

2019 CPLP Certification Handbook



ATD Certification Institute
1640 King Street
Alexandria, VA 22314, USA
Phone: 703.683.8100 • 800.628.2783
Email: cplpcertification@td.org
Website: www.td.org/cplp

PREFACE

The CPLP Certification Handbook is the primary source for the CPLP program and provides individuals with everything they need to know to understand, participate in, and complete the CPLP certification process. It is a must read for CPLP applicants and candidates. Candidates must comply with all policies, procedures, and deadlines in this manual.

The ATD Certification Institute (ATD CI) reserves the right to change the standards, application, and requirements for the CPLP certification and recertification processes as necessary. It is important that candidates refer to the Certification Handbook often to check for updates to ensure they have the most current information.

The CPLP Certification Handbook is the property of ATD CI. Permission to reproduce its contents must be granted in writing from ATD CI.

Effective December 3, 2018

All policies and procedures in the CPLP Certification Handbook are effective as of the date above and supersede all previous policies and procedures.

This Handbook identifies the application and registration processes, eligibility requirements, and fees as well as detailed information about the two examinations, testing requirements, and scoring methodology.

Each candidate must read the entire Handbook BEFORE beginning the application, registration, and payment processes for the CPLP program.

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INTRODUCTION

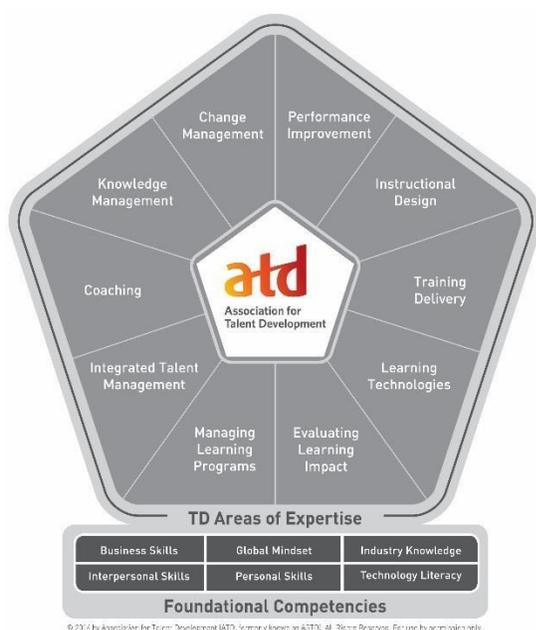
The ATD Certification Institute

The ATD Certification Institute (ATD CI) is an independent organization created by the Association for Talent Development (ATD) to set industry standards for the talent development profession.

The Institute's **mission** is to elevate the talent development profession by:

- setting talent development industry standards
- providing an independent assessment of those standards through testing
- supporting career paths through a flexible stackable credentialing framework
- ensuring recognition for those who have earned the certification
- recognizing continued professional development through certification maintenance

Its **vision** is to provide world-class credentials for the talent development community.



The ATD Competency Model™

The ATD Competency Model defines the competencies (knowledge, skills, abilities, and behaviors) for the talent development field. It answers the question, “What do talent development professionals need to know and do to be successful?” The ATD Competency Model is the basis for CPLP certification, with both exams focused on the areas of expertise (AOEs). For more detailed information about the model, go to www.td.org/compmodel.

What is CPLP®?

The Certified Professional in Learning and Performance (CPLP) is a certification for talent development professionals offered by the ATD Certification Institute (ATD CI). The credential is broad based and measures a talent development professionals’ competency in 10 areas of expertise (AOEs) with a focus on global mindset as defined by the latest ATD Competency Model.

Individuals who wish to pursue the CPLP certification must meet program eligibility requirements and pass a two-exam process (knowledge exam and skills application exam). Those who pass both exams earn the right to display the CPLP designation after their name.

Who Should Pursue the CPLP Certification?

The CPLP testing process is designed for talent development professionals who meet the following requirements:

- ❑ Have at least five (5) years of full-time professional work experience in the talent development field or related fields.
- ❑ Have a deep knowledge of core instructional design, training delivery, and improving human performance practices, as defined by The ATD Competency Model. This includes traditional and technology-enabled approaches as well as the ability to evaluate learning impact.
- ❑ Have a working knowledge of advanced talent development topics. Advanced talent development topics as defined by The ATD Competency Model include change management, integrated talent management, coaching, knowledge management, and managing learning programs.
- ❑ Can apply talent development principles and practices globally, across cultures and borders, as defined by the Foundational Competency: Global Mindset in the ATD Competency Model.

Top 5 Reasons to Become CPLP Certified

- Build and validate your skills.
- Increase your earning potential.
- Differentiate yourself in a competitive job market.
- Broaden your career opportunities.
- Join an elite professional community.

Eligibility Requirements

To be eligible for the CPLP program, all candidates should:

- ❑ Have at least five (5) years of full-time professional work experience in the talent development or related fields; OR
- ❑ Have at least four (4) years of full-time professional work experience in the talent development or related fields AND one year of college or university study in talent development; OR
- ❑ Have at least four (4) years of full-time professional work experience in talent development or related fields AND successful completion of an ATD Master Series program or the Associate Professional in Talent Development (APTD) credential.

CPLP Exams

To achieve the CPLP credential, candidates must pass two exams: Knowledge Exam and Skills Application Exam. The Knowledge Exam must be passed before candidates can take the Skills Application Exam.

The Knowledge Exam

The Knowledge Exam is designed to measure a candidate's breadth of knowledge in the talent development profession.

- The full exam contains 150 multiple-choice questions that focus on the 10 AOE's of The ATD 2013 Competency Model plus Global Mindset.
- Candidates will have three hours to complete the exam. Questions on the exam are of the following type:
 - 75% multiple-choice format: a question and four response options with one correct answer
 - 25% testlet format: groups of multiple-choice questions that are related to a short, common scenario.

While the full exam focuses on the breadth of knowledge, certain areas are weighted more heavily than others. The table below shows the relative weighting of topics on the exam by area of expertise.

AREA OF EXPERTISE	EXAM WEIGHTING (%)
Instructional Design (ID)	13-14%
Training Delivery (TD)	13-14%
Performance Improvement (PI)	13-14%
Evaluating Learning Impact (ELI)	11-12%
Learning Technologies (LT)	11-12%
Managing Learning Programs (MLP)	8-9%
Coaching (COA)	8-9%
Integrated Talent Management (TM)	8-9%
Change Management (CM)	8-9%
Knowledge Management (KM)	5-6%

NOTE: The global mindset component of the exam is composed of items that are embedded within the 10 AOE's. Because these items are embedded, the weighting for this area is not listed as an independent contributor to the test score. Instead, the items are counted in the score of the AOE where they reside.

The Skills Application Exam

The Skills Application Exam is designed to test candidates' ability to apply their skills to real-world scenarios that focus on one area of expertise from among these three choices:

- Instructional Design (ID)
- Training Delivery (TD)
- Managing Learning Programs (MLP)

Candidates have the opportunity to choose the area of expertise in which they will be tested on the Skills Application Exam (SAE) at the time they apply for the CPLP.

During the Skills Application Exam, candidates critically review and analyze documents and make decisions regarding case study material. The exam consists of case studies that include the following:

- an overview
- supporting documentation that relates to the scenario
- questions that are linked to the scenario or supporting documentation.

All questions map to an associated Key Action within the AOE being tested. All questions are based on the scenario or related documentation. Questions will be of the following types:

- traditional multiple-choice format (see description in the Knowledge Exam section)
- short answer - candidates provide a short alphanumeric text response
- multi-select - candidates can select more than one correct response from a list of options.

Candidates will have three hours to complete the Skills Application Exam.

Test-Out Options

Due to the strength and rigor of the APTD credential and the ATD Masters series, new candidates who hold a current APTD credential or who have successfully completed the ATD Master Instructional Designer program or the ATD Master Trainer program may elect to test-out for certain portions of the CPLP Knowledge Exam. For individuals who have successfully completed the ATD Master Instructional Designer or ATD Master Trainer programs, the new candidate may choose which ONE AOE they wish to omit from the Knowledge Exam – either Instructional Design or Training Delivery. For individuals who hold a current APTD credential, the new candidate may choose to omit Instructional Design, Training Delivery, and Learning Technologies, which are the AOE's covered by the APTD exam.

The lengths and durations for the test-out exam options are shown below:

EXAM FORM	# QUESTIONS	DURATION OF EXAM
Full Knowledge Exam	150	3 hours (180 minutes)
Knowledge Exam without APTD Areas of Expertise	93	2 hours (120 minutes)
Knowledge Exam without Training Delivery	130	2 hours & 45 minutes (165 minutes)
Knowledge Exam without Instructional Design	130	2 hours & 45 minutes (165 minutes)

2019 Testing Dates

2019 Knowledge Exam Schedule

REGISTRATION OPENS	REGISTRATION DEADLINE	EXAM WINDOW	SCORES
Dec 3, 2018	Feb 6, 2019	03/06/19 – 03/27/19	Immediate
Dec 3, 2018	April 24, 2019	06/05/19 – 06/26/19	Immediate
Dec.3, 2018	July 31, 2019	09/04/19 – 09/25/19	Immediate
Dec 3, 2018	Nov 6, 2019	12/04/19 – 12/20/19	Immediate

2019 Skills Application Exam Schedule

REGISTRATION OPENS	REGISTRATION DEADLINE	EXAM WINDOW	SCORES
Dec 3, 2018	Jan 9, 2019	02/06/19 – 02/27/19	Up to 10 weeks
Dec 3, 2018	Mar 20, 2019	05/01/19 – 05/21/19	Up to 10 weeks
Dec 3, 2018	June 26, 2019	08/07/19 – 08/28/19	Up to 10 weeks
Dec 3, 2018	October 9, 2019	11/06/19 – 11/26/19	Up to 10 weeks

**Candidates must pass the Knowledge Exam first before moving on to the Skills Application Exam.*

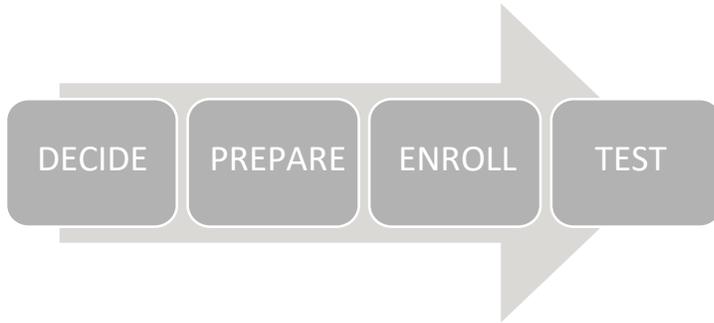
All ADA applications must be received 10 weeks before the selected testing window in order to arrange the necessary and available accommodations with the testing vendor.

