



IBCT Certification Manual for Training Centers

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International Board of Certified Trainers (IBCT)

Netherlands – EU

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Introduction

We are pleased that you are interested in the International Board of Certified Trainers (IBCT) and our certification programs. The certification of trainers is a major milestone in our field. The profession has the need and obligation to ensure the training professionals meet minimum but high professional standards. To meet this need and obligation, the IBCT has established a credentialing system, which identifies and certifies only qualified trainers, training organizations, materials and training programs. This manual focuses specifically on **training centers**.

Professional training centers provide their trainees with:

- A safe, accessible and hygienic learning environment;
- Infrastructure that meet the needs of the market; professional training aids and equipment;
- Qualified trainers;
- An organizational structure that serves with a practical transfer philosophy; a professional (quality) management based on a M.I.S. and a PDCA management action plan.

The Board communicates those requirements and standards to the public. The quality standards are listed in a practical observation list that is divided into main and sub-criteria. The main criteria are:

1. Infrastructure
2. Training aids and equipment
3. Organizational structure
4. Training plan and methodology
5. Management Information System

Benefits and Advantages

International distinction and recognition via

- ✓ Right to use the IBCT hallmark for certified centers
- ✓ An Official Certificate
- ✓ Promoting certified centers on our global websites
- ✓ International accreditation & recognition

The broad quality checks and certification process is a guarantee to

- ✓ Attract more international trainees and/or clients.
- ✓ Maintain and increase the quality of the offered services.
- ✓ Focus on fact-finding & learning
- ✓ Provide the top-management with honest and objective feedback
- ✓ Secure a good level of involvement of the staff, management, and trainers.

About IBCT

We are a not-for-profit foundation. As the first certification body in the field of corporate training and workplace learning industry, we offer certification that focuses on sustainable human resource development.

The International Board of Certified Trainers (IBCT) was originally founded in 1988 as a professional association in the United States. Currently, our headquarters are in the Netherlands and we are acting under Dutch and European law. IBCT is aiming at continuously improve the profession of training and talent development and its public perception. We achieve that by developing and disseminating professional HRD standards, conducting the world's best train-the-trainer programs and offering state-of-industry certification services. We have regional headquarters and train-the-trainer partners spread over world.

Mission

We develop and apply the state-of-the-art standards for certifying trainers, training centers and training packages; and we strictly apply them. We provide our clients with distinguishable certification services at the highest quality in the market. Our Services are globally perceived as an opportunity to learn and grow and as an international acknowledgment.

Vision

Our certification standards are the most trusted ones across the globe and our quality hallmarks are to become a global beacon and leading the industry.

Our Belief

Trainers should not be allowed to train until they get prepared for practice.

Standards

Our international standards are based on well-documented, widely-accepted, and highly-cited research studies and proven principles of adult learning.

Certification Services

Besides the professional certification of training facilities, centers and companies, the IBCT performs the certification of:

- Trainers and talent development professionals.
- Training materials, packages and programs.

In this manual, you will learn more about the process, standards, and the way to apply for IBCT certification for training centers.

Code of Ethics & Standards of Professional Conduct

The Code of Ethics & Standards of Professional Conduct shows commitment by its members (individual trainers and/or certified training companies) the obligation of self-discipline above and beyond the requirements of the law. Thus, it notifies the public that members will maintain a high level of ethics and professional service. This proclaims that in return for the faith that the public places in them, the members accept the obligation to conduct their profession in a way that is beneficial to society.

IBCT enforces the Code of Ethics & Standards of Professional Conduct by receiving and investigating any and all complaints of violations and by taking disciplinary action including revocation of certification against any member who is personally found guilty of Code violation. Also, action can be taken against a professional employee or Officer of a Training Consulting organization found to support willfully a practice of Code violation.

It's IBCT's desire, out of respect and confidence of the profession and that of society as a whole that IBCT members maintain the highest possible ethical conduct. The loss of that respect and confidence is the ultimate sanction. IBCT members who don't comply with the Code of Ethics & Standards of Professional Conduct will be removed from the directory of Certified Trainers after an investigation has confirmed a violation of the code.

The reliance of members of private and public institutions of the advice of their training professionals imposes an obligation to maintain high standards and competence. In recognition of the public interest and IBCT's obligation to the training profession, all IBCT members must agree to comply with the following nine articles of professional responsibility.

