



CERTIFIED  
LEARNING  
SOLUTION

ILP

# CLS Certification Handbook



ILP

**Institute for  
Learning &  
Performance**

Asia Pacific

## **PREFACE**

The aim of the Certified Learning Solution (CLS) Handbook is to equip potential applicants with everything they need to know to decide and undertake the certification process. It explains the certification phases, assessment criteria and processes, and what is required to maintain CLS status once obtained

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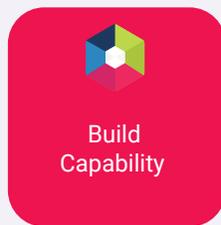
# ABOUT ILP

The Institute of Learning & Performance (ILP) is the leading member-based industry body for learning and development (L&D) professionals, representing over 4,300 professionals and the wider L&D community across Australia, New Zealand and Asia Pacific.

Through networking, events and access to business essentials, we support learning professionals throughout their career. ILP supports members through their journey as learning professionals, from novice to master, helping them to:



- Keep updated on industry trends
- Savings on business essentials
- Be recognised



- Assess their capabilities
- Identify development areas
- Create development pathways
- Access practical resources



- Build their networks
- Grow their industry presence
- Find jobs or contract work
- Share ideas & insights

ILP membership is open to anyone working within the learning industry, from trainers and facilitators, to coaches, business services professionals and L&D teams. Whether you are working with or managing an internal L&D team, running your own business, or providing services to the industry we invite you to join us.

We are passionate about the learning industry and we exist to help you succeed.