2019 Testing Fees

TYPE	AMOUNT	DETAILS
Registration Fee (nontransferable)	\$900.00 USD <i>ATD Member</i> \$1,250.00 USD <i>Nonmember</i>	Fees include: testing seats for both exams during the registered windows, exam score reports, and CPLP certificate and lapel pin once certification is achieved. Fees do not include: study materials, study group support or preparatory classes, traveling expenses to and from testing centers, or retest, transfer, and test administration fees. NOTE: Candidates must register for a specific Knowledge Exam window, SAE window, and AOE for the SAE at the time of registration. If the candidate chooses to transfer to a later testing window, a transfer fee will apply.
Administration Late Rescheduling/Missed Appointment Fee	\$100.00 USD	An administrative fee of \$100 is required and paid directly to ATD CI when a candidate reschedules or cancels the knowledge exam or skills application exam appointment with less than 72 hours' notice and for all No-Show appointments. If rescheduling, the new test appointment must be within the same registered testing window or it will be considered a transfer and, if eligible, a \$300 transfer fee will apply. Rescheduling requests are subject to availability.
Transfer Fee	\$300.00 USD	Fee applies to switch to a different testing window. This fee is nontransferable and nonrefundable.
Retest Fee	\$300.00 USD	Fee applies to retake either exam after failing that exam. This fee is nontransferable and nonrefundable.
Withdrawal Fee	\$100.00 USD	Fee applies to receive full registration fee refund upon withdrawal from the program. Candidates must contact ATD CI AND remit the \$100 withdrawal fee on or before the last day of their initial Knowledge Exam registration window. Requests after the registration deadline will not be granted, regardless of the reason for missing the withdrawal deadline.
Special Accommodation	No Fee	No fee provided the ADA requirements outlined in the CPLP Certification Handbook are followed.
Recertification Application Fee	\$200.00 USD	Fee applies to participate in the recertification process. A completed recertification application must accompany the payment.

The CPLP Certification Process

Earning the CPLP certification is a progressive process that involves the following phases:



Phase 1: Decide

Just as training is not the solution for everything, neither is the CPLP. Taking the time to assess your personal career goals and objectives against what the CPLP has to offer and gaining a clear understanding of the CPLP testing process are important steps in determining whether pursuit of the CPLP is right for you. Some things to consider are:

- Do you meet the minimum eligibility requirements?
- Is pursuit of this credential compatible with your career goals and ambitions?
- Do you have the appropriate breadth of knowledge and experience?
- Are you ready to make the commitment (time, energy, resources)?
- Do you fully understand the program requirements?

Below are recommended resources that can help with your decision. These resources are available from ATD and ATD CI and can be accessed on our website: www.td.org/cplp-guide. The preparatory courses and the Learning System are available for a fee and are not included in the cost of the exams.

A CERTIFICATION, CERTIFICATE, OR DEGREE: WHICH IS THE BEST CHOICE?

Which is best: a certification, a Certificate, or a degree? The answer is not clear-cut, primarily because the purpose, goals, and benefits of each program are different.

- Degrees** are designed to develop an individual intellectually and cover the general knowledge required for a particular field. Consider choosing this if your goal is to achieve a broad education.
- Certificates** are designed to provide education and training to aid in knowledge and skill development in a specific area. In the case of assessment-based certificates, a test is included to confirm learning. Consider choosing this if your goal is to acquire new or enhance existing knowledge and skills.
- Certifications** are designed to evaluate knowledge, skills, or competencies that an individual is expected to have already mastered. Consider choosing this if your goal is to verify or validate your knowledge and skills.

The best choice for you will depend on your personal career goals and objectives, the needs of your employer, and, in some professions, industry requirements.

Phase 2: Prepare

While there is not a mandatory test preparation or study requirement for the CPLP program, we recommend that you take the time to review the content information associated with the exam. The Knowledge Exam Content Outline and the Skills Application Exam Key Action Listing in [Appendix C: Exam Content Outline Resources](#) provide information about the topics that are covered on each exam and can be used as a general guide for the study process.

Additional preparatory resources are listed below. Links to the ATD resources can be found on our website at: www.td.org/cplp-guide.

- Complete the practice exam, and study plan in the ATD CPLP [Interactive Guide](#).
- Subscribe to the [CPLP Learning System](#) which covers all AOE's plus global mindset and includes case studies and interactive quizzes.
- Sign up to attend an ATD Preparing for CPLP Workshop. Choose from [In-person, live online](#), and [online self-paced formats](#).
- Become part of an ATD chapter study group.
- Join our [CPLP Candidates Preparation LinkedIn Group](#).
- Find resources on the Internet (study materials, workshops, study groups, and so on) or use third-party materials.
- Add CPLPCertification@td.org to your email "safe list" to ensure that you receive communications about the APTD program

On average, we recommend that you should plan to study at least 80-90 hours for the Knowledge Exam and 40+ of hours for the Skills Application Exam. When preparing keep, the following suggestions in mind:

- Create a realistic study schedule.
- Pay attention to the AOE's and how they are weighted on the exam.
- Review the AOE's and global mindset foundational competency, evaluate your knowledge level, and concentrate on improving weak areas.
- Recognize that you cannot memorize all the material; use memory techniques to help you recall key points.
- Focus on the application of accepted principles and theories, not on memorizing names and dates.
- Take notes to help reinforce key concepts.

Phase 3: Apply and Register

Before beginning your application, please do the following:

- Read this entire CPLP Certification handbook. As part of the application you must sign a statement verifying that you have read the handbook.
- During the online application process, you will also be required to sign important releases and agreements, including an applicant declaration and release, intent to participate and code of ethics. These agreements are included in Appendix A of this handbook. You should familiarize yourself with this information prior to enrolling in the program.

If you will require special accommodations during the testing process, please review the special accommodations arrangement section on page 17 before applying.

Apply for the CPLP Program

To apply for the CPLP certification program go to the [CPLP Apply Page](#). If you don't already have an ATD login and password, please create a login at www.td.org. In the upper right-hand corner of the screen you will see Sign In/Register where you can create a login. If you have questions, please call ATD customer Care at 800.628.2783 for assistance. If you already have a login on the ATD site, please use that login name and password when you sign in.

To begin the process, applicants will need to consider the following:

- **Legal Name:** When you create your record in the certification database, please use your full legal name as it appears on your official, government-issued identifications. In order to be admitted to the testing center, your official identification must match the name on your exam registration.
- **Test Form:** You will be asked if you are choosing the Full Exam or one of the test-out options. If you are eligible and would like to choose one of the test-out options (see page 7 for a more detailed description), you will need to indicate that at this time.
- **Testing Windows:** During the application process, you will be asked to select a specific Knowledge Exam and Skills Application Exam window. Please consider your schedule carefully when choosing your test window for the Knowledge Exam. Once your exam registration has been paid, you will be charged a transfer fee if you wish to change the test window. Please refer to page 6 for program fee information.
- **AOE Choice:** You will also be asked to select the Area of Expertise (AOE) for your Skills Application Exam. Please consider this carefully as you will not be able to change this selection after you register. We recommend choosing the area in which you have the most practical experience since the SAE is designed to test your ability to apply the concepts in real world scenarios.
- **NOTE: Once registration and payment are complete, the exam type (Knowledge Exam and Skills Application Exam) cannot be changed.** For example, if an eligible individual chooses to test-out and omit the Training Delivery questions, then all tests and retests will include the omission of Training Delivery questions granted.
- During the application process, you will be asked to provide specifics about your employment in the talent development field, including position title, starting and ending dates, employer names, and employer addresses. You will also need to identify your specific talent development activities and percentage of time devoted to those activities.

- Be sure to include enough employment information to meet the minimum eligibility requirements. **If you have more than one talent development employment position to report, add more employers by clicking the ADD NEW button in the application.**
- Include names and contact information of references **from each listed employer** who can validate your talent development experience.

If there are questions about your eligibility, you will be contacted to provide more specific documentation. If deemed ineligible, you will be invited to reapply once the minimum eligibility requirement is met. To appeal an eligibility decision, refer to Appendix B for the appeals process.

Register & Pay

After submitting your CPLP Application, you will be directed to the payment page to remit your exam fee. An applicant does not become an official candidate until the CPLP registration fee is paid. Once paid, your CPLP candidacy will officially begin. You will need to pass both exams within the time frames specified in the Program Expiration Policy below in order to achieve the CPLP credential.

To pay for your exam fees, choose one of the following options:

- **Credit Card payment:** Follow the process to make a credit card payment. A receipt will be created that you can print or save.
- **Check or wire payment:** Please contact ATD Customer Care at 1-800-628-2783 to be sent an invoice with payment instructions.

Once your application has been approved and payment has been processed, you will receive an email from PearsonVUEConfirmation@pearson.com with instructions on how to schedule your exam appointment. Please white-list this email address to be sure that you receive the appropriate notifications.

Program Expiration Policy

- Candidates must successfully complete the Knowledge Exam within one year of the date of initial registration and payment or CPLP candidacy will expire.
- Candidates must successfully complete the Skills Application Exam within one year of the date of successfully completing the Knowledge Exam or CPLP candidacy will expire.
- If CPLP candidacy has expired, individuals will be required to apply and register as a new candidate, including the remittance of the full CPLP registration fee payment.

Phase 4: Test

The CPLP certification process involves candidates taking and passing two exams, a Knowledge Exam and a Skills Application Exam (see page 6 for more detailed description). Both exams are computer-based tests which are administered at an ATD CI authorized testing center at separate times. Scores are reported to candidates for each part separately.