I. The Code of Ethics

Members and IBCT certified trainers must:

- Act with integrity, competence, diligence, respect, and in an ethical manner with the public, clients, prospective clients, trainees, clients' employees, colleagues in the profession, and other participants in the global HRD markets.
- Place the integrity of the profession and the interests of clients above their own personal interests.
- Use reasonable care and exercise independent professional judgment when conducting training evaluation, providing recommendations, taking HRD actions, and engaging in other professional activities.
- Practice and encourage others to practice in a professional and ethical manner that will reflect credit on themselves and the profession.
- Promote the integrity of IBCT and uphold the IBCT rules governing IBCT Train-the-Trainer programs.
- Maintain and improve their professional competence and strive to maintain and improve the competence of their clients according to IBCT standards.

Standards of Professional Conduct

Qualifying trainers. As the main believe of the Board is that trainers should be prepared and get qualified based on international standards, we discourage IBCT certified trainers to conduct or participate as trainers in TTT/TOT programs except the ones that certified and supervised by IBCT.

Professional Attitude. The reliance of managers of private and public institutions onto the advice of trainers imposes an obligation to maintain high standards of integrity and competence. In recognition of the public interest and their obligation to the profession, members & trainers must:

- Exercise independence in thought and action.
- Hold the affairs of their clients in strict confidence.
- Continuously strive to improve their professional skills.
- Advance professional standards of training.
- Treat similarly situated people similarly, while taking account of human, cultural, and other differences.
- Uphold the honor and dignity of the profession.
- Maintain the IBCT standards of personal conduct.
- Promote fair, safe and sustainable learning environment.
- Strive to achieve the balance between interest as a trainer and that of the client.

Independence and Objectivity. Members and trainers must maintain independence and objectivity in their professional activities. They must not offer, solicit, or accept any gift, benefit, compensation, or consideration that reasonably could be expected to compromise their own or another's independence and objectivity.

Misinterpretation. Members and trainers must not knowingly make any misrepresentations relating to training & HRD, recommendations, actions, or other professional activities.

Misconduct. Members and trainers must not engage in any professional conduct involving dishonesty, fraud, or deceit or commit any act that reflects adversely on their professional reputation, integrity, or competence.

II. Conflicts of Interest

Disclosure of Conflicts. Members and trainers must make full and fair disclosure of all matters that could reasonably be expected to impair their independence and objectivity or interfere with respective duties to their clients, prospective clients, and trainees. They must ensure that such disclosures are prominent, are delivered in plain language, and communicate the relevant information effectively.

Referral Fees. Members and trainers must disclose to IBCT and their clients, and prospective clients, as appropriate, any compensation, consideration, or benefit received from, or paid to, others for the recommendation of IBCT services.

III. Responsibilities as an IBCT Trainer

Conduct as a trainer in any training program. IBCT Certified trainers must not engage in any conduct that compromises the reputation, integrity, validity, or security of the IBCT examinations.

Reference to IBCT foundation, the IBCT designation, and the IBCT Training Programs. When referring to IBCT, IBCT membership, the IBCT designation, or candidacy in any IBCT Programs, members and trainers must not misrepresent or exaggerate the meaning or implications of membership in IBCT foundation, holding the IBCT designation, or candidacy in the IBCT Program. They must show the ultimate respect to all IBCT- related issues as well.

Source: www.ibct-global.com www.ibct-mena.com

Certification of Training Centers: The What and Why

IBCT certification and its hallmark help to ensure that training organizations that offer professional training have demonstrated they possess the needed:

- ✓ Infrastructure;
- ✓ Equipment;
- ✓ Organization and staff
- ✓ Understanding of adult learning principles
- ✓ Information and quality assurance system

to be successful in training and that they can do what they claim they can do.

Each certifying organization must ensure that the certification requirements not only apply to the profession but also the standards are not easily met. The standards for training centers must illustrate an extra high level of knowledge and skills. IBCT has the most stringent certification standards in the training and talent development profession. They are grafted in internationally validated and scientific research infused with the key success elements for the future. Showing an outlook on critical performance indicators of tomorrow, today.

Certification can lead to better visibility, opportunities, and more clients. Credentials are important in today's increasingly complex and highly competitive and globalizing economy. Your training center may deliver the intended learning outcomes of training, but how do you convince potential clients that it does? For many professionals training organizations, certification is often the answer.

