



**INTERNATIONAL QUALIFICATIONS**  
With  
**The Institute of Training & Occupational Learning**



## Introduction

The Institute of Training and Occupational Learning is Internationally recognised as an elite professional body, uniquely focussed on serving the needs of Learning and Development Professionals. We are a globally recognised brand with a membership presence on every continent, and we pride ourselves on supporting and developing those who are responsible for the management and delivery of people development activities.

Our aim is to position L&D at the heart of organisations where they can drive improved performance, deliver business strategy and increase workforce capacity. L&D is then recognised as the true agent of change that it really is.

Our 'In-House slogan is "Reclaiming the Profession for the Professionals". This demands that we not only focus on the macro needs of making L&D organisationally relevant but also devoting ourselves to enabling individuals to be the best they possibly can be. To this end we have developed a Professional Development Framework

The framework structure is both simple and flexible, and it provides a variety of pathways for the L&D professional to progress in their job and to navigate the complexity of the world of learning. Our qualifications are universally recognised as a benchmark for professionalism.

It is our aim to build strong, mutually beneficial relationships with Licensed Centres, this will help to enhance the learning experience and try to ensure that students are fully utilising the benefits of ITOL membership.

Thank you for choosing ITOL as your strategic partner.



## 3 Steps to becoming an International Delivery Centre for ITOL Qualifications

The process for becoming an International Centre for ITOL Qualifications is very simple and great value for money! Simply fill in the attached application form and return it to us. We verify the details you have provided and if everything is in order we get back to you with an invoice. When we receive payment we send you everything you need to start delivering qualifications on behalf of ITOL.

### STEP 1

Become a member of ITOL at the appropriate level.  
Fee: £99 (+ £89 year one)

### STEP 2

Become an ITOL Centre  
A simple 3 year licence agreement.  
Fee: £995

### STEP 3

Choose which additional qualifications you want to deliver.

1. International Cert. in Training & Development. Fee: £295
2. International Certificate in Coaching. Fee: £295
3. International Dip. in Training Management. Fee: £495

### STUDENT REGISTRATION

The cost of student registration is £25 per student and includes registration and issuing a Certificate on successful completion.

All students **must** be registered and fees paid before commencement of the qualification.

## International Centre Approval Form

Please give the full 'official' name of the organisation, the name stated should be that of the legal entity, and include any other name by which the organisation is known or is trading as.

Please give the address of the main headquarters of the organisation, from which you will manage the relationship with ITOL and to which ITOL will send any correspondence.

<b>Official name of organisation:</b>	
<b>Known as/trading as (if applicable):</b>	
<b>Address:</b>	
<b>Country:</b>	
<b>Telephone (main number):</b>	
<b>Fax:</b>	
<b>Centre email:</b>	
<b>Website address:</b>	
<b>Name of person making application:</b> <b>Membership number:</b> <b>Membership Pending? Yes/No</b>	

**1.1 Type of organisation**

<p><b>How would you describe your organisation?</b></p>
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**1.2 Learning provision**

<p><b>Please state your current main areas of learning provision</b></p>
<p><b>Can you approximate the number of people you have trained in the past year?</b></p>
<p><b>What is the total number of staff involved in delivery and assessment?</b></p>
<p><b>What Qualifications do you currently offer?</b></p>
<p><b>Are you a recognised centre of any other accredited/professional awarding body? If yes, please state which, and the title and level of qualifications you deliver:</b></p>

**2 Additional Qualifications you wish to deliver (please indicate yes or no)**

<b>International Certificate in Coaching</b>	<b>Yes/No</b>	<a href="#">Click Here for the outline of the Qualification</a>	
<b>International Certificate in Training &amp; Development</b>	<b>Yes/No</b>	<a href="#">Click Here for the outline of the Qualification</a>	
<b>International Diploma in Training Management</b>	<b>Yes/No</b>	<a href="#">Click Here for the outline of the Qualification</a>	
<b>Please state your expected candidate numbers for each qualification(s) in the first and subsequent intake years in the table below:</b>			
<b>Qualification title</b>	<b>Year1 Numbers.</b>	<b>Year2 Numbers.</b>	<b>Year3 Numbers.</b>

### 3 Organisation infrastructure and quality assurance framework

Please provide a response of how your organisation meets the following principles of approval:

- What resources, support and mechanisms are there to ensure that learning and assessment are adequately resourced?
- How do you provide an appropriate learning environment?
- How do you ensure there are robust quality assurance arrangements?