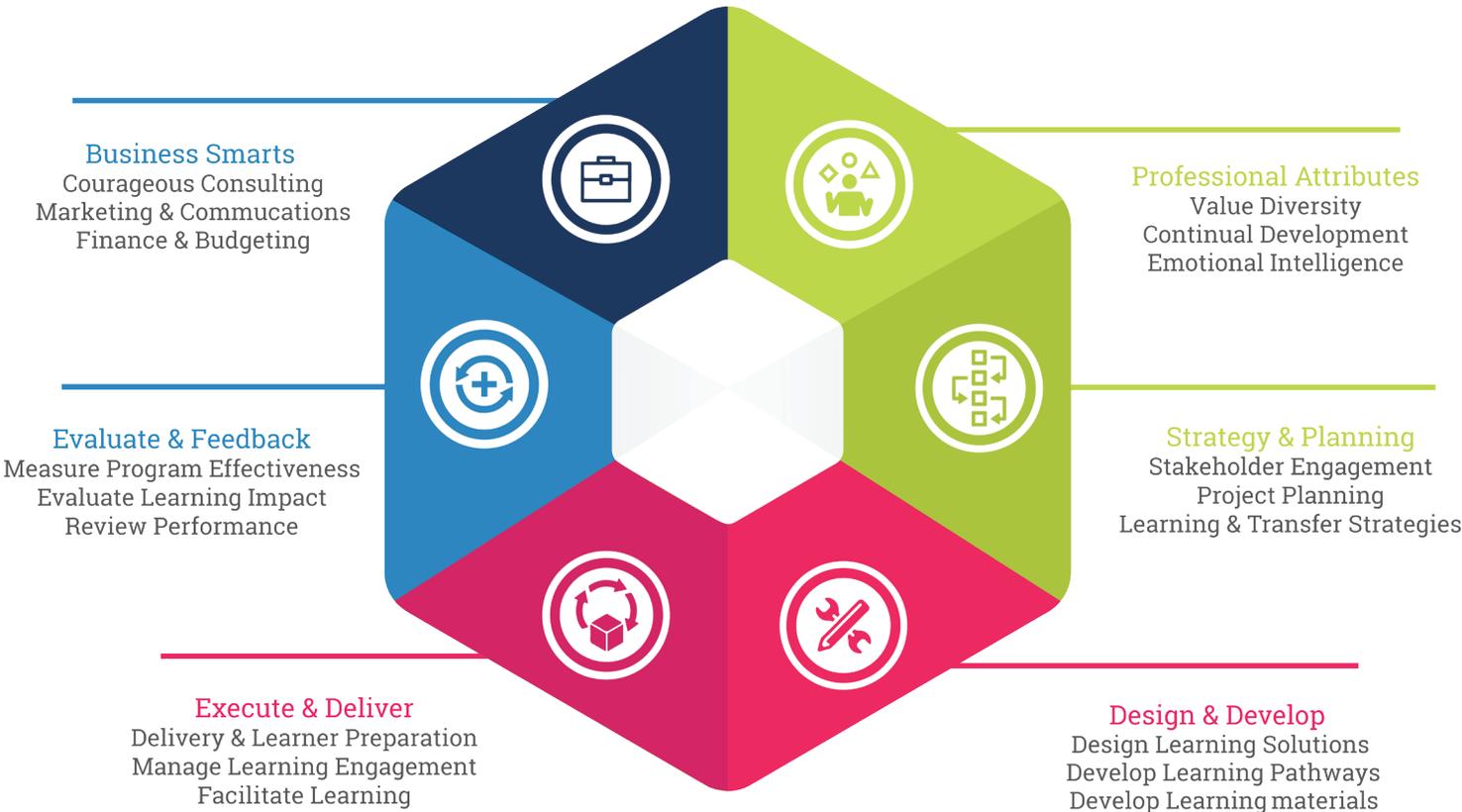
# ABOUT THE ILP CAPABILITY FRAMEWORK

The institute recognises that the learning and development profession is changing, with a move from traditional learning methodologies to innovative ways to design not just programs but learning pathways to engage learners and achieve desired outcomes.

The ILP Learning and Development Capability Model© aims to capture the capabilities that learning and development professionals require for long term success within their industry. The model has been designed to be relevant and applicable to all learning and development professionals accountable for the design, delivery and implementation of learning for their clients or organisation.

Across six dimensions, we have identified over 200 behavioural elements covering four levels of expertise, that help learning and development professionals identify their development areas.

ILP is passionate about the evolution of the learning and development profession. ILP is passionate about the evolution of the learning and development profession. The capabilities outlined at each stage of the Capability Model, provide a baseline for each step of your career.



## WHAT IS CLS?

The Certified Learning Solution (CLS) is the master recognition benchmark for quality learning solutions (e.g. online or face-to-face programs), designed to meet an identified learning need and achieve the desired outcomes and results. It is what sets high quality learning solutions apart in our profession.

This benchmark:

- Recognises design and development capabilities, experience and achievements
- Identifies well designed learning solutions achieving great results
- Provides quality assurance to existing and potential clients
- Acknowledges the review and quality improvement processes
- Allows recipients to offer CPD points for their certified learning solution

Achieving this benchmark provides an industry-wide recognised standard of excellence to stand out with clients, employers and learners.

## ELIGIBILITY REQUIREMENTS

To be eligible for the CLS, the learning solution developers should have:

- Extensive knowledge in the subject area
- Experience in learning solution design
- Demonstrated results or achievements from their learning solutions
- Commitment to ongoing professional development

## WHAT ARE THE BENEFITS OF CLS RECOGNITION?

By achieving CLS Certification, you will receive the following benefits:

- International recognition of competence in learning design
- Recognition as a CLS on ILP website
- Opportunities to consult with ILP and clients on design solutions
- Opportunities to list solution on ILP's program platform
- Use of Certified Learning Solution digital badge to give you a competitive advantage
- Certified Learning Solutions will be recognised at the Australian Learning Impact Awards and eligible to enter for an Award

# THE CLS CERTIFICATION PROCESS

CLS certification is based on assessments of:

- The learning analysis
- Stakeholder engagement
- The design and development and the application support of the solution

It will also explore the designers' ongoing professional development to keep their skills current to enable them to offer the best solutions to their organisation or clients. To be successful the solution must demonstrate the application of advanced design skills and how the learning initiatives help stakeholders and organisations achieve results.

The process consists of the following four phases:



## Phase One - Decide

We want all potential Certified Learning Solution providers to decide if the CLS is the right option for them. Please take the time to go through the full certification process and answer the following questions to make an informed choice:

- Do you and your learning solution meet the eligibility requirements?
- Do the solution designers have the appropriate capabilities and experience?
- Is this the right time for you to commit to the certification?
- Will achieving the CLS Certification support your goals?
- Does the solution demonstrate the application of advanced design skills and learning initiatives that help stakeholders and organisations achieve results?

Still undecided, please give one of the ILP team a call on 1300 768660 or email [support@ilpasiapacific.com](mailto:support@ilpasiapacific.com) with any queries.

## **Phase Two – Apply**

Each application form should be accompanied by the following evidence:

- Solution Designer/s have a minimum of four years design experience in learning and development
- The solution developer has expertise in the subject area and experience in learning design
- Professional development activities completed over the last three years reflecting currency
- Design solution that has been tested or piloted with stakeholders, and there is evidence of results achieved and feedback being addressed

Please ensure the Declaration is completed and that all claims are independently substantiated as the CLS certification process is comprehensive and subject to audit by external parties. Certified copies of official documents must also be provided.

