

**Guide Dogs** are working hard to ensure they operate with **integrity** and in a transparent way, so that the highest levels of behaviour are maintained as well as their hard-won reputation for acting **ethically, efficiently and effectively**. All staff and volunteers are required to act within the values set out in the 'By My Side' Strategy.

That's why Guide Dogs decided to use **innovative digital technology** to demonstrate its **adherence** to the highest possible ethical standards. The charity wants to **guarantee that it is compliant** in its core legal, safeguarding and health & safety responsibilities, and that everyone involved in the charity will be fully up-to-date with the information they need to make the right decisions at the right time.

**Cognito**, developed by **Intuitive Learning Limited**, is an **innovative knowledge retention platform** that will ensure that training information covered during internal classroom training, or online e-learning, is **assessed, reinforced and retained**. Initially, topics such as data protection, health and safety, safeguarding and customer care will be included and the charity is reviewing how the system can be used in wider communications. The **results will be analysed**, and **further training offered** if needed. Different topics can be introduced with ease offering additional flexibility. The data captured will produce both **compliance information** and **transparency of where improvements** may be needed.

**Accessibility** of the system is a crucial requirement. Many people with a visual impairment use assistive technology that enables them to access the system and it is important that **Cognito** can work with screen-reading software, for example. **Cognito** and Guide Dogs are working together to deliver a system that goes beyond basic accessibility standards to achieve excellence in accessibility.

**Samantha Uden, Compliance Manager at Guide Dogs for the Blind**