**4 Declaration – to be signed by the member of staff with senior management responsibility**

By signing below you confirm that the organisation named in this application:

- will ensure its quality systems apply to all sites and/or partners and comply with ITOL Standards
- will ensure that staff members involved in the delivery and assessment of the qualifications are members of ITOL and that they are occupationally competent and that their continuing professional development will be supported
- will provide full support to ITOL monitoring activities
- will accept that ITOL will hold and process electronically the information given
- will comply with all current relevant law, regulatory criteria and codes of practice
- will provide effective lines of communication between its staff and ITOL
- has the support of the Senior Management Team in this submission for approval to offer the qualification(s).

I confirm that the details contained in this application are, to the best of my knowledge, correct and that I have read and understood the above declaration.

Name of Accountable Officer:  
*(Please print)*

Job Title:

Signed:

Date:

Please send one electronic copy by email to [enquiries@itol.org](mailto:enquiries@itol.org)

ITOL Licensed Centres, PO Box 1969, Liverpool. L69 3HP

## International Certificate in Training and Development

This qualification provides trainers with a broader range of knowledge and skills in order to operate as a rounded professional in the workplace. There will be further opportunities for skill development, as well as the acquisition of key models and frameworks of relevance to the professional trainer who is gaining influence in his or her organisation. The Certificate will enable those employed in training, assessment or vocational education to gain entry into the Institute of Training and Occupational Learning as a full Member.

### Key Learning Outcomes:

By the end of the programme, you should be able to:

- Identify learning needs at individual, occupational and organisational levels;
- Design training and development sessions;
- Prepare and develop resources to support learning;
- Create a climate conducive to learning;
- Facilitate learning in groups;
- Evaluate training and development sessions;
- Evaluate and develop own practice;
- Cost training activities;
- Monitor and maintain equal opportunities within the training function



## Content:

How People Learn	Preparing Materials	Delivery Skills	Training Needs Assessment	Designing Learning Events	Evaluation of Learning
<b>The Learning Process;</b> <b>Experimental Learning;</b> <b>Learning Styles;</b>	<b>Case studies;</b> <b>Devising Games &amp; Exercises;</b> <b>Role Plays;</b> <b>Handouts;</b>	<b>Selecting visual aids;</b> <b>Preparing Materials;</b> <b>Training Presentations;</b> <b>Keeping interest and involvement;</b>	<b>Assessing a variety of need:</b> <b>Maintenance;</b> <b>Development;</b> <b>Organisational;</b> <b>Group;</b> <b>Individual;</b>	<b>What is it?</b> <b>3 Practical Models;</b>	<b>Options for Evaluation;</b> <b>Key Models of Evaluation;</b>

## Learning Methods:

This is a highly participative programme in which all learners will have the opportunity to practice key trainer skills. In addition, there will be tutor input on key concepts and group discussion around issues which all trainers face; this will be supplemented by substantial reading material. Learning will be consolidated by the demonstration crucial trainer skills and written examination.



## Criteria for the Award

The programme director must be able to verify that:

- The candidate has completed the programme.
- The candidate has maintained an appropriate form of workbook or learning log.
- The candidate has demonstrated training skills during the programme that have been assessed as satisfactory by the lead trainer. These skills to include the facilitation of learning in groups, giving feedback and one to one instruction.
- The candidate has completed a written examination relating to the course programme.