In short, certification of a training center helps to:

- ✓ Provide the top-management with honest and objective feedback
- ✓ Focus on fact-finding & learning
- ✓ Maintain and increase the quality of the offered services.
- ✓ Secure a good level of involvement of the staff, management, and trainers.
- ✓ Attract more international trainees and/or clients

Main Certification Criteria

IBCT uses the following main criteria for the certification of training centers:

1. Infrastructure

- *Aiming to secure the needs for training, trainees and trainers in terms of a safe, hygienic and effective training environment.*
- *To what extent the center's training infrastructure, in terms of quality and quantity, would enable the management of the center to achieve its mission.*

2. Training aids and equipment

- *Aiming to secure the quality of the training aids for effective and flexible training -*

3. Organizational structure

- *Aiming to secure the training organization -*

4. Training plan and methodology

- *Aiming to secure effective training and optimal transfer of skills to the work environment -*

5. Management Information System (MIS)

- *Aiming to secure the availability, security, control and privacy of a management information system -*

The Following is A List of The IBCT Sub Criteria for The Certification of Training Centers

✓ **Infrastructure of The Training Centre:**

- Space: educational area $\geq 1,000 \text{ M}^2$
- Parking space and public traffic service
- Lighting and safe environment outside
- Front office desk
 - First medical aid kit
 - Telephone
 - Possession of an emergency procedure
- Buffet
- Air-conditioning
- Accessibility for disabled trainees
- ≥ 2 Restrooms (Ladies and Gents)
- ≥ 1 Auditorium, 400-600 seats
 - Flip chart
 - White board
 - Audio equipment
- ≥ 4 U-shape training rooms, 25 seats
 - Flip chart
 - White board
- ≥ 8 sub rooms, 6-8 seats
 - Flip chart
- ≥ 1 computer lab, 20 seats
 - Flip chart
 - White board
 - 20 computers
 - LAN
- (Free broadband wireless) internet access in the training centre.
- Emergency exits

✓ **Training Aids & Equipment:**

- ≥ 2 Televisions
- ≥ 1 Video recorder
- ≥ 1 Video camera
- ≥ 2 Beamers / projectors
- ≥ 1 Presentation backup system
- ≥ 2 Personal computers
- ≥ 4 Survival kits for trainers

✓ **Organisational Structure:**

- Rooms for the administrators
- ≥ 2 Personal computers + internet
- Phone
- Fax
- Leadership
- Vision, mission and goals
- Transfer of training strategy and policy
- Organisation schedule
- Job descriptions and staff appraisals
- Usage of a trainee evaluation system
- Usage of a trainer evaluation system
- Usage of the PDCA cycle
- Annual self-evaluation report (2 pages)

✓ **Training Plan and Methodology**

- Possession of a training plan
- Possession of a transfer strategy
- Training methodologies for adult learning and skills training

• **Possession of a 'MIS'**

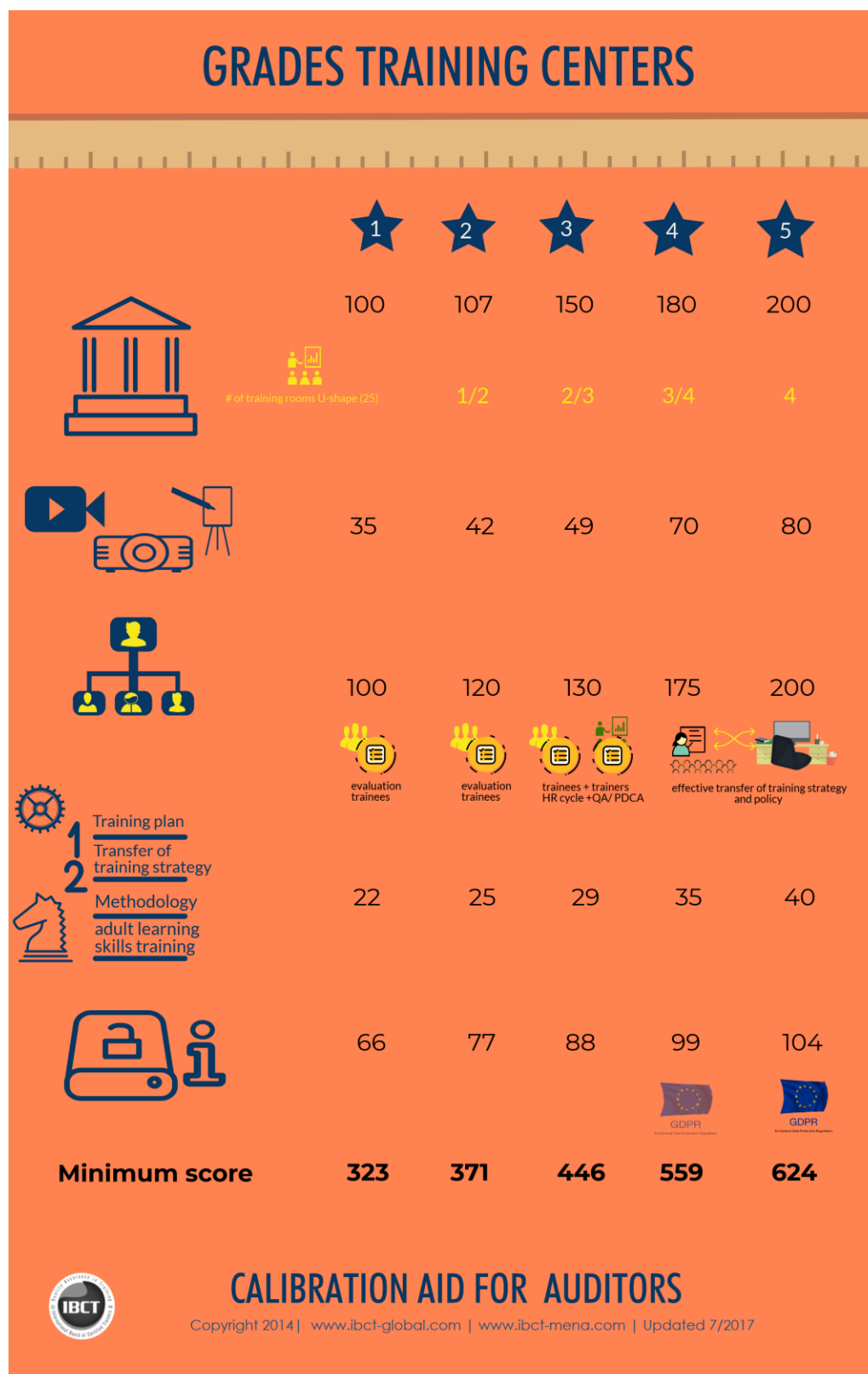
Assists to execute and manage training programs.

