool for enhancing your technical capacity as an organisation to get involved in EU projects. Get fast track world-wide recognition for your achievements on improving your professional skills with professional membership and certification.

Furthermore, all our programme/course participants registered with ILM automatically receive their ENR number and [can apply to ILM](#) become **studying members** of Institute of Leadership and Management for a period of minimum **12 months** from registration. Studying membership offers a terrific range of benefits such as:

- Access to a range of expert resources to help with your professional development including journals, guides, case studies, videos, articles and events
- Network with like-minded professionals at our events and learn from industry practitioners and experts
- Keep informed of the latest thought leadership and trends affecting leadership practice through the Edge journal and our cutting edge research
- Access careers guidance and plan your future goals

Studying members are encouraged to convert to the appropriate membership grade during that time period. For full details of the wide range of membership benefits and for details of how to convert to the appropriate membership grade, please visit the [membership section of the Institute of leadership and Management website](#). As soon as you decide to join, please ask us to provide you the ENR number.

## **Certificates by ILM part of City and Guilds Group**

The following developed programmes are endorsed by ILM lead to the award of a certificate issued by ILM by completing successfully our respective training:

- [\[D52E-06\]](#) *ELITE Executive programme in Project Planning of European Funded Projects and writing related winning application forms and proposals*
- [\[D52E-01\]](#) *ELITE Executive programme in Dissemination and Exploitation of European Funded Projects*
- [\[D52E-03\]](#) *ELITE Executive programme in Management of Financial aspects of European Funded Projects and External Auditing*
- [\[D52E-02\]](#) *ELITE Executive programme in Planning and Management of European Funded Projects*

## 2. About Key Innovations Ltd

Our mission is to transform individuals and organisations that are active in exploiting EU funds in better professionals as funding experts.

Our vision is to get established as the most successful coach in supporting organisations around the globe to exploit effectively European grants including the most challenging ones such as the Horizon 2020 Research and Innovation Programme that is one of the most attractive but at the same time one of the most competitive funding programmes in the whole world.

### Director and Founder



**Nikolaos Floratos** after his undergraduate and postgraduate studies as engineer in London, UK, (at City University and Imperial College/University of London) has been working for a number of consultancy and Information Technology companies as consultant and project manager across Europe. He completed also an MBA (Master in Business Administration) at the National Technical University of Athens and Athens University of Economic and Engineer and the last 19 years he is involved in planning, managing and evaluating large and small projects in the area of research, education, ICT (Information Communication Technologies), social inclusion, entrepreneurship, standardization and consumer issues.

- As a consultant, personal trainer and coach, he has supported **hundreds of individuals and organisations** mainly from Europe but also from all over the world on managing state funding (e.g. from European Commission, National Funds, etc) and receive support for deploying their business idea or mission

- He has proved that **anyone** can become a **great proposal developer** or **project manager** of european funded projects through proper guidance, training and coaching.
- He is an **expert** on behalf of the **European Commission** on evaluating and reviewing research and innovation projects and proposals since 2003 and has frameworked what works and what doesn't work successfully in european funding programmes.
- He currently researches through a **PhD** on how eLearning courses can increase **students' engagement** and **motivation**.
- He is the founder of [Funding Expert Academy](#) and the creator of the **Funding Expert Transformation Process™** system that can transform anyone to a great proposal developer and project manager of european funded projects.
- He is interested in investing in **highly innovative start-ups** and **SMEs** and he is member of the [European Business Angel Network](#) and of the [ILM](#) part of [City and Guilds Group](#).
- He has helped research organisations as well as international ones (including the Council of European Development Bank) to build audit-proof financial management systems for their programmes.
- He is the author of the ebook "[Who are the champions in H2020 and what you can learn from them](#)"
- He has been **globally recognised** as one of the **most influential** and **inspiring speakers** and **trainers** on **Horizon 2020 Research and Innovation programme** as well as in other programmes with hundreds of speeches and trainings in more than 30 countries including overseas (e.g. EU, US, Canada, China, South America, South Africa) and more than [70 linked recommendations](#).

---

## Partners

**Key Innovations Ltd** cooperates with an **extensive, european** and **multidisciplinary network** of profound **experts** and **consultancy companies** that allows us to offer individualised, client centred services especially to European grant actors according to their topic of interest. We have been collaborating very closely for many years with all our partners so that to ensure the highest quality of support with the best value for money.