## **Phase Three – Prepare**

Once the application is approved, applicants will be provided with additional information relating to the practical assessment.

We recommend applicants:

- Review the Capability Framework and consider examples of how the learning solution was designed and developed
- Prepare for an interview with the assessor to discuss the design process and the solution.

## **Phase Four - Practical Assessment**

The practical assessment component of the CLS Certification involves:

- Complete a questionnaire in relation to the experience and capabilities expected of L&D professionals at this level.
- A validation interview (Face-to-face or via Skype) to discuss the candidate's steps and processes for engaging their stakeholders to determine the design needs, and application strategies
- Presentation of the evidence, e.g. learning needs analysis, learning solution materials, etc.
- Review of client review and piloting/testing.

# CLS BEHAVIOURAL ELEMENTS



## DIMENSION 1 - Professional Attributes

Professional skills are critical to the success of the L&D professional, and their Learning solution. We have identified three key elements that are critical to the success of an L&D professional and solution. How diversity, emotional intelligence, and how continual improvement are valued, will impact the success of the learning Initiatives you deliver.

<p><b>Value Diversity</b></p> <p>Incorporates respect for stakeholders', learners', and organisational needs, culture, norms and values through inclusive practices..</p>	Perspective Element	Incorporates learner experiences, perspectives and approaches to maximise the learning experience
	Feedback Element	Promotes and supports a learning culture that values fair and inclusive practices
	Adoption Element	The solution design ensures learners can participate to their fullest ability

<p><b>Continual Development</b></p> <p>Integrates up to date learning methodologies, technology, and stakeholder improvements</p>	Methodology Element	Integrates new learning methodologies, industry trends and technology
	Stakeholder Element	Is continually reviewed by stakeholders, to incorporate improvements

# CLS BEHAVIOURAL ELEMENTS



## DIMENSION 2 - Strategy & Planning

When facilitating a concept with stakeholders, or developing learning solutions detailed planning is needed to ensure priorities, resources and activities are undertaken in a purposeful way to ensure a successful outcome.

This capability may present itself as a simple outline or plan relating to a learning and development activity; at its most advanced, a learning and development strategy that considers long-term learning priorities, outlines the impact of the learning on all stakeholder groups, including learners.

<b>Stakeholder Engagement</b> Incorporates a strategic plan that involves people who have influence, or will be affected by the learning initiative being delivered	Expectations Element	Incorporates analysis of key stakeholders' expectations
	Communication Element	Relevant information about the program, its goals, benefits and support required to ensure its success is communicated
	Measurement Element	Return on expectations and success measures are communicated with stakeholders, to ensure they are clear on emerging risks and accountabilities

<b>Project Planning</b> Includes project planning of key activities to ensure the successful delivery of the learning solution	Project Management and Planning Element	Contains the project plan and communication plan for key project milestones, risk mitigation and articulates implications of project changes
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<b>Learning Transfer Strategies</b> Ensures the application of the learning to ensure stakeholder expectations and learning outcomes are achieved	Development Element	Has clear processes for learning application that create accountability with stakeholders and earners to sustain learning transfer
	Strategic Element	Contains strategies that enable earning outcomes to be achieved in the workplace
	Application Element	Has processes that identify and manage inhibitors or enablers that could impact application of learning

# CLS BEHAVIOURAL ELEMENTS



## DIMENSION 3 - Design & Develop

This dimension is critical for the success of any learning solution, and the elements outline the key aspects of any learning solution; from understanding the context and style of delivery that suits your client/stakeholder to designing the content to meet the learning objectives and goals.

<b>Design Learning Solutions</b> Contains appropriate design techniques and methodologies that address learning needs and meet stakeholders' expectations	Solution Element	Meets learning requirements and utilises best practice solutions to meet desired outcomes, within budget and timing
	Learner Element	Incorporates various methods to achieve individual objectives and maintain learner focus
	Design Element	Meets organisational and learner needs utilising appropriate modern blended learning concepts

<b>Develop Learning Pathways</b> Contains an effective learning pathway which is enjoyable, ensures the learner is engaged in successful outcomes, and the learning goals are achieved	Activity Element	Has learning pathways ensuring all elements of the program design are delivered in the most effective and timely way
	Technology Element	Incorporates technologies and innovative approaches to enhance the learner experience
	Utilising Element	Utilises and manages long-term learning activities and design solutions to support learning application