## International Diploma in Training Management

This qualification provides a professional foundation for experienced L&D professionals who have, or are seeking, a more influential position within the training profession. The programme seeks to provide an in-depth understanding of a range of concepts relating to the role of learning and development within organisations and also to develop skills which contribute to the success of the role. The programme will enhance professional credibility and increase competence and confidence. It will provide a depth of knowledge and expertise to enable proactive contribution and support which adds value to the organisation or client. The content will develop specialist skills that strengthen impact at all levels, enabling specialists to ensure aligned, integrated, effective and sustained learning and development interventions. It should also enable individuals to develop their specialist careers.



### Key Learning Outcomes:

By the end of this programme, you should be able to:

- Devise training & development policies and implementation plans to meet the needs of the organization;
- Manage the successful implementation of training & development plans and programmes;
- Develop best practices in training & development commensurate with the organisations needs;
- Manage the effective use of resources;
- Employ advanced facilitation skills.

## Content:

### Take Training Delivery Skills to the Next Level;

- ❖ Apply the most recent developments in understanding how people learn to the delivery function;
- ❖ Lead team learning and development programmes;
- ❖ Demonstrate advanced facilitation and training skills, transferable to the workplace;

### The Specialist Learning Consultant and Designer

- ❖ Apply a consultancy process that will work within; both organisational and individual constraints;
- ❖ Structure and effect a successful consultancy meeting;
- ❖ Utilise the most appropriate TNA tools and techniques from a range; considered to best meet organisational requirements;
- ❖ Apply the most recent developments in understanding how people learn to the design function;

### Making an Organisational Impact

- ❖ Identify your role within an organisational structure and key links to business performance;
- ❖ Devise and manage an effective training plan;
- ❖ Select and apply new options for improved learning evaluation in the workplace;
- ❖ The Training Function and Operations – How;
- ❖ Management Thinking Applies To the Practitioners;
- ❖ What is the function trying to achieve?;
- ❖ Planning, budgeting and gaining commitment;
- ❖ Creating training plans;
- ❖ Training policies;



## Learning Methods:

This is a highly participative programme in which all learners will have the opportunity to both develop their knowledge and practice their skills. Each day will incorporate experiential learning, accelerated learning techniques and modelling of skills, along with opportunities to practice and receive valuable feedback. The programme will build on the knowledge gained through the use of self-learning workbooks. Learners will also maintain a personal reflective learning journal throughout the programme.

## Criteria for the Award:

The programme director must be able to verify that:

- The candidate has completed the programme;
- The candidate has maintained their personal learning journal that has been assessed as satisfactory by the lead trainer;
- The candidate has demonstrated a satisfactory understanding and skill level in relation to the key programme content;
- The candidate has completed a written examination;
- The candidate has had 'guided conversation' around a relevant work based topic to demonstrate understanding and competence.



## International Certificate in Personal Coaching

Coaching is the interaction between a coach and a client, it relies on the understanding that the client always knows, deep down, how to make changes in their life to attain their goals. When an individual's belief system or values become too restrictive, they may not be able to reach their goals and become frustrated with their lack of personal and career achievements. This qualification equips you with the tools to be able to help your clients move from a negative situation into a fulfilling and positive frame of mind.

Upon successful completion you will be able to encourage and support your client to work through challenging issues towards self-empowerment, self-confidence and a happier, more productive and successful life. This coaching programme gives you the opportunity to make a REAL difference to the lives of those you coach.



### Over the 3 days you will learn...

**The principles of coaching:** You will be able to explain the principles that underpin coaching and which make it a dynamic form of personal development.

**Powerful communication skills:** You will be able to use powerful questioning, deep listening and rapport building skills.

**Coaching models:** You will be able to use powerful coaching models (not 'grow') to create success. You will also be able to help the individual to identify appropriate goals; help them assess their current position; identify the range of opportunities for taking action and enable

them to see the specific steps they will need to take in order to achieve their goal. These models help to create commitment to action and identify hindrances.