## 3. ILM Qualifications

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level on the UK Framework (RQF), which are awarded by The City and Guilds of London Institute. ILM also specialises in assessment, learning content, and the accreditation of high quality training in the fields of leadership, management and coaching.

The overall philosophy of ILM programmes is one of personal and professional development for the individual learner, bringing greater motivation, company loyalty and effectiveness to the workplace and leading to greater business results.

For further information on your qualification and ILM please visit the ILM website: [www.i-l-m.com](http://www.i-l-m.com)

## 4. ILM Recognition of bespoke programmes

ILM also endorse organisations' own bespoke programmes that meet ILM quality requirements. These are often quite specialist courses, designed to meet the needs of a specific group of learners. The programmes receive Certificates to reflect the level of learning and assessment on the programme.

## 5. Membership of the Institute of Leadership and Management

During your studies with ILM you can enjoy studying membership of the Institute of Leadership and Management and access to the on-line resources for learners in the Learning Zone. Upon completion of your qualification you can choose to join the Institute and have post-nominal letters to enhance your CV, as well as availing yourself of many other member benefits.

For ILM learner membership activation please visit the ILM website with your ILM learner enrolment number (ENR) available from your tutor: [www.institutelm.com](http://www.institutelm.com)

## 6. Useful Contacts

**Centre Manager:** Mr. Nikolaos FLORATOS, Email: [info@keyinnovations.co.uk](mailto:info@keyinnovations.co.uk)

## 7. Complaints Policy

### Stage one

If you have a complaint in relation to our training and coaching services or offer, then please raise your concern by emailing [info@keyinnovations.co.uk](mailto:info@keyinnovations.co.uk) and putting complaint in the title of your email. Please provide us with as much information as possible for example: • What is your complaint about? • Does this relate to a specific training programme? • The dates of the incident or key dates • What action you may have taken to date • What you would like us to do to ensure this is resolved.

A member of the Admin/Support Service team will be allocated to ensure your enquiry is looked into and investigated and a complaint service request number will be provided. We will provide regular updates and ensure your complaint is resolved as a matter of urgency. If your complaint was due to an error from our side, we will ensure the relevant changes are put in place so this does not re-occur. Please note - we regularly review our complaints and ensure there are no continual trends. We will respond to your complaint within 24 hours and aim to resolve within 8 working days. If we are unable to resolve your complaint, we will inform you at the earliest opportunity and ensure you are updated on a regular basis. If you would like an update on your

complaint, you can contact the Center Manager, Mr. Nikolaos Floratos at [inf@keyinnovations.co.uk](mailto:inf@keyinnovations.co.uk)

### **Stage two**

If after exhausting the Key Innovations Ltd complaints policy and you still feel the problem needs to be escalated; then please raise your concern by emailing [customer@i-l-m.com](mailto:customer@i-l-m.com) and putting complaint in the title of your email. Please provide to ILM with as much information as possible for example:

- · What is your complaint about?
- · Does this relate to Key Innovations Ltd as an ILM Centre/ Provider?
- · The dates of the incident or key dates
- · What action you may have taken to date
- · What you would like ILM to do to ensure this is resolved

A member of the Customer Service team from ILM will be allocated to ensure your enquiry is looked into and investigated and a complaint service request number will be provided.

ILM will provide regular updates and ensure your complaint is resolved as a matter of urgency. ILM may need to contact Key Innovations Ltd and make them aware of your complaint and this will allow ILM to complete an impartial investigation. ILM will inform you beforehand if this is the case. ILM will respond to your complaint within 24 hours and aim to resolve within 8 working days. If they are unable to resolve your complaint, they will inform you at the earliest opportunity and ensure you are updated on a regular basis.

Please be aware – ILM and Key Innovations may be limited to what they can tell you due to contractual or confidentiality issues.

### **Stage 3**

If you are not satisfied with the response you receive to your complaint, you can request for your complaint to be raised further with the ILM Customer Services Team Leader.

The ILM Customer Services Team Leader will undertake a full review of the original complaint and evidence collected by the person who investigated the matter on your behalf and contact you to discuss the complaint further and discuss the next steps.

ILM aims to respond to your enquiry within 2 working days.

### **Final stage - Learner**

If you are still not satisfied with the response you receive from the ILM Customer Service Team Leader you can request for the matter to be raised with the ILM Director of Product Development, Quality & Operations, ILM Quality, Compliance and Products.