Candidates must take and pass the Knowledge Exam first in order to move on to the Skills Application Exam. Candidates who are unsuccessful with either exam may register to retake that exam in a later exam window if CPLP candidacy has not expired.

Testing Centers

- ATD CI partners with a third-party test provider to deliver the exams. The test provider offers authorized testing centers in most major cities in the United States and Canada as well as in many international locations. The testing vendor cannot guarantee the availability of testing sessions at all international locations during all testing windows, and all testing center locations are subject to change. For the list of the testing centers, go [here](#).

ATD CI recommends that candidates schedule appointments at a Pearson Professional Center (PPC). PPCs are owned and managed entirely by Pearson VUE. All PPCs have the same layouts, policies, computer stations, etc. so consistency is guaranteed from one center to another.

Although Pearson VUE Authorized Testing Centers (PVTC) may have available appointments, all PVTCs are owned and independently operated by third-party providers. These centers will vary from location to location.

Appointment Scheduling

- After your application is approved and payment is made, you will receive an email from PearsonVUEConfirmation@pearson.com within approximately 48 hours with instructions on how to schedule your exam appointment.
- Appointments must be scheduled within the testing window only. No tests can be taken outside the testing window.
- Testing appointments are arranged on a first come, first served basis. We recommend choosing a testing date early in the process so that you have an ample number of dates, times, and locations from which to choose.
- If you are unable to test in your selected testing window because a desired testing date or time is no longer available, a transfer fee will be charged if you are eligible to transfer.
- Think carefully about the timing of your appointment within the testing windows and schedule your appointment accordingly. Appointments made late in the windows allow more time to study and prepare, but if something happens and you are not able to test during your appointment, ATD CI cannot extend the window. You risk having to pay the transfer fee if you are caught too late in the window and are unable to test.
- All requests for Special Accommodations under the Americans With Disabilities Act must be submitted to ATD CI directly BEFORE application and registration. Please see page 17 for more details on requesting accommodations and contact CPLPCertification@td.org to obtain the request for special accommodations form.
- The testing provider cannot guarantee availability of testing sessions at specific international locations

Appointment Confirmation

- After scheduling a testing appointment through the online scheduling system, you will receive a confirmation email.
- The confirmation email will include your name and candidate authorization number; the test center name and address; and the date, time, and location of the testing appointment.

Exam Dates Affected by Severe Weather or Local/National Emergencies

If a test date is cancelled due to adverse weather conditions or other types of local/national emergencies, the test center will contact you to reschedule the appointment at no charge.

Cancellation, Rescheduling, and Transfer Fees

- You must cancel or reschedule testing appointments directly through the online appointment scheduling system.
- All cancellations and reschedules must be made at least 72 hours before the scheduled test day.
- If the cancellation or rescheduling request is made less than 72 hours before the scheduled test day, you will be considered a no-show.
- Any missed appointment or late cancellation is considered a no-show. ATD CI requires a \$100 no-show fee. Please contact CPLPCertification@td.org to remit this fee.
- In specific situations, and with appropriate documentation, you may cancel your testing appointments with less than 72-hours notice.
- Please contact CPLPCertification@td.org to cancel. Proper documentation includes a hospital intake or discharge paper, obituary, jury duty notice, etc. The following situations are acceptable reasons for late cancellation with documentation:
 - Sudden or serious illness (either candidate or an immediate family member)
 - Death in the immediate family
 - Disabling accident
 - Court appearance
 - Jury Duty
 - Unexpected military call-up

Exam Day

What to Bring to the Test Center

The CPLP knowledge exam is administered in secure testing centers. Only approved candidates are admitted to the test center to take the exam. Upon arrival, you will be required to provide the test administrator with two forms of personal identification (see the information below regarding the specific personal identification requirements).

Personal Identification Requirements

You are required to present two forms of original (no photo copies), valid IDs; one form as a primary ID (government issued with name, photo and signature) and one form as a secondary ID (with name and signature or name and recent recognizable photo). The first and last name that you used to register for the

exam must exactly match the first and last name on the ID that is presented on test day. All IDs required must be issued by the country in which you are testing. If you do not have the qualifying ID issued from the country you are testing in, an International Travel Passport from your country of citizenship is required, along with a secondary ID. If you have any questions or concerns about the ID you are required to bring with you to the testing center for admittance for your exam please contact Pearson VUE at www.pearsonvue.com/contact. To view the full ID policy please visit <http://www.pearsonvue.com/policies/1S.pdf>.

It is each individual’s responsibility to ensure that the CPLP database record shows the full, legal name including middle name and that the required identification contains the full, legal name.

What to Expect at the Testing Center

- The testing provider personnel will verify your identity prior to allowing you access to the testing center.
- You will be required to leave personal property, including phones, purses, hats, etc. in a locked location outside the testing room. Glasses will be inspected to ensure that they do not include smart technology. You may be asked to empty your pockets, or show that no materials are hidden in boots or sweatshirt pockets, etc. These policies are enforced to ensure that all candidates are following the same strict testing and security policies.
- You must provide required identification to be admitted to the testing center. See above. Individuals without the required identification will NOT be allowed to test.
- Trained test proctors will administer the CPLP exams.
- You will be given three pieces of blank paper and two pencils OR white board by the proctor and these items will be collected at the end of the test.
- The examinations will be timed, with a timer displayed on the computer screen. To complete the CPLP Knowledge Exam, you will be permitted a total timed testing period as shown below.

Full Knowledge Exam	3 hours (180 minutes)
Knowledge Exam without APTD Areas of Expertise	2 hours (120 minutes)
Knowledge Exam without Training Delivery	2 hours & 45 minutes (165 minutes)
Knowledge Exam without Instructional Design	2 hours & 45 minutes (165 minutes)

- You will be permitted a total timed testing period of 180 minutes (3 hours) to complete the CPLP Skills Application Exam (SAE).
- Upon completion of the Knowledge Exam, you will receive notification of results immediately. SAE results are emailed to candidates within 8 – 10 weeks after the testing window has ended.

To ensure that all candidates earn their results under comparable conditions, a standardized testing environment is maintained. Except where permitted by special accommodation under the Americans with Disabilities Act, none of the following are permitted in the testing room:

- papers
- books
- food and drink
- calculators
- smoking materials
- purses, wallets, briefcases, backpacks, bags (please keep your identification with you at all times)
- cell phones, pagers, palm pilots, MP3 players
- watches.

Special Accommodation Arrangements

ATD CI and its testing vendor comply with the provisions of the Americans With Disabilities Act (ADA) and Title VII of the Civil Rights Act in accommodating candidates with disabilities who need special accommodations to take the exam. If you require special accommodations, you must notify ATD CI of your request **prior to submitting your application**. Only ATD CI has the authority to approve these requests.

The process for notification is as follows:

1. Notify the certification staff at wluikart@td.org of your intent to request an accommodation. Write “ADA Request” in the subject line.
2. Once your request is received, a copy of the Request for Special Accommodations Form will be sent to you. This document must be completed by you and signed by a licensed or certified professional qualified to diagnose or treat your condition. In addition, this professional must provide a Statement of Explanation on official letterhead describing the conditions and the special accommodation(s) needed.
3. Both the completed Request for Special Accommodations Form and the Statement of Explanation must be sent to ATD CI by email at wluikart@td.org or by fax at 703.683.8183 **at least 10 weeks before your selected testing window opens**. Once received, your request will be reviewed to determine if reasonable accommodations can be made. You will be notified within five (5) business days of the decision.
4. Please note that there are no extra fees charged by ATD CI for this accommodation as long as the procedures outlined in this section are followed. For additional information, please contact ATD CI at cplpcertification@td.org.

General Exam Policies

Exam Copyright

ATD CI holds all proprietary rights for the examination, including copyright and trade secret. In order to protect the integrity of the examination and to ensure the validity of the scores that are reported, candidates must adhere to strict guidelines regarding proper conduct in handling the copyrighted, proprietary information.

Any attempt to reproduce all or part of an examination is strictly prohibited by law. Such attempts include, but are not limited to, removing materials from the examination room, aiding others in reconstructing any portion of an examination by any means, or selling, distributing, receiving, or having unauthorized possession of any portion of an exam. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should also be noted that examination scores might be invalidated in the event of this type of suspected breach.

Confidentiality and Conduct

You must abide by the following confidentiality and conduct agreement. Failure to abide to the rules of conduct may result in your dismissal from the program without refund. The agreement is as follows:

“I understand that the contents of this test are copyrighted, proprietary, and confidential and that disclosure or reproduction of any portion of it to any individual or entity for any purpose whatsoever is prohibited. Such activity will result in the invalidation of test scores and may result in civil and/or criminal prosecution. I can be disqualified from taking or continuing to sit for an examination, or from receiving examination results, or my scores might be canceled if there is substantial reason to believe through proctor observation statistical analysis, and/or other evidence that my score may not be valid or that I was engaged in collaborative, disruptive, or other unacceptable behavior during the administration of this examination.”

Grounds for Dismissal

Any candidate who does not have proper identification, who uses unauthorized aids, or who does not follow the testing procedures may be dismissed from the test center. ATD CI may choose to have the test scores of such candidates invalidated.

Candidates who engage in misconduct and do not heed the administrator’s warning to discontinue the behavior will be dismissed from the test center. All of the following behaviors are considered to be misconduct:

- giving or receiving assistance of any kind, including accepting exam details from another individual, organization, or entity or providing exam details to another individual, organization, or entity.
- using any unauthorized aids
- attempting to take the examination for someone else
- failing to follow testing regulations or the instructions of the test administrator

- creating a disturbance of any kind
- removing or attempting to remove examination questions or responses (in any format) or notes about the examination from the testing room
- tampering with the operation of the computer or attempting to use it for any function other than taking the examination.

Before an exam is canceled for misconduct, the test administrator will notify the candidate of any concerns. The candidate is then given an opportunity to provide additional information. The test administrator then has the following options:

- Dismiss the candidate and file a report with ATD CI describing the action and the reasons for dismissal.
- Allow the candidate to continue and file an irregularity report with ATD CI describing any observations.