**Goal setting models:** You will be able to use different goal setting models to ensure an individual can identify their goals in detail pinning down how they will know that they have succeeded, what the goal gives them and why it motivates them along with the time frame for achieving it. **Values impact assessments:** What we make important often relate directly to what we accomplish. You will learn how to find out someone's core values and how these can be harnessed for success.

**Using behavioural pay-off's:** By recognising the payoffs people receive from various behaviours we can gain a better understanding of what is inhibiting change and also create a better approach to coaching that individual.

**Private & public identities:** You will learn a simple and useful tool for illustrating and improving self-awareness.

**Personal change models:** Much of coaching deals with individuals attempting to create change in their life through altering their behaviour and habits. And much more!

**Who would benefit:** This qualification is designed for people who wish to gain an understanding of the principles and practice of Personal Coaching and who wish to learn the tools and techniques that unlock and release the potential within their clients, to bring about major positive improvements and changes in their lives.

**Duration:** This fast track qualification is built around an intensive 3 day practical workshop but also includes:

Pre-Course Reading;  
Case Study Analysis;  
Self-Learning Material;  
Reflective Learning Journal;

**The fee includes:**

Pre course reading;  
Student registration & certification;  
All training materials;  
One year's membership of the Institute;

On successful completion of the qualification you will be awarded the ITOL Certificate in Personal Coaching. The qualification is accredited by ITOL and is equivalent to QCF Level 4 and EQF Level 5.

## International Certificate in Performance Coaching

Over the three days you will learn...

### The principles of performance coaching:

You will be able to explain the principles that underpin coaching and which make it unique from other forms of development such as mentoring and training. These principles will guide everything you do as a coach from then on.

**Skills of a performance coach:** You'll learn what skills you need to develop to be an effective performance coach including interpersonal, communication and organisational skills.

**Powerful communication skills:** You'll be able to use this tool to clarify the specific areas of concern of the person you are helping and enable them to assess the challenges they need to overcome.

**Coaching models:** You will be able to use two powerful coaching models (not 'grow') to create success. You will be able to help the individual to identify goals, where they are currently, the range of options for taking action and the specific steps they will take to achieve their goal. These models help to create commitment to action and identify hindrances.

**Goal setting models:** You will be able to use different goal setting models to ensure an individual can identify their goals in detail pinning down how they will know that they have succeeded, what the goal gives them and why it motivates them, the time frame for achieving it and what makes it difficult such that coaching is needed.

**Values in Coaching:** What we make important and the things that drive us to success often relate directly to the level of performance we accomplish. Allowing people to ensure that the work they do works with, rather than against, their values is crucial



in achieving lasting performance improvement. You will learn how to find out someone's core values and how these can be harnessed for success.

**Feedback in coaching:** You will be able to provide the most appropriate feedback to your coachee and do so in a way that helps motivation.

**Overview:** The ITOL Certificate in Performance Coaching is designed for those who wish to achieve a high level of coaching proficiency. We move beyond the traditional behavioural coaching frameworks (e.g. 'grow') to explore more detailed approaches to performance coaching. We also explore the dimensions of human behaviour that can prove a sticking point to sustained performance improvement.

**Who would benefit:** Anyone involved in managing the performance of staff. This is ideal for occasional coaches including HR officers, office managers, team leaders and project managers.

**Learning & Assessment:** You will be continually assessed throughout the programme as you demonstrate practical skills. You will also keep a reflective learning journal and this will form the basis of a guided conversation with your trainer.

**Duration:** This fast track qualification is built around an intensive 3 day practical workshop but also includes:

- Pre-course reading;
- Case study analysis;
- Self-learning material;
- Reflective learning journal

**The fee includes:**

- Student registration & certification;
- All training materials;
- A copy of "Coaching on Purpose";
- One year's membership of the Institute;

On successful completion of the qualification you will be awarded the ITOL Certificate in Performance Coaching. The qualification is accredited by ITOL and is equivalent to QCF Level 4 and EQF Level 5.