<b>Develop Learning Materials</b> Is developed with effective learning materials and delivery methods that are appropriate, engaging and accessible for all learners	Adoption Element	Content and activities are structured in the most appropriate way to meet learning outcomes
	Behaviour Element	Uses experienced and recognised learning facilitators (e.g. CLFs) together with Facilitator Guides to ensure learning outcomes are met
	Flexibility Element	Content is adjusted to suit changes in environment and learner engagement

# CLS BEHAVIOURAL ELEMENTS



## DIMENSION 5 - Evaluate & Feedback

Evaluation and feedback are key to ensuring the long-term success of L&D programs. While often focused on learner experience in the workshop alone; successful evaluations encompass the entire learning process.

Feedback should be gathered on each aspect of the program from initial communications with learners, the learning solution, including learning application and the return on investment to the organisation. These measures provide a holistic view of the program's success and allows all stakeholders to understand the value and success of the program. Evaluations and feedback provide the opportunity for L&D professionals to review their own performance to improve future deliverables.

<b>Measure Program Effectiveness</b> Incorporates effective evaluations on the design and delivery of the program and achievement of learning outcomes	Methodology Element	Solution has a range of evaluation data collection and analysis methods built in
	Design Element	Evaluation processes are designed to enable continuous improvement
	Analysis Element	Learning Solution provider has experience managing data analysis and reporting, deriving evidence from diverse sources whilst identifying trends

<b>Evaluate Learning Impact</b> Measures and evaluates the effectiveness of the learning initiative including impacts on behaviour, performance and business results.	Collection Element	Learning Solution provider works with stakeholders to identify program data metrics to be collected to measure the organisational learning impact
	Program Element	Solution has evaluation processes that consider all stages of learning from initial reaction through to post-program activities, and post-program debrief
	Impact Element	Learning Solution provider evaluates the impact of learning over time to ensure maximum results for both learners and the organisation

<b>Review Performance</b> Contains processes to identify areas of improvement in design, delivery, engagement and learner support	Feedback Element	Incorporates processes for regular skill reviews to identify improvement opportunities
	Self-review Element	Learning Solution facilitator/s continuously undertake and manage self-review to assess strengths and areas for improvement
	Opportunity Element	Incorporates processes for engaging learners, peers and stakeholders to reflect on performance to strengthen capabilities and results

# CLS BEHAVIOURAL ELEMENTS



## DIMENSION 6 - Business Smarts

Business smarts are the behaviours that set L&D professionals apart. These behaviours differentiate highly successful L&D professionals from others and demonstrates a high level of business acumen relating their learning solutions over and above technical skills such as program design, delivery methodology or learning transfer.

<p><b>Courageous Consulting</b></p> <p>Has a provider or sponsor who manages stakeholder relationships to influence successful outcomes and ensure expectations are met.</p>	Consulting Element	Long-term learning solutions are adopted in collaboration with stakeholders across the organisation
	Resilience Element	Learning Solution provider welcomes new challenges and persists in raising and working through novel learning solutions
	Influence Element	Learning Solution provider uses understanding of the organisational culture to influence stakeholders and gain their support

<p><b>Finance &amp; Budgeting</b></p> <p>Budget savvy, with an understanding of the costs of your programs; break even costs and your real cost of service.</p>	Planning Element	Solution is linked to well-developed commercial acumen, planning, financial management and budgeting
	Value Element	Learning Solution provider influences realistic budget and manages stakeholder deliverables to ensure expected value of program is achieved
	Commercial Element	Learning Solution provider calculates and manages the cost of programs from design through to delivery (e.g. customisations; materials; admin support; shipping; delivery time)



## CLS STATUS MAINTENANCE

Certification is valid for 24 months, or pro-rated with an anniversary in January of each year, after which, application can be made for re-certification incorporating documented continuous improvement.

Re-certification applications are required to demonstrate how the Learning Solution was reviewed, what was identified for improvement, and how that continuous improvement was applied. Re-Certification applications are also required to provide two testimonials relating to Learning Solution, over the 24-month period.

All Certified Learning Solution providers/designers are encouraged to maintain their professionalism and CLS status by undertaking a minimum of 30 hours of professional development (e.g. professional development workshops, structured learning activities and informal activities such as research and readings). This commitment, which is subject to random ILP auditing, fosters continued learning and development.