In either event, ATD CI will review that candidate's test record and will make a determination as to the handling of the candidate and the score.

Exam Complaints or Comments

Candidates who have complaints or comments about any matter related to the testing program may send written correspondence directly to the Director of credentialing at mhirt@td.org.

- Written correspondence must be received within 10 days of the candidate's test completion date to be accepted. Candidates should include their name, address, telephone number, email address, the name and date of the test, the location of the testing center, and the name of the test administrator (if known).
- Exit evaluation questionnaires and written correspondence will be reviewed by ATD CI, which reserves the right to determine in what manner to address issues, including the right to respond to complaints on a case-by-case basis. Because of test item security, ATD CI will not provide details about any exam questions.

Exam Results

The final score is determined by the number of items answered correctly out of the total number of items on the exam. To pass each exam, a candidate must answer a minimum number of items correctly. This minimum number is called the cut score and any candidate who scores at or above the cut score will pass that exam.

Candidates who pass the Knowledge Exam may move on to the Skills Application Exam. Candidates who are unsuccessful on either exam may retest during a future testing window if CPLP candidacy has not expired.

If a candidate believes that a failing score was received because of a scoring error, misapplication of the scoring procedure, or a scoring impropriety, the candidate may appeal. For information about the appeals process and the necessary submission form, refer to [Appendix B: Appeals Procedures and Form](#).

Retest Policy

A retest fee is required to register to retake the Knowledge and Skills Application Exams (see page 6 for fees). Candidates may retest, if CPLP candidacy or the knowledge scores have not expired. Candidates cannot retest for either exam in the same testing window.

How the Cut Score Is Determined

The ATD Certification Institute takes great care in determining the cut score for each exam form. The cut score is established through a process called standard setting, during which a randomly selected panel of experts from the talent development field conducts a systematic evaluation of the test content. The panel discusses the qualifications for certification and makes a judgment on the level of knowledge an individual needs to be successful on the job. Their expert judgment is translated to a specific cut score on the exam using the statistical Angoff method.

The Angoff method is commonly used to set passing standards in the credentialing industry. Using this method, the panel of experts reviews and evaluates a representative sample of exam items that map to the test content outline. For each item, the group estimates the percentage of qualified candidates who are expected to answer it correctly. For example, an item rated as 75 percent indicates that three-fourths of the candidates are expected to answer the item correctly. Ratings for each item are then used to compute an overall minimum passing score for the exam.

CPLP Achievement

In order to achieve CPLP certification, candidates must pass both the Knowledge Exam and the Skills Application Exam. Once this has been accomplished, candidates are permitted to display the CPLP letters after their name. New CPLPs will also receive a CPLP lapel pin and certificate as further recognition of their accomplishment.

CPLPs are encouraged to do the following to maximize the impact of their achievement:

- Opt-in to the online registry of CPLP credential holders.
- CPLP credential holders will also receive a digital badge that can be used to communicate their achievement to colleagues and employers

- Join the CPLP community on LinkedIn and Facebook.
- Maintain the credential through recertification.

Recertification Guidelines

The CPLP credential is valid for three (3) years. CPLP credential holders must recertify during each three-year recertification period to maintain the credential. The recertification cycle begins the first day of the month after notification of CPLP success. Recertification points must tie directly to one or more areas of expertise within The ATD Competency Model. Credential holders must accrue a minimum of 60 points during each three-year recertification cycle. The categories for recertification points are listed in the table below.

Categories	Maximum Allowable CPLP Points Per Three-Year Period
1. Continuing Education	45
2. Speaking and Instructing	20
3. On-the-Job Experience	20
4. Research and Publishing	20
5. Leadership and Recognition	20
6. Professional Membership	15
Total Points Required	60

Credential holders must accrue at least 60 recertification points during their certification cycle in order to renew their credential. Points do not need to be earned in all categories, but each category does have a maximum allowable number of points, so be sure to review these requirements once you achieve the credential. For additional details visit <https://www.td.org/ci-recertification>.

Appendix A: Releases and Agreements

Applicant Declaration and Release

Candidate Intent to Participate

Code of Ethics and Procedures for Review of Conduct of the ATD
Certification Institute

CPLP Program Applicant Declaration & Release

I hereby submit this application to the ATD Certification Institute (or “ATD CI”) to be a Certified Professional in Learning and Performance (CPLP) in accordance with and subject to ATD CI's standards, rules, policies, and procedures. I understand that ATD CI and/or ATD may use the information gathered in the certification process for statistical purposes for the evaluation of the certification program, or for other research or study. I further understand that ATD CI will use reasonable efforts to keep the information in its possession confidential.

I understand that ATD CI reserves the right to verify any or all the information associated with or required by this application, and that providing false or misleading information, omitting required information, or otherwise violating the rules of certification, may result in appropriate disciplinary action. I further understand that I must immediately inform ATD CI of any changed circumstances that may affect this application and the information that has been provided, or that may affect my continuing certification eligibility.

I understand that I can be disqualified from taking or completing the examination, or from receiving examination scores if ATD CI determines through either proctor observation or statistical analysis that I have engaged in collaborative, disruptive, or other inappropriate behavior during administration of the examinations. I agree that I will not list my passing status on any professional stationary or business cards, nor will I use it in any advertising until I have passed both exams (the Knowledge Exam and the Skills Application Exam) of ATD CI CPLP program.

I, the undersigned, recognize that ATD CI is the sole and only judge of my qualification to receive and maintain certification. I further recognize that ATD CI reserves the right to modify or alter at any time the certification standards, the requirements for certification and/or recertification, and any rules, policies, or procedures in connection therewith.

I authorize ATD CI to include my name and contact information in any publicly available lists or directories in which the names of Certified Learning and Performance Professionals (CPLPs) are published, and hereby waive any rights of objections to such listings.

I understand and agree that ATD CI owns all right, title, and interest in and to all names, trademarks, logos, copyrights, applications, and other material related to ATD CI and ATD CI's CPLP program, and I agree that I shall only use such intellectual property in accordance with policies promulgated by ATD CI and agree to cease using such intellectual property upon the expiration, suspension, or termination of my certification.

I understand and agree that neither ATD CI nor ATD makes any claims, warranties, guarantees, or promises regarding the content or performance of any Certified Professional in Learning and Performance (CPLP); and I agree not to misrepresent my certification status and its meaning.

I, the undersigned, do hereby attest to the accuracy and validity of, and assume full responsibility for, the content of my application and all materials and information submitted to ATD CI.

In consideration of my application to and participation in ATD CI's CPLP program, I, the undersigned, do hereby release, discharge, and hold harmless individually and collectively ATD CI, ATD, and their officers, directors, employees, committee and commission members, members, subsidiaries, agents, successors, and assigns, from any and all liability that may arise, directly or indirectly now or in the future, by reason of or in connection with any decision, action, or omission relating to this application, the failure of ATD CI to grant certification or recertification to me, the revocation of my certification, or ATD CI's certification standards. This release and wavier of liability shall be binding on my heirs, executors, administrators, successors, and assigns.

I also understand and agree that in considering this application, ATD CI may make inquiry of such persons or entities, inspect such records, and make and retain copies of such materials as ATD CI deems appropriate. Without limiting the generality of the foregoing, I hereby authorize ATD CI to make such inquiries regarding my fitness for certification and authorize any persons or entities contacted by ATD CI to respond to such inquiries and provide copies of any relevant and non-confidential information to ATD CI. I further authorize ATD CI to provide a copy of this statement to those entities contacted by ATD CI about this application.

CPLP Program Candidate Intent to Participate

I intend to participate in ATD CI's CPLP program and I agree to the following:

- My data can be released for research purposes and published as part of the program analysis.
- I will follow ATD CI's Code of Ethics and Intellectual Property policy as may be amended from time to time by ATD CI.
- I will provide a professional demographic profile to be used for research purposes and collected at the time of examination.
- I will pay a nonrefundable fee in the amount specified in the program materials.
- I meet the eligibility requirements. I have at least five years relevant combined higher education/work experience in the field (one year relevant higher education may be substituted for one year relevant professional work experience).
- I give my permission for ATD CI to release my name publicly if I obtain the CPLP credential.
- I have read and understand all the CPLP program materials and the CPLP requirements in the CPLP Certification Handbook, including but not limited to the refund, transfer, deadlines, and appeals policies.

In return, all participating professionals will be provided:

- a seat and score report for the CPLP Knowledge Exam
- a score report for the CPLP Skills Application Exam, provided a passing score is received on the Knowledge Exam.

I agree to the following:

- The administration fee is nonrefundable unless ATD CI does not fulfill the aforementioned terms. All candidates are expected to participate in all aspects of the program for which they are eligible.
- To ensure the privacy and protection of all candidates, ATD CI and ATD representatives can only respond to candidates directly and cannot speak or correspond with anyone calling or writing on a candidate's behalf.

Code of Ethics and Procedures for Review of Conduct of the ATD Certification Institute

This Code of Ethics and accompanying Procedures for Review of Conduct were adopted by the ATD Certification Institute Board of Directors on October 23, 2013.

Summary

The ATD Certification Institute (“ATD CI”) is a nonprofit, tax-exempt organization created by the American Society for Talent Development (“ATD”) to set professional industry standards for the talent development profession. The ATD CI Code of Ethics (the “Code”) serves as a code of professional conduct and describes the behavior expected of a talent development professional. The Candidate Agreements—referenced in Part 1 of the CPLP Handbook (Appendix A)—provide further detail on policies and rules to which candidates must adhere. Individuals who have earned the Certified Professional in Learning and Performance (“CPLP”) credential and those who have applied to the program must affirm their endorsement of the Code and acknowledge their commitment to uphold its principles, and agree to the policies and rules set forth in the CPLP Handbook. Violations of provisions 14 of the Code or Candidate Agreements may result in sanctions imposed under the Procedures for Review of Conduct (the “Procedures”). These Procedures were adopted to provide due process to individuals who have earned the CPLP credential and other Covered Individuals to protect the integrity and ensure the efficacy of the Code and policies of the CPLP Program.

