

# Our Prices

## Principles

We pride ourselves on our transparency and 'no surprises' policy when it comes to charging. We will always provide you with a written quotation using the rates shown in this document before we start a piece of work and there are no hidden extras or excessive expenses.

## What's included?

We carry out our training courses, programmes and facilitation in pairs and all the prices shown include delivery by two Consultants. Typically the following are included although this does vary according to the nature of the piece of work:

- (1) Planning meeting
- (2) Design
- (3) Production of a written proposal
- (4) Preparation
- (5) Delivery by two UIC Consultants
- (6) A review letter to include observations, reflections and recommendations as to next steps
- (7) Review meeting
- (8) One of our fantastic manuals for each course participant
- (9) Worksheets and other support materials
- (10) Access to a variety of support materials on the UIC website
- (11) Ongoing support

## Discounts for organisations with smaller budgets

We work with a wide variety of clients, from large multinationals to tiny charities and vary our rates in recognition that not every organisation has the same amount to spend on consultancy and training. The discount rates shown below are intended for those organisations with small budgets - typically small, voluntary sector organisations or charities.

## Expenses and VAT

- (1) Travel and accommodation expenses will be added at cost.  
So you have certainty of cost, we cap these expenses at 20% of the price of the assignment (15% for discount rate clients).
- (2) If we book and pay for a venue on your behalf, this cost will also be added to the invoice
- (3) VAT at the standard rate will be added to all invoices

## Applicability

This document was last updated in January 2018 and applies until further notice. The prices shown are for pieces of work carried out in the United Kingdom - we are always pleased to quote for international assignments.



## Training

	<b>Standard rate £</b>	<b>Discount rate £</b>
<b>Control Your Processes</b> 2-days. Maximum 12 participants. Manuals included.	£6000	£5000
<b>Universal Data Skills</b> 3-days. Maximum 12 participants. Manuals included.	£7500	£6000
<b>Universal Improvement Skills</b> 3-days. Maximum 12 participants. Manuals included.	£7000	£5750
<b>Universal Leadership Skills</b> 3-days. Maximum 12 participants. Manuals included.	£7500	£6000

## Programmes

	<b>Standard rate £</b>	<b>Discount rate £</b>
<b>Facilitator Development Programme</b> 7-day programme in 3 modules of 3, 2 and 2-days. Maximum 12 participants. Manuals and 'Facilitator kits' included.	£21000	£18000
<b>Strategic Improvement Programme</b> 7-day programme in 3 modules of 3, 2 and 2-days. Attendees should be a natural work group. Manuals included.	£25500	£19950

## Facilitation of Strategy Development, Executive Events and Interface Events between organisations

	<b>Standard rate £</b>	<b>Discount rate £</b>
<b>1-day event</b>	£5000	£4000
<b>2-day event</b>	£7000	£5500
<b>2-day event with a 1-day follow-up</b>	£8000	£6000

## Facilitation of Project Events and Teamworking Events

Annual Planning, Project Kick-Starts, Project Refocus, Project Review, Process Analysis Events, Customer Involvement Events

Team Events, Interface Events (within an organisation), Merged-Team Events, Departmental Events, Leadership Forum

	<b>Standard rate £</b>	<b>Discount rate £</b>
<b>1-day event</b>	£4000	£3000
<b>2-day event</b>	£5500	£4000

## Consultancy and diagnostic work

	<b>Standard rate £</b>	<b>Discount rate £</b>
<b>Per consultancy day</b>	£1500	£1250

## Licensing

Larger organisations may wish to take a licence so that they can run UIMPROVE courses in-house using their own people to deliver the training. This has many advantages and we are always happy to put a proposal together based on your needs.

The price shown below is for a standard licence, the main training course inclusion being Universal Improvement Skills. Other products can be added at extra cost should they be required. Should clients wish to use any of our exercises or contents of our courses or manuals to train others, this is the minimum licence required. Up to six named individuals can be licensed to run the course at this price.

	<b>Standard rate £</b>	<b>Discount rate £</b>
<b>Standard 1 year licence</b> Includes 144 x 'The Complete Guide to Improvement' manuals	£46 200	£36 960
<b>Standard 2 year licence</b> Includes 288 x 'The Complete Guide to Improvement' manuals	£79 800	£63 840
<b>Standard 3 year licence</b> Includes 432 x 'The Complete Guide to Improvement' manuals	£113 400	£90 720
<b>Standard 5 year licence</b> Includes 720 x 'The Complete Guide to Improvement' manuals	£168 000	£134 400



## **Cancellation charges**

Our policy is not to charge for cancelled work as we recognise that things can change at the last minute for our clients. However we will charge for any direct costs incurred by the UIC as a result of the cancellation. We always aim to book travel and accommodation well in advance to minimise costs to our clients and this often means these rates are non-refundable. In the event of a cancellation by a client we would charge for:

- (1) Non-refundable travel costs (e.g. rail and air fares)
- (2) Non-refundable hotel accommodation paid for in advance
- (3) Cancellation charges imposed by hotels
- (4) Cancellation charges imposed by a venue that we have booked on behalf of a client
- (5) Any other direct costs incurred that cannot be refunded or recouped

## **Requests for deals and discounts**

It is our policy to treat all clients absolutely equally and not negotiate individual deals or discounts. We have had clients on our books for as long as 25 years. Some of our clients are large and some are small. It is our view, hence this policy, that it would be unfair on our other clients whether small or large, new or long-standing to offer one client a cheaper rate than another. The only exception to this policy is that we do occasionally offer free places or similar on our public courses (in particular we have a policy of offering free places to small, not-for-profit organisations) and we do offer a discount rate as described above to small, often charitable organisations.