



CODE OF PRACTICE FOR LEARNING DEPARTMENTS

**A guidance document for internal learning and development
functions**

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PREFACE

In general, in-house training departments provide a value-for-money range of quality training products and learning services to their parent organisations. However, in a business environment which is ever-increasingly competitive, it is important for internal learning providers to align to best-practice and be able to demonstrate that they provide the organisation with top quality and cost effective products and services.

It is an Institute objective to assist in the raising of standards in learning and development across the board, and the Internal Learning Provider Accreditation programme is a key component of this. Note that this programme accredits the department: it does NOT accredit or endorse individual learning events or courses.

This Code of Practice provides the governance for the Institute's Accreditation Programme through which the Institute will maintain and monitor a register of approved Internal Learning Providers. Organisations which undertake voluntarily to abide by the terms of this Code of Practice and can demonstrate that they do so are eligible to be accredited by the Institute.

DEFINITIONS

In this Code of Practice:

- 'Internal' when used in conjunction with the term Learning Provider means any organisation offering learning and development services only to its own staff
- 'Client' means any person or organisation that enters into a contract with the internal learning and development department for provision of suitable learning and development services, whether formal or informal
- 'Contract' means any arrangement made with the training department by a client for the provision of services and /or products, whether formally or informally entered into
- 'Course' means any programme of learning, however conducted, which purports to be complete in itself
- 'Learning Professional' means any person delivering or actively supporting a course
- 'Learner' means any person taking a course
- 'Internal Learning Provider' means any section, department, organisation or body accredited by the Institute as an approved internal function carrying out learning and development

INTERNAL PUBLICITY & PROMOTION

Internal Learning providers will conduct their dealings with clients in a professional manner, hence actively promoting and contributing to the effective use of learning in their parent organisation.

In literature and correspondence, Internal Learning Providers shall express themselves clearly and without ambiguity so that clients may know exactly what is being offered and what they are entitled to expect from the services being provided.

Internal Learning Providers shall not give false or misleading indications, whether by words, illustrations or other means, in relation to their products and services or to the products and services of any other learning organisations.

TECHNICAL PROSPECTUS

Prior to a client contracting for learning services, the internal learning department shall make information available on:

- The title of the course or group of courses
- The learning performance objectives to be achieved
- The Learning Needs Analysis services available from the learning department
- The award, if any, for which the course is designed to prepare learners, and the name of the awarding body
- The method of evaluation and the conditions for the awarding or withholding of final certification
- The syllabus or outline of the course
- The duration of the course and its start and finish times (if applicable)
- The learning methods used and indication of group size
- A profile of the learner for whom the course is designed, including any prerequisites and/or desirable experience
- Any required dress code for learners and any rules governing learner conduct whilst attending the course, together with the consequences of lapses from the standards and rules
- The practical work that learners carry out including the equipment used or needed
- What post-course support is provided to learners after they have attended the course

COMMERCIAL PROSPECTUS

- If the corporate methodology is to cross-charge the services provided by the Internal Learning Provider, then this shall be stated in writing prior to commencement of the contract. The proposal/contract shall state:
 - Specifically what products and services are included in the proposal for training
 - The basis for charging and the quoted or anticipated total cross-charge cost
 - Any reserved rights to change the content, timetable, location, date and cross-charge fee in respect of any course

- The rights of the client and Learning & Development department if for any reason the course is not completed or if the course is cancelled by either client or the department; the refund policy, if any
- Whether the course documentation is subject to copyright law
- That the internal learning provider subscribes to and abides by the Institute's Code of Practice

COURSE CONTROLS

Providers shall:

- Ensure that Learning Professionals possess the necessary subject matter knowledge to deliver and/or support a course
- Ensure that Learning Professionals are fully competent in the appropriate techniques of instruction, verifiable by either holding an Institute's Training Practitioner certificate, the ICTP, or another award/certificate in learning delivery practice as recognised by the Institute, or that they are being demonstrably assessed to LPI standards
- Ensure that Learning Professionals keep abreast of current developments appropriate to their learning and development responsibilities and can describe how this is achieved
- Ensure that all course materials and documentation are reasonably accurate and up-to-date
- Ensure that the learning facilities provided are appropriate to the course and offer an environment conducive to the learning being undertaken

EXTERNAL CONTROLS

- Internal Learning Providers shall make available to the Institute such statistical, documentary and other information that the Institute may reasonably require to be assured that the Code of Practice is being followed.
- Internal Learning Providers shall co-operate with scheduled Institute monitoring visits and facilitate access to training courses by Institute accreditation consultants.

FURTHER INFORMATION

For further information, please contact the Standards Secretary on 0845 006 8858 or email: standards@learningandperformanceinstitute.com

Code of Practice for Learning Providers (Internal)

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