ATD CI Code of Ethics

I will:

1. Comply with all copyright laws and the laws and regulations governing my position.
2. Maintain integrity in the practice of my profession.
3. Conduct myself in an ethical and honest manner.
4. Fairly and accurately represent my credentials, qualifications, experience, and ability.

I strive to:

1. Provide my employer, clients, and learners with the highest-level quality education, training, and development.
2. Keep informed of pertinent knowledge and competence in this field.
3. Support my peers and avoid conduct that impedes their practicing their profession.
4. Improve the public understanding of talent development.

Procedures for Review of Conduct

I. Introduction

The following Procedures for Review of Conduct (the “Procedures”) are the only rules and procedures for processing and reviewing possible violations of provisions 1-4 of the ATD CI Code of Ethics, CPLP program rules and policies, or any provision of applicable law. These Procedures are applicable to: (1) all individuals who hold the CPLP credential; and (2) individuals who apply to commence the CPLP certification process (throughout these Procedures, the individuals to whom these Procedures apply may be referred to collectively as “Covered Individuals”). Covered Individuals acknowledge and agree that the Procedures establish a fair process for resolving all potential misconduct violations; and Covered Individuals further acknowledge and agree that they will be bound by decisions made, and sanctions issued, pursuant to the Procedures.

These Procedures shall apply to all complaints, allegations, or inquiries received about a Covered Individual, whether initiated by another individual holding the CPLP credential, ATD CI or its agents, or other third party. Actions taken under these Procedures do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made in connection with a Covered Individual’s conduct in appropriate situations. Individuals bringing complaints are not entitled to any relief or damages by virtue of these Procedures, although they will receive notice of the actions taken. Complaints essentially of a commercial nature, primarily involving claims of libel or slander, or primarily requesting judicial-type relief, may not be considered under these Procedures unless they also involve potential violations of provisions 1-4 of the Code of Ethics, CPLP program rules and policies, or otherwise are included in the grounds for disciplinary action set forth herein.

Notices provided under these Procedures shall be delivered to the delivery address on file with ATD CI using either registered mail or reliable delivery service with signature required by the recipient. Parties are responsible for maintaining up-to-date delivery addresses with ATD CI.

II. Grounds for Disciplinary Action

The grounds for disciplinary action are as follows:

- A. Gross negligence or willful misconduct in the performance of services, or other unethical or unprofessional conduct based upon demonstrable or serious violations of provisions 1-4 of the ATD CI Code of Ethics, or applicable rules or policies.
- B. Conviction of a Covered Individual of a felony or other crime of moral turpitude under federal or state law, which impacts their ability to effectively practice in the talent development profession.
- C. Fraud or misrepresentation in the application, testing process, or maintenance of ATD CI certification, industry certification, or other professional recognition or credential, including cheating or plagiarism during any aspect of the certification and maintenance process.

III. Development and Administration of Procedures

- A. The ATD CI Board of Directors (the “CI Board”) is responsible for the development and administration of these Procedures; however, the Professional Conduct Review Committee (the “Review Committee”) is delegated to administer these Procedures on behalf of the CI Board.
- B. The Chair of the Professional Conduct Review Committee (the “Review Committee Chair”) is specifically responsible for ensuring that these Procedures are implemented and followed.
- C. All members of the CI Board, ATD staff, members of the Review Committee, and other individuals engaged in investigations or decisions on behalf of ATD CI with respect to any complaint, allegation, or inquiry under these Procedures are indemnified and shall be defended by ATD CI against any liability arising from related activities to the extent permitted by law, provided such individuals act in good faith and with reasonable care, without gross negligence or willful misconduct, and do not breach any fiduciary duty owed to ATD CI. No one who has any personal involvement in the alleged misconduct or any conflict of interest shall be permitted to participate in the matter to be reviewed.

IV. Complaints

- A. Complaints may be transmitted to ATD CI by any individual or entity, but must be set forth in writing on the Complaint Form of the ATD CI Code of Ethics. A copy of the Complaint form is available through ATD CI upon request. In addition, the CI Board Chair may self-initiate an inquiry if circumstances warrant. Inquiries or submissions other than properly submitted complaints may be handled by ATD CI at its discretion. All such complaints, allegations, inquiries, or submissions relating to the Code are directed to the Review Committee Chair. Upon receipt and preliminary review of any such submission, the Review Committee Chair may conclude, in his or her sole discretion, that the submission: (1) contains facially unreliable or insufficient information; or (2) is patently frivolous or trivial. In such cases, the Review Committee Chair may determine that the submission does not constitute a potentially actionable complaint that would justify bringing it before the Review Committee, as defined in Section V, for determination of whether there has been a violation of provisions 1-4 the Code. If so, such submission shall be disposed of by the Review Committee Chair, and notice to its submitter shall be provided by the Review Committee Chair, if the submitter is identified. All such preliminary dispositions by the Review Committee Chair shall be reported to the CI Board Chair and the President of ATD CI.
- B. If a submission is deemed by the Review Committee Chair to be a potentially actionable complaint, the Review Committee Chair shall see that written notice is provided to the Covered Individual whose conduct has been called into question, advising the Covered Individual that an investigation is being initiated, providing the Covered Individual with a copy of the complaint documentation, and advising the Covered Individual that the Covered Individual shall submit a written response within thirty (30) days of the date of the notice. The Review Committee Chair also shall provide notice to the individual submitting the complaint that the complaint is being reviewed by ATD CI.

V. Review Panel

- A. For each complaint involving an alleged violation the Review Committee Chair believes is potentially actionable, the Review Committee Chair shall convene a Review Panel made up of three persons.
- B. The Review Committee Chair shall select members of the Review Panel from among a group of individuals selected in advance by the CI Board to be potential Review Committee members. The CI Board Chair shall be notified when members are selected to a Review Panel to address a complaint. Each member of the Review Committee may hold the Certified Professional in Learning and Performance (“CPLP”) credential from ATD CI, may be a CPLP Fellow, and/or have other expertise in the field.
- C. The Review Committee Chair will authorize, and members of the Review Panel will be tasked with investigating the specific facts and circumstances to whatever extent necessary to clarify, expand, or corroborate the information provided by the submitter, and deciding as to whether charges, and what charges, against the Covered Individual should be brought, pursuant to these Procedures.

VI. Review of Complaint

- A. For each submission involving an alleged violation of the Code that the Review Committee Chair believes is a potentially actionable complaint, the Review Committee Chair shall authorize a three (3) person Review Panel (from among members of the Review Committee) to investigate its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter. The Review Panel may be assisted in the conduct of its investigation by ATD staff and/or legal counsel.
- B. The Review Panel may determine that it would be appropriate to discontinue consideration of the matter due to: (1) the existence of another proceeding before another professional body, a court, or a government agency; or (2) a determination that the nature of the allegations dictate that the matter should be referred to another entity engaged in the administration of law.
- C. The Review Panel may contact the individual submitting the complaint and the Covered Individual for information in addition to the initial complaint and response. The time for providing such additional information shall be established by the Review Panel, and the individuals shall be given not less than 15 days to respond. The Review Panel may, at its discretion, contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.
- D. If, after an initial review, the Review Panel concludes that formal charges may be warranted, the Review Panel shall provide the Review Committee Chair, CI Board Chair, and President of ATD CI with notice of such conclusion and a copy of the Review Panel’s initial report. The President of ATD CI shall notify the Covered Individual to be charged and send the Covered Individual a copy of the charges and the Review Panel’s report. The Covered Individual shall be advised that he or she may request the opportunity to submit information or arguments contesting the charge in writing, by submitting such request within 30 days of receipt of the notice. The Covered Individual shall also be sent a copy of these Procedures.

- E. No member of the Review Panel should have an anticompetitive or commercial reason for applying sanctions against the Covered Individual, or otherwise have any conflict of interest with respect to the Covered Individual or the conduct resulting in the investigation. Members of the Review Panel have a responsibility to identify any potential or actual conflicts they may have and bring such conflicts to the attention of the CI Board Chair. With the agreement of the CI Board Chair, members of the Review Panel may recuse themselves due to a conflict of interest. The vacant seat will be filled by a different member of the Review Committee. The Covered Individual who is the subject of the investigation shall be provided with a list of the individuals making up the Review Committee.
- F. All investigations and deliberations of the Review Panel are to be conducted in confidence to the extent practical, except that the Review Panel shall be permitted to disclose any relevant information when compelled by a validly issued subpoena or other government order or request, when otherwise required by law, or to parties essential to the review and investigation of the alleged aggrieved conduct, including, without limitation, potential witnesses. All written communications relating to the investigations and deliberations of the Review Panel should be sealed and marked "Personal and Confidential." All investigations and deliberations of the Review Panel shall be conducted objectively, without prejudice of any kind. An investigation may be directed toward any aspect of a complaint that is relevant or potentially relevant.
- G. The Review Panel meetings may be held in person or virtually as determined by the Review Committee Chair. The Review Committee Chair shall preside and make evidentiary and other procedural rulings with the advice of ATD CI legal counsel. Written statements may be submitted in advance of Review Panel meetings and accepted as evidence within reasonable deadlines established by the Review Committee Chair and communicated to the Covered Individual.

VII. Determination of Violation

- A. Upon completion of its investigation and the hearing, the Review Panel shall determine by majority vote, upon a preponderance of the evidence, whether there has been a violation of the Code, and whether sanctions should be imposed. When the Review Panel finds that there has been a violation, it shall also determine the appropriate sanction. If the Review Panel so recommends, a written determination with the applicable sanction shall be prepared under the supervision of the Review Committee Chair, a copy of which shall be provided to the CI Board Chair and President of ATD CI, along with the record of the Review Panel's investigation and deliberation. Written notice of the Review Panel's determination and the proposed sanctions shall be provided to the charged Covered Individual within 15 days of the Review Panel's determination. If the Review Panel determines that a violation has not occurred, the complaint shall be dismissed with notice to the Covered Individual, as well as to the individual or entity who submitted the complaint; a summary report shall also be provided to the CI Board Chair.
- B. In certain circumstances, the Review Panel may determine that the Covered Individual in violation of the Code should be offered the opportunity to submit a written assurance that the conduct in question has been terminated and will not recur, with the expectation that such written assurance would be taken into consideration by the Review Panel when deciding whether to pursue charges and, if applicable, what sanction to impose. If such an

offer is extended, the Covered Individual at issue must submit the required written assurance within 30 days of receipt of the offer, and the assurance must be submitted in terms that are acceptable to the Review Panel.