It contains:

- Equipment
- Programs
- GDPR (New per 1-10-2018)
 - Procedures and policies
 - Internal checks
 - Tri-annual ethical hack
- Data base which consist of:
 - Trainees and their academic ranks
 - Trainers and their expertise
 - Plans and quarter reports of progress
 - Budgets
 - Controllable trainee attendance administration

Grading and Classification

The following info graphic summarizes the grading and classification of the IBCT certified centers.



Number of stars: The How and Why

Generally, IBCT certification committee evaluates and grades centers that achieve the certification with a certain number of stars ranged between 1 to 5. The number of stars that the center can get depends preliminary on two main criteria:

- The size of the organization/corporate that the center serves
- The overall quality of
 - the center's training infrastructure (known as center's hardware) *and*
 - the center's training & HRD practices (known as center's software)

The Board developed the certification standards in a way that keeps the proper balance between these two categories. The certification scorecard, that will be used during the audit to grade the number of stars, dedicates 48% of the total weight for the center's hardware and 52% for the center's software. (A specified list can be downloaded from our websites).

The reason behind keeping such a balance is attributed to the fact that both components (hardware and software) are almost having equal impact on the quality of training that the center can offer. For example, if the quality of the training practices of a center is fine, but the number of training rooms that this center possesses are not enough to properly provide training for all the human resources of its organization, then the overall goals and mission of such a center will never get accomplished. Therefore, one of our main criteria for certification is to what extent the center's training infrastructure, in terms of quality and quantity, would enable the management of the center to achieve its mission.

As stated above, the number of starts that the center would be rewarded with depends on the size of its organization/corporate as well. We categorize organizations into small, medium and large-sized based on their staff number. The following table shows the organizations' categories and their corresponding potential number of stars.

Organization/corporate Size	Number of Staff	Potential Number of Stars
Small	50-300	1-3
Medium	300-1500	1-4
Large	>1500	1-5

Organizations may expect a self-evaluation form along with a list of specifications of the criteria after the audit is scheduled.

Looking for in-house support: Ask for Peer-reviewing

Training centers may request for a peer-review visit in preparation for the audit. After the peer-reviewing visit, the center receives a report that outline the conformities and nonconformities with the certification criteria. By dealing with all nonconformities, the center should be more confident to receive the international audit visit. The investment of a peer reviewer is \$300 per day, excluding travel and hotel expenses. Please ask if peer reviewing is available in your region.

Conduct and Ethical Issues

Auditors, trainers, partners or peer reviewers must maintain independence and objectivity in their professional activities. They must not offer, solicit, or accept any gift, benefit or compensation before, during or after a period of 12 months of a certification audit or training without informing the Headquarters.