ILM aims to respond to your enquiry within 10 working days. Please note that if you are not happy with the final outcome, then you are within your rights to escalate this to the relevant Regulatory at [ILMregulation@i-l-m.com](mailto:ILMregulation@i-l-m.com)

## 8. Conflicts of Interest Guidance

### Definitions

A conflict of interest may generally be defined as a conflict between the official responsibilities of our training community and any other interests the particular individual may have and as such could compromise or appear to compromise their decisions.

### Examples of conflict of interest

It is not possible to provide a definitive list of examples of conflicts of interests, but the following are examples of situations that could lead to actual or perceived conflicts of interest:

- Trainers and other training staff working with a business outside of Key Innovations Ltd as ILM recognised provider that is in direct competition with them
- Trainers and other training staff participating in the appointment, promotion, supervision or evaluation of a person with whom the person, has close or familial ties
- Trainers and other training staff having a close or familial relationship with an ILM registered learner , or learners' family whilst being involved in decisions about the outcome of their qualification
- Trainers and other training staff using non-public ILM/Keyinnovations Ltd information or ILM/Key Innovations learner data for personal gain or advantage

The existence of such interests as those outlined above, does not necessarily imply conflict, but is likely to give an appearance of conflict and as such should be declared.

### Process

It is the duty of all trainers and other training staff to disclose any actual or potential conflict of interest, and the process for doing this is documented below:

- All trainers and other training staff are issued with a conflict of interest form to complete on commencement with Key Innovations ltd and it is a requirement of their contract that this is completed and updated on an annual basis.
- The information held on the conflict of interest form is then transferred to a register of interests' document which is maintained by a designated person at Key Innovations Ltd as an ILM recognised provider/center.
- If the individual concerned has any changes to their declared circumstances, they must inform their line manager immediately in writing, so that the conflict of interest can be evaluated, and the register updated



- The form is to be completed even when the individual has no conflict of interest to declare.
- The information submitted is then evaluated to identify if any further action is required and a written record of the outcome of the evaluation is kept.

## **9. Data Protection Privacy**

For full details on our Data Protection Privacy, please check <http://www.keyinnovations.eu/privacy-statement.html>

## **10. Equality and Diversity Policy**

Key Innovations Ltd is committed to equal opportunities for all, regardless of sex gender reassignment, marital status, civil partnership, physical status or any disability, racial or ethnic origin, nationality, creed or religious belief, sexual orientation, age, pregnancy and maternity or employment status. We seek to ensure implementation of our training and coaching programmes are without disadvantage to any learner that has any these characteristics. We make all our staff and contractors aware of this policy and encourage them to undertake awareness training where appropriate.

## **11. Malpractice & Maladministration Policy**

Malpractice is an activity, practice or omission which is either willfully negligent or deliverately contravenes regulations and compromises the internal and external assessment process, integrity of a regulated qualification, validity of a result or certificate or reputation and credibility. Mal administration is defined by ILM as an activity, practice or omission which results in our centre or learner non-compliance with administrative regulations and requirements.

Therefore, Key innovations ltd is committed to avoid malpractice or maladministrative procedures such as

- Inadequate procedures for the induction of members of staff
- Failure to provide learners and members of staff with the knowledge of their responsibilities through relevant policies and procedures that include the possible consequences of non-compliance.
- Failure to review systems, policies and procedures to ensure they remain fit for purpose
- Inadequate support for learners and members of staff that includes ways of helping learners understand how malpractice can occur and be prevented
- Failure to report malpractice to ILM including cases of plagiarism that have been dealt with through this Malpractice and Maladministration /Plagiarism Policy
- Failure to maintain accurate records relating to learners
- Failure to provide ILM with access to premises, people or records
- Persistent mistakes or poor administration within our centre resulting in the failure to keep appropriate learner assessment records or leading to invalid claims for certification

Key innovations Ltd as an ILM/Centre/Provider via its training and admin staff is committed to take reasonable steps to prevent malpractice or maladministration processes as the ones listed above. As soon as any of the malpractice and maladministration as the ones above come to the attention to the learners or the training/admin staff, they should initiate a complaint process according to our Complaints Policy.

## **12. Review**

This document will be reviewed every year to ensure it is up to date with Key Innovation and ILM policies.