VIII. Sanctions

A. Any of the following sanctions may be imposed by the Review Panel upon a Covered Individual whom the Review Panel has determined to have violated the Code, specifically, whose conduct the Review Panel has determined constitutes one or more of the grounds for disciplinary action. The sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the Covered Individual and deterrence of the same or similar conduct by others. The sanctions include:

1. Private written reprimand to the Covered Individual;
2. Suspension of the Covered Individual's CPLP credential or candidacy for a designated period; or
3. Permanent removal of the Covered Individual's CPLP credential or candidacy.

For each of these three sanctions, a summary of the determination and the sanction, along with the Covered Individual's name, may be published more broadly at the discretion of the Review Panel. No publication shall occur until either an appeal has been concluded in the applicable case or the deadline to file an appeal has passed without such appeal being filed.

IX. Appeal

- A. Within 30 days of the date of notice of a determination by the Review Panel that a Covered Individual has violated the Code, the affected Covered Individual may submit to the CI Board in writing on the Code of Ethics Review of Conduct Appeals form a request for an appeal. The form will be sent to the individual as part of the summary of determination and sanction correspondence mentioned in the preceding sections. CI Board members shall follow the terms of the CI Board Conflicts of Interest policy in connection with any filed appeal.
- B. The CI Board may only review the record to review whether the determination by the Review Panel of a violation of the Code was inappropriate because of: (1) material errors of fact, or (2) failure of the Review Panel to conform to published criteria, policies, or procedures. The standard of review by the CI Board in making this determination in each instance shall be whether the Review Panel's actions were clearly erroneous. Only facts and conditions up to and including the time of the Review Panel's determination, as represented by facts known to the Review Panel, may be considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding and shall be considered and decided based solely on written submissions.
- C. The CI Board shall conduct and complete the appeal within 90 days of receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the Covered Individual and of the Review Panel. Submissions shall be made according to whatever schedule is reasonably established by the CI Board. The decision of the CI Board shall either affirm or overturn the determination by

the Review Panel that a violation of the Code has occurred, but the CI Board shall not address any sanction(s) imposed by the Review Panel. If significant deficiencies are found, the CI Board may refer the matter back to the Review Panel for further and final action. The decision of the CI Board, including a statement of the reason(s) for the decision, shall be reported to the Review Panel. The decision of the CI Board shall be binding upon ATD CI and the Covered Individual.

X. Resignation

- A. If a Covered Individual who is the subject of a complaint voluntarily surrenders his or her CPLP credential at any time during the pendency of a complaint under these Procedures, the complaint shall be dismissed without any further action by the Review Panel or the CI Board. In such instance, the entire record shall be sealed and the Covered Individual may not apply for the CPLP credential for five (5) years. The CI Board may authorize the President of ATD CI to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of resignation, to or at the request of a government entity engaged in the administration of law or a potential employer who requires reasonable knowledge of whether the Covered Individual holds the CPLP credential. Similarly, in the event of such resignation, the person or entity who submitted the complaint shall be notified of the fact and date of the resignation and that the Board has dismissed the complaint as a consequence.

Appendix B: Appeal Procedures and Forms

Eligibility Appeal Procedures and Form

Exam Appeal Procedures and Form

Eligibility Appeals Procedure and Form

When a negative decision regarding eligibility is communicated to a candidate, the communication will also state that it is an appealable decision, and it will place the candidate on notice that he or she has 10 business days in which to advise ATD CI in writing that he or she intends to exercise the right to appeal. A candidate may appeal the denial of eligibility to enter the CPLP program by submitting a written appeal using the **CPLP Eligibility Appeals Form** by email to Morgean Hirt at mhirt@td.org.

The appeal must document the denial and provide evidence supporting the candidate's claim for eligibility. Grounds for appeal are limited to the following:

- a) Misapplication - the negative decision was the result of the misapplication of the eligibility requirements and such misapplication prejudiced the candidate; or
- b) Misinterpretation - the negative decision was not supported by, and is contrary to, the evidence in the record on which the decision of ATD CI was based.

In submitting the appeal, the candidate must use the following processes:

1. Appeals must be made in writing within 10 business days of receipt of the denial of eligibility.
2. The candidate must detail in writing the grounds upon which he or she bases his or her appeal, along with any referenced information upon which the candidate intends to rely in support of the grounds for appeal. The candidate should include a specific reference to where the information or documentation was previously provided.
3. ATD CI will confirm receipt of all appeals within 30 days of receipt. All appeals are confidential.
4. Upon receipt and preliminary review of the written notice of appeal, ATD CI will determine if a negative decision was the result of the misapplication of the eligibility requirements and will notify the candidate in writing of any necessary adjustments that shall be made. ATD CI shall submit any other appeals alleging misinterpretation of the evidence to the Appeals Panel in accordance with the procedures set forth herein.
5. Upon the receipt of any appeals alleging misinterpretation of the evidence, ATD CI will notify the Chair of the ATD CI Board of the notice of appeal. The Chair of the ATD CI Board will appoint a panel of up to 12 individuals who hold the CPLP credential to serve as the Appeals Committee. ATD CI shall appoint a three (3) member panel from among the membership of the Appeals Committee to serve as the Appeals Panel for each appeal. The identity of the full Appeals Committee will be disclosed. The identity of the three (3) member Appeals Review Panel will not be disclosed. Any member of the Appeals Panel with a potential conflict of interest with respect to the candidate must disclose the potential conflict to ATD CI and, if it is determined that a conflict exists, that member of the Appeals Panel must not participate in the decision-making process. ATD CI will replace the vacant seat on the Appeals Panel with a member of the Appeals Committee who does not have a conflict with respect to the applicant.

6. The review and determination shall occur within 60 days of designation of the Appeals Panel, in accordance with these procedures and any guidelines developed by ATD CI. If the Appeals Panel finds that good cause exists to re-evaluate eligibility, it may require further evidence or documentation or information from the candidate. Such request shall be set forth in writing and the candidate is to provide the requested documentation or information within 30 days of request. In this instance, the Appeals Panel shall render a decision within 30 days of receipt of the additional documentation and information.
7. In reaching its decision, the Appeals Panel will consider the record before ATD CI at the time it made its decision regarding the candidate's appeal, any written statements the candidate submitted in connection with the appeal, and any additional information or documentation provided by the candidate at the Appeals Panel's request.
8. The Appeals Panel, on a majority vote, either affirms or reverses the decision being appealed. If the Appeals Panel affirms the decision, it becomes final at that point. If the Appeals Panel reverses the decision, it will provide a detailed written explanation of its rationale. ATD CI will implement the Appeals Panel's decision in a manner consistent with any directive of the Appeals Panel and applicable CPLP Program Policies and Procedures.
9. The Appeals Panel will send notification of its decision to ATD CI and ATD CI will notify the candidate of the Appeals Panel's decision within seven (7) working days of its receipt.
10. The decision of the Appeals Panel is final.

CPLP Eligibility Appeals Form

Instructions: The CPLP Eligibility Appeals Form must be completed and submitted according to the appeal guidelines.

1. Background (Required)

Candidate Name: _____

Candidate ID Number: _____

Today's Date: _____

Date of Eligibility Denial: _____

2. Statement of Appeal (Required)

A. What is the reason for your appeal?

Check one of the reasons below (these are the only reasons that an appeal will be considered):

MISAPPLICATION OF REQUIREMENTS
The negative decision was the result of the misapplication of the eligibility requirements and such misapplication prejudiced the candidate.

MISINTERPRETATION OF EVIDENCE
The negative decision was not supported by, and is contrary to, the evidence in the record upon which the decision was based.

B. Explain the reason for your appeal.

On a separate sheet of paper provide an explanation of the reason for your appeal in 500 words or fewer. Include the following in your write-up:

1. Explain the circumstances of your appeal.
2. Explain on what grounds you believe the appeal should be granted.

3. Submission Instructions (Required)

Send your information to ATD CI to the Director by email at mhirt@td.org.

Information must be received by the deadline set forth in the appeal guidelines (10 days following the denial of eligibility) in order to be accepted. Information received after this time deadline will not be considered.

Exam Appeal Procedure and Form

When a negative outcome on the Knowledge Exam or Skills Application Exam is communicated to a candidate, the candidate has 10 business days to advise ATD CI in writing that he or she intends to exercise the right to appeal. The candidate may appeal the results of their exam by submitting a written appeal using the Exam Appeals Form to ATD CI to the Director by emailing mhirt@td.org.

The appeal must document the score received and provide evidence supporting the candidate's claim. Grounds for appeal are limited to the following: a) scoring errors or b) improper procedure.

- Scoring Errors – The score was incorrect as a result of data entry or reporting errors.
- Improper Procedures – The score was biased as a result of improper procedure. Improper procedure is when accepted rules, standards, or proper procedures were not followed.

The appeals procedure is as follows:

1. A CPLP candidate must submit all appeals in writing within 10 business days of taking the exam using the Exam Appeals Form. The Exam Appeals Form must be completed in its entirety by the candidate and include only relevant, truthful, and accurate information. The candidate must detail the grounds upon which he or she bases his or her appeal, along with any referenced information upon which the candidate intends to rely in support of the grounds for appeal. Appeals received more than 10 business days following the exam will not be considered.
2. ATD CI will confirm receipt of all appeals within five (5) business days.
3. Upon receipt and preliminary review of the written notice of appeal and a properly completed CPLP Appeals Form, ATD CI will determine whether the appeal alleges that the candidate's score was the result of scoring errors or improper procedures. ATD CI shall investigate any appeals alleging scoring errors, and notify the candidate in writing of its findings and any necessary adjustments that will be made. ATD CI shall submit any appeals alleging improper procedures to the Appeals Panel set forth herein.
4. Upon the receipt of any appeals alleging scoring errors or improper procedure, ATD CI will notify the Chair of the ATD CI Board of the notice of appeal. The Chair of the ATD CI Board will appoint a panel of up to 12 individuals who hold the CPLP credential to serve as the Appeals review committee.
5. ATD CI shall appoint a three-member panel from among the membership of the Appeals Committee to serve as the Appeals Panel for each appeal. The identity of the full Review Committee will be disclosed. The identity of the three-member Appeals Review Panel will not be disclosed. Any member of the Appeals Panel with a potential conflict of interest with respect to the candidate must disclose the potential conflict to ATD CI and, if it is determined that a conflict exists, that member of the Appeals Panel must not participate in the decision-making process. ATD CI will replace the vacant seat on the Appeals Panel with a member of the Appeals Committee who does not have a conflict with respect to the applicant.