Post Certification Monitoring (optional)

IBCT monitors, on request, the quality beyond the audit by assessing the customer satisfaction on a periodic basis after certification via our online MyEvaluation™ system. This system provides the management of the training company/center with valuable quantitative and qualitative customer feedback loop every quarter, and more frequently if needed.

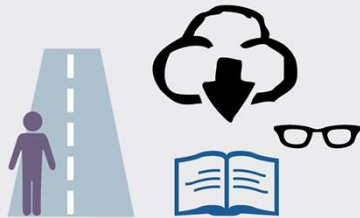
The Audit Process at a Glance

After the organization has submitted a request for a certification audit for train-the-trainer programs, IBCT starts the audit process.

The info graphic at the next page provides an overview of the process.

IBCT TRAINING CENTERS CERTIFICATION

by IBCT
The process at glance



DOWNLOAD AND READ

Download and read the "IBCT Certification Standards for Training Centers (En or Ar version)" at www.ibct-global.com or www.ibct-mena.com



OFFICIAL REQUEST

Write a signed and stamped letter of request on official letterhead of your company.



IBCT PROPOSAL

IBCT will send a proposal for a certification audit with nominated auditors for your approval.



SITE VISIT

- Meet and greet.
- Presentation to the staff.
- Incorporation of two internal auditors in the team (trainer and trainee of the center)
- Meeting, walk around the premises, lunch, meeting.
- Interview with the manager.
- Closed audit meeting.
- Preliminary conclusion
- Oral feedback to mngmnt.



SELF ASSESSMENT

The training center send in a self-assessment of the center to the lead auditor by email. Auditors read it and prepare for the site visit.



SCHEDULING

After the payment is received, the Board will officially appoint the (lead) auditor(s) and let them sign the Pledge of Secrecy.



FINAL REPORT

- Within 4-6 weeks: mailing the formal conclusion and report.
- Issuing the IBCT Certificate.
- Publication certification.



ADVICE, SERVICE & CHECK UPS

"Keep the saw sharp": after certification the center may request advice from IBCT. The training center allows the IBCT to follow up with unannounced service visits by mystery guests.



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The Verdict: Four Cases

The certification audit is concluded by one of the following four cases:

1. Certified

The center is certified. After 3 years, a recertification audit is required.

2. Certified with Remarks

The center is certified with remarks. Remarks that provided within the verdict statement need to be considered within the given time frame, otherwise the certification will be suspended. After 3 years, a recertification audit is required.

3. Conditionally Certified

The center will be certified after fulfilling certain conditions. The conditions/remarks that will be given by the Board's verdict *must* be considered within a given time frame, otherwise the center will not get certified. If the center fulfilled the conditions after the given time frame, a second visit is needed. After 3 years, a recertification audit is required.

4. Not Certified

The center is not certified. The verdict will include the further steps that the center should take to seek the certification.

IBCT Certification Fees

IBCT certification audit training centers programs

US\$3,850.00

(Fee per 1-1-2020 US\$ 3,975)

Optional: MyEvaluation annual fee, per trainee/participant

US\$ 0.50

Fees include:

- ✓ Compilation of the audit team
- ✓ Preparations
- ✓ Site visit
- ✓ Travel days
- ✓ Audit report
- ✓ Hallmark
- ✓ Certificate 'Certified Training Center.'
- ✓ Uploading the companies' profile on the website
- ✓ Congratulations advertisement in social media
- ✓ MyEvaluation™ survey link (optional)
- ✓ Quarterly customer satisfaction reports (optional)

Fees do not include travel and hotel expenses for the audit team, which are paid by the organization requesting certification. An estimate of audit team expenses will be determined once a request for certification is submitted.

Summary

In an industry that is saturated with countless training companies and trainers, talent development professionals need to identify those training providers that can really perform professional training programs. Only the best in the industry can meet the highest quality standards and qualify their training center as “IBCT Certified Training Center”.

Organizing and executing training programs is extreme demanding and brings extra responsibilities. By achieving IBCT certification, the training organization has demonstrated they provide only the highest quality service and stand in the industry. By displaying the IBCT hallmark, training companies stand out from the rest.

Trainee, trainers and organizations can feel confident that they have chosen a competent partner in training by selecting an IBCT Certified Training Center that is guiding them for the professional journey ahead.

Contacting IBCT

If you want to apply or have questions about IBCT and/or the certification process, please send a detailed email to:

info@ibct-global.com

info@ibct-mena.com

info@ibct-us.com