6. ATD CI will send a written notice to the candidate; the notice shall include the written appeals procedures. The review and determination shall occur within 30 days of designation of the Appeals Panel in accordance with these appeals procedures and any guidelines developed by ATD CI.
7. In reaching its decision, the Appeals Panel will consider the candidate's exam, the scoring procedures and process used in connection with the exam, and the information included on the CPLP Appeals Form submitted by the candidate. While ATD CI understands that stressors and circumstances can prevent candidates from performing their best, under no circumstances will exam scores be raised as a result of the appeal. Problems that will not be considered in the Appeals Panel review include, but are not limited to, the following: inclement weather, test anxiety or illness, unusual circumstances or conditions, and reasonable test center challenges.
8. The Appeals Panel, on a majority vote, either affirms the score received or grants an appeal. If the appeal is granted, the candidate will be provided an opportunity to retest during the next review window with the retest fee waived. The opportunity to take the exam again is the only resolution; the initial exam score will not be changed.
9. If the appeal is denied and the score received is affirmed, there is no further action or recourse available to the candidate.
10. The Appeals Panel will send notification of its decision to ATD CI and ATD CI will notify the candidate of the Appeals Panel's decision within seven (7) working days of its receipt.
11. The decision of the Appeals Panel is final.

CPLP Exam Appeals Form

Instructions: The CPLP Exam Appeals Form must be completed and submitted per the appeal guidelines.

1. Background (Required)

Candidate Name: _____

Candidate ID Number: _____

Today's Date: _____

Score Report Date: _____

Exam Type: Knowledge Exam Skills Application Exam

2. Statement of Appeal (Required)

C. What is the reason for your appeal?

Check one of the reasons below (these are the only reasons that an appeal will be considered):

- | | |
|--------------------------|--|
| <input type="checkbox"/> | SCORING ERRORS
The score was incorrect as a result of data entry or reporting errors. |
| <input type="checkbox"/> | IMPROPER PROCEDURE
The score was biased as a result of improper procedure. Improper procedure is when accepted rules, standards, or proper procedures were not followed. |

D. Explain the reason for your appeal.

On a separate sheet of paper provide an explanation of the reason for your appeal in 500 words or fewer. Include the following in your write-up:

1. What score or scores are you challenging?
2. What is the reason for the score challenge?
3. Explain on what grounds you believe the appeal should be granted.

E. Attach a copy of your score report. Label it Attachment B.

3. Submission Instructions (Required)

Send your information to ATD CI by email to the Director at mhirt@td.org. Information must be received by the deadline set forth in the appeal guidelines (10 days following the score report date) to be accepted for review. Information received after this period will not be considered.

Appeal notifications will be made within 30 days of the appeals submission deadline.

Appendix C: Exam Content Outline Resources

CPLP Knowledge Exam Content Outline (High Level)

CPLP Skills Application Exam Key Action Listing

CPLP Knowledge Exam - Content Outline

AOE 1: Performance Improvement (Weighted 13 - 14% of the exam)

Applying a systematic process of discovering and analyzing human performance gaps; planning for future improvements in human performance; designing and developing solutions to close performance gaps; partnering with the customer when identifying the opportunity and the solution; implementing the solution; monitoring the change; evaluating the results.

- AOE1-K1. Performance improvement processes
- AOE1-K2. Systems thinking and theory
- AOE1-K3. Performance analysis (e.g., business and cause analysis, performance gap assessment)
- AOE1-K4. Approaches for selecting performance improvement solutions
- AOE1-K5. Change management theory
- AOE1-K6. Facilitation methods
- AOE1-K7. Project management tools and techniques
- AOE1-K8. Communication techniques and tools (e.g., adapting message to the audience, using a variety of channels)
- AOE1-K9. Group dynamics process
- AOE1-K10. How to evaluate the performance improvement solution

AOE 2: Instructional Design (Weighted 13 – 14% of the exam)

Designing, creating, and developing informal and formal learning solutions to meet organizational needs; analyzing and selecting the most appropriate strategy, methodologies, and technologies to maximize the learning experience and impact.

- AOE2-K1. Business strategy, drivers, or needs associated with possible learning solutions
- AOE2-K2. Needs assessment approaches
- AOE2-K3. Research methods, including information scanning, data gathering, and analysis
- AOE2-K4. Content knowledge or techniques to elicit content from subject matter experts
- AOE2-K5. Learning theories
- AOE2-K6. Instructional design theory and process
- AOE2-K7. Various instructional methods (e.g., discussion, exercise, self-directed learning)
- AOE2-K8. Various delivery options and media (e.g., mobile, online, classroom, multimedia)
- AOE2-K9. Existing and emerging learning technologies and support systems (e.g., collaborative learning software, learning management systems, authoring tools, social media)
- AOE2-K10. Individual learning modalities (e.g., visual, auditory, kinesthetic)
- AOE2-K11. Individual, group, and organizational differences that influence learning and motivation
- AOE2-K12. Assessment methods and formats (e.g., multiple choice, hands-on performance, open-ended response)
- AOE2-K13. Legal and ethical issues related to instructional design, including accessibility and intellectual property

AOE 3: Training Delivery (Weighted 13 - 14% of the exam)

Delivering learning solutions in a manner that both engages the learner and produces desired outcomes; managing and responding to learner needs; ensuring that learning is made available in effective platforms and delivered in a timely and effective manner.

- AOE3-K1. Learning theories
- AOE3-K2. Various instructional methods (e.g., discussion, exercises, self-directed learning)
- AOE3-K3. Ways to facilitate informal learning and build learning communities (e.g., leveraging learning platforms and fostering personal learning networks)
- AOE3-K4. Various delivery options and media (e.g., mobile, online, classroom, multimedia)
- AOE3-K5. Existing and emerging learning technologies and support systems (e.g., collaborative learning software, learning management systems, social media)
- AOE3-K6. Facilitation and presentation techniques and tools
- AOE3-K7. Individual learning modalities (e.g., visual, auditory, kinesthetic)
- AOE3-K8. Organizational or cultural differences in learning preferences, communication, and classroom behavior
- AOE3-K9. Personal learning and teaching preferences such as preference for lecture or informal learning approaches
- AOE3-K10. Familiarity with content being taught and how solutions address needs (i.e., context)
- AOE3-K11. Legal and ethical issues related to training delivery (e.g., obtaining permission for use of materials and giving credit as appropriate)

AOE 4: Learning Technologies (Weighted 11 - 12% of the exam)

Identifying, selecting, implementing, and leveraging a variety of learning technologies; adapting learning technologies; applying appropriate technologies to a learning opportunity or challenge.

- AOE4-K1. Delivery options and media
- AOE4-K2. Existing and emerging learning technologies and support systems
- AOE4-K3. Existing and emerging talent management software solutions
- AOE4-K4. Existing and emerging technologies that enable knowledge management
- AOE4-K5. Social learning techniques and technologies

AOE 5: Evaluating Learning Impact (Weighted 11 - 12% of the exam)

Gathering, organizing, and analyzing information regarding the impact of learning solutions against key business drivers; presenting the information in a way that is meaningful to the organization; using learning metrics and analytics to inform organizational decision making.

- AOE5-K1. Relevant statistical methods (e.g., descriptive vs. inferential statistics)
- AOE5-K2. Evaluation design (e.g., experimental versus correlational design)
- AOE5-K3. Analysis methods (e.g., cost/benefit analysis, return on investment)
- AOE5-K4. Learning analytics
- AOE5-K5. Interpretation and reporting of data
- AOE5-K6. Types or classifications of evaluations at the program, system, or organizational level

AOE 6: Managing Learning Programs (Weighted 8 - 9% of the exam)

Providing leadership to execute the organization's strategy; planning, monitoring, and adjusting learning and development projects or activities.

Strategic Knowledge Areas¹

- AOE6-K1. Organization's business model, drivers, and competitive position in the industry
- AOE6-K2. Existing and emerging learning technologies and support systems (e.g., collaborative learning software, learning management systems, authoring tools, social media)
- AOE5-K3. Learning information systems
- AOE6-K4. Market resources such as learning and development products, services, and vendors
- AOE6-K5. Principles of management and leadership
- AOE6-K6. Human resource systems and how they integrate (e.g., workforce planning, performance) management, employee development, and compensation and rewards
- AOE6-K7. External systems that can affect organizational performance (i.e., political, economic, sociological, religion, cultural context and other global factors that can affect the organization's performance in the marketplace)
- AOE6-K8. Legal, regulatory, and ethical requirements relevant to managing learning programs (e.g., employment laws and intellectual property issues)

Tactical Knowledge Areas²

- AOE6-K9. Learning and development projects and programs being administered in the organization
- AOE6-K10. Budgeting, accounting, and financial management
- AOE6-K11. Project planning and management tools and processes
- AOE6-K12. Communication techniques and tools

¹ These are the knowledge areas necessary to lead the learning function as a business unit.

² These are the knowledge areas necessary to manage and implement learning projects.

AOE 7: Integrated Talent Management³ (Weighted 8 - 9% of the exam)

Building an organization's culture, engagement, capability, and capacity through the implementation and integration of talent acquisition, employee development, retention, and deployment processes; ensuring that these processes are aligned to organizational goals.

- AOE7-K1. Key components of talent management systems (e.g., workforce planning and talent acquisition, performance management, employee development, succession planning, compensation and rewards, engagement and retention)
- AOE7-K2. Workforce planning and talent acquisition approaches (e.g., estimating future demand, current capability assessment, job analysis and competency modeling)
- AOE7-K3. Career development theories and approaches
- AOE7-K4. Individual and organizational assessment tools
- AOE7-K5. Talent management analytics
- AOE7-K6. New and emerging talent management software solutions
- AOE7-K7. Approaches to maximize workplace diversity
- AOE7-K8. Legal and ethical issues related to integrated talent management

AOE 8: Coaching⁴ (Weighted 8 - 9% of the exam)

Using an interactive process to help individuals develop rapidly and produce results; improving others' ability to set goals, take action, make better decisions, and make full use of their natural strengths.

- AOE8-K1. Core coaching competencies
- AOE8-K2. Ethical guidelines and standards of conduct related to coaching

AOE 9: Knowledge Management (Weighted 5 - 6% of the exam)

Capturing, distributing, and archiving intellectual capital in a way that encourages knowledge sharing and collaboration in the organization.

- AOE9-K1. Knowledge management concepts, philosophy, and theory
- AOE9-K2. Knowledge management best practices
- AOE9-K3. Knowledge mapping techniques
- AOE9-K4. Existing and emerging technologies that enable appropriate informal learning and knowledge sharing (e.g., online collaborative workspaces, mobile technologies)
- AOE9-K5. Social learning techniques and technologies
- AOE9-K6. Primary business processes that support knowledge exchange (e.g., organizational structure, local culture, value systems)
- AOE9-K7. Business process analysis as it applies to knowledge management
- AOE9-K8. Systems analysis and design

³ Definition was adapted from the ATD Research publication *Learning's Critical Role in Integrated Talent Management* (ATD Press, 2010).

⁴ This information is based on the ICF (International Coach Federation) Code of Ethics and the ICF Core Coaching Competencies. Additional information can be found at ICF's website: www.coachfederation.org.

AOE 10: Change Management (Weighted 8 - 9% of the exam)

Applying structured approaches to shift individuals, teams, and organizations from a current state to a desired state.

- AOE10-K1. Systems thinking and open systems theory (i.e., organization is an open system influenced by the external environment)
- AOE10-K2. Chaos and complexity theory
- AOE10-K3. Action research theory
- AOE10-K4. Appreciative inquiry theory
- AOE10-K5. Organizational systems and culture, including political dynamics in organizational settings
- AOE10-K6. Change theory and change models
- AOE10-K7. Process thinking and design
- AOE10-K8. Communication techniques and tools
- AOE10-K9. Engagement practices to build critical mass
- AOE10-K10. Diversity and inclusion, including managing differences and resolving conflicts
- AOE10-K11. Motivation theories, including empowerment and rewards
- AOE10-K12. Mindset and mental models and their influence on behavior and performance

Foundational Competency (FC) 11: Global Mindset

Having an openness and awareness of cultural differences; working effectively across borders and cultures.

- FC11-K1. Global cultural theories and tools
- FC11-K2. Self-awareness
- FC11-K3. Assessment of cultural situations
- FC11-K4. Cross-cultural communication
- FC11-K5. Cultural dynamics
- FC11-K6. Cultural-specific differences and similarities
- FC11-K7. Cultural dimensions of learning

CPLP Skills Application Exam - Key Actions List

This list contains the key actions from the ATD Competency Model, by AOE, which are evaluated in the CPLP Skills Application Exam. Note that candidates need to pick only one area of expertise from the three presented.

AOE 2: Instructional Design⁵

KA1. Conducts a needs assessment: Identifies organizational objectives and the learning opportunity; identifies target population characteristics and characteristics of the environment; gathers and evaluates resources and information; analyzes findings; identifies anticipated constraints or problems affecting design success or failure, such as equipment deficiencies or lack of support; defines basic outcomes of the learning solution to solve the problem or meet the opportunity.

KA2. Identifies appropriate learning approach: Selects learning approaches that best address the needs of the learners and the organization, such as formal classroom training versus an informal approach.

KA4. Collaborates with others: Builds partnerships and relationships among the stakeholders in a learning design project and establishes approval processes for each step of the design process.

KA5. Designs a curriculum, program, or learning solution: Uses a variety of techniques for determining instructional content; plans and designs the curriculum, program, or learning solution; designs an experience that enables informal learning.

KA6. Designs instructional material: Selects, modifies, or creates an appropriate design and development model or plan for a given project; identifies and documents measurable learning objectives; selects and uses a variety of techniques to define, structure, and sequence the instructional content and strategies; designs instructional content to reflect an understanding of the diversity of learners or groups of learners.

KA7. Analyzes and selects technologies: Analyzes the characteristics, benefits, and pros and cons associated with existing and emerging technologies, including online learning, blended learning, and informal learning options and their possible application in an instructional environment; considers online learning options such as web-based books and lectures, virtual communities, accessing experts online, simulations, and embedded help; selects technologies based on a needs-driven approach in order to accomplish learning goals and objectives.

KA8. Integrates technology options: Integrates existing and emerging technologies to achieve learning goals; integrates new material and technologies with existing learning resources to produce a coherent blended solution.

⁵ The actions associated with Instructional Design KA3 (applies learning theory) were incorporated into the rubrics.

KA9. Develops instructional materials: Selects or modifies existing instructional materials or develops new instructional materials; conducts review of materials with appropriate parties, such as subject matter experts, the design team, and the target audience; creates logical learning units or objects as appropriate; designs or builds assets, such as role plays or self-assessment tests, to support the learning experience and meet objectives as appropriate; develops instructional content to reflect an understanding of the diversity of learners or groups of learners.

KA10. Evaluates learning design: Proactively identifies appropriate evaluation techniques and applies them, such as summative and formative evaluation, the four levels, and usability testing; conducts appropriate test and revision cycles to assess and test the learning design solution and its impact; assesses whether the learning design solution produces positive results, such as a change in learner attitude, skill, knowledge, or behavior.

AOE 3: Training Delivery

KA1. Manages the learning environment: Schedules events and participants; selects facilities conducive to learning; prepares agenda or learning objectives in advance; organizes materials and multimedia equipment; arranges room and equipment for optimal learning; provides materials; ensures access and supplies resources for learning participants; provides for breaks and refreshments.

KA2. Preparing for training delivery: Reviews participant and facilitator materials prior to delivery; gathers information about the participants and their characteristics; tailors examples and analogies to ensure relevance to participants.

KA3. Conveys objectives: Informs participants of the goals and purpose of the learning solution; ensures that participants have a realistic understanding of what the solution can accomplish.

KA4. Aligns learning solutions with course objectives and participant needs: Monitors needs and learning preferences of participants to ensure that the learning solutions meet participant and course objectives; responds to feedback from participants and makes adjustments or enhancements to the learning solution based on this feedback.

KA5. Establishes credibility as an instructor: Demonstrates understanding of course content and its relationship to business needs; uses appropriate terminology and relevant business examples; provides useful information when responding to questions; helps participants apply learning to on-the-job situations.

KA6. Creates a positive learning climate: Establishes a learning environment where participants feel safe to try new skills and behaviors, individual differences are respected, and confidentiality is supported; personally models behavior that is consistent with the goals of the program.

KA7. Delivers various learning methodologies: Facilitates learning by using various learning delivery methodologies that achieve learning objectives and ensure application, including a combination of lectures, role plays, simulations, technology-delivered training, online learning, and learning technology support tools; encourages informal learning approaches such as the development of personal learning networks; follows facilitator materials to ensure effective and consistent delivery.

KA8. Facilitates learning: Varies delivery style to fit the audience; adapts to the needs of participants and adjusts curriculum as needed; presents information in a logical sequence; uses appropriate visual aids; listens and responds to questions and objections; leverages the knowledge and experience of participants to facilitate learning; manages group dynamics; manages time on learning topics.

KA9. Encourages participation and builds participant motivation: Uses techniques and skills to engage all participants in the learning experience; adapts own style to different participant and group styles; makes effort to "bring in" passive participants; creates excitement and commitment to the learning experience; engages participants by providing opportunities for participation and experimentation in the learning process; capitalizes on participant diversity to maximize learning; builds a collaborative learning environment.

KA10. Delivers constructive feedback: Provides behavioral feedback on participants' performance during or after the learning experience; maintains or enhances participants' self-esteem; supports feedback with specific examples of behavior and possible alternatives for improving performance; provides a balance of positive and constructive feedback; creates opportunities for self-discovery and insight.

KA11. Ensures learning outcomes: Ensures the learning objectives are met; integrates or embeds appropriate performance support and assessment techniques to check participants' understanding and to ensure skill or knowledge acquisition, on-the-job application, and intended business results.

KA12. Evaluates solutions: Monitors the impact of learning solution to ensure its effectiveness; summarizes and communicates evaluation results.

AOE 6: Managing Learning Programs⁶

KA2. Establishes project goals and strategies⁷: Identifies the purpose and desirable outcomes of a learning project; understands what drives the business and determines how the learning project can best add value; selects appropriate learning, development, and human performance strategies to support project goals and objectives; aligns project goals and objectives to the business objectives or organizational strategy.

KA7. Manages others: Directs, assigns, or manages the work of others on the learning project team to accomplish project goals and objectives.

KA8. Manages and implements projects⁸ Identifies sponsors or champions to help ensure successful project implementation; sources work; budgets, plans, and organizes learning project; executes learning project activities; evaluates the quality of the learning project deliverables; provides recommendations to enhance the learning project's future impact on the business objectives.

⁶For purposes of the Skill Application Exam, the actions associated with MLP KA1, 3, 4, 5, 6, and 9 (establishes a vision; implements action plans; develops and monitors the budget; manages staff; models leadership in developing people; manages external resources) were incorporated into the other KAs rubrics. MLP KA10 (ensures compliance with legal, ethical, and regulatory requirements) was not included in the assessment model.

⁷For purposes of the Skills Application Exam, KA2 (establishes strategies) was modified from the original Competency Model content to better reflect the expected performance of a CPLP candidate.

⁸For purposes of the Skills Application Exam, KA8 (manages and implements projects) was modified from the original Competency Model content to better reflect the expected performance of a CPLP candidate.



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