



Institute of IT Training

CODE OF PRACTICE FOR LEARNING TECHNOLOGIES PROVIDERS

A guidance document for Learning Technologies Providers





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Code of Practice for Learning Technologies providers

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Code of Practice for Learning Technologies Providers

IT users in the UK benefit from one of the most advanced IT training environments anywhere in the world. In general, Learning Technology Providers provide a value-for-money range of quality training products and services to their client organisations. However, in a business environment which is ever-increasingly competitive, it is important for providers to align to best-practice and be able to demonstrate that they provide the client organisation with top quality and cost effective training products and services.

It is an Institute objective to assist in the raising of standards in IT training across the board, and the Learning Technologies Provider Accreditation Programme (LTPAP) is a key component of this. Note that the accreditation accredits the company: it does NOT accredit individual courses.

This Code of Practice provides the basis for the Institute of IT Training's Learning Technologies Provider Accreditation Programme through which the Institute will maintain and monitor a register of approved providers.

Organisations which undertake voluntarily to abide by the terms of this Code of Practice and can demonstrate that they do so are eligible to be accredited by the Institute.

Definitions

In this code of practice:

'Client' means any person or organisation that enters into a contract with a provider for training;

'Learning Technology/ Technologies' – technologies (and related services) that facilitate skills transfer; they can be categorised as:

- Generic Content - includes generic courseware, templates, models;
- Tools - includes authoring, performance support, virtual labs, simulation, collaboration, modelling, and assessment tools
- Infrastructure - includes LMS/ LCMS/CLS, enterprise content management, performance management, competence management, e-skills portfolio management, social networks
- Development - the facilitation of client content and bespoke development of solutions using learning technologies
- Consultancy - services that support the client in the application of learning technologies - includes strategy, vision and direction, engagement models, advice and guidance.

'Learning Technologies Product or Service' means a learning solution that is based on one or more learning technologies;

'Student or Learner' means any person taking a course or experiencing a learning intervention using one or more learning technologies;

'Provider' means any enterprise, institution, department, or organisation accredited by the IITT as an approved provider of training or one or more learning technologies.

Publicity and promotions Internal External

- (1) In promotional literature, advertisements and other forms of promotion, providers/departments shall express themselves clearly and without ambiguity so that the reader may know exactly what is being offered and to what he/she is committing to by responding.
- (2) Providers/departments shall not give false or misleading indications, whether by words, illustrations or other means, in relation to either their products or services or to the products and services of any other organisations.
- (3) Providers/departments shall not make any statements which cannot readily be substantiated.
- (4) Providers/departments shall not publish any advertisement which may be confused with that of any other organisation.
- (5) Fictitious testimonials shall not be used, and testimonials from the provider's own staff, relatives or agents shall not be used unless their interest is explicitly declared. No testimonial shall be used more than three years after the date on which it was written.
- (6) Publicity and promotional material may make reference to this Code of Practice only in such form as the IITT may approve.
- (7) Training departments will conduct their dealings with clients in a professional manner, hence actively promoting and contributing to the effective use of IT in the parent organisation.

Technical Prospectus

Prior to a client contracting for courses, products or services, the providers/departments shall make information available on:

- (1) the title of the learning intervention and/ or the description of the product or service;
- (2) the extent of any customisation/ personalisation for the client
- (3) the performance objectives to be achieved;

- (4) the Training Needs Analysis and/ or the Requirements Analysis services available from the provider/department;
- (5) the award, if any, for which the intervention is designed to prepare learners, and the name of the awarding body;
- (6) the method of evaluation and the conditions for the awarding or withholding of completion certification;
- (7) the content of the learning intervention indicating the emphasis placed on each section, including practical work;
- (8) the duration of the learning intervention;
- (9) the training methods used;
- (10) a profile of the student for whom the intervention is designed, including prerequisite and/or desirable experience;
- (11) the process by which the expectations of learners are set prior to a learning intervention based on Learning Technologies
- (12) the practical work that students /Learners carry out including a statement of the required equipment;
- (13) what post-intervention support/follow-up resources is/ are provided to students after they have completed the learning intervention.

Course /Service Controls

Providers/Departments shall:

- (1) ensure that client-facing staff possess the necessary personal and technical expertise to support a learning intervention and manage the relationship with the client;
- (2) ensure that developers/support staff are fully competent by either holding the IITT's ICTP certificate, or another certificate in training practice as recognised by the IITT, or by demonstrably working towards the attainment of same; and that non-client-facing staff have the competence, expertise and experience to perform their functions effectively
- (3) ensure that developers/ support staff keep abreast of current developments appropriate to their responsibilities and can describe how this is achieved;
- (4) ensure that all materials and product documentation are accurate and up-to-date;

- (5) assume ultimate and complete responsibility for delivery of the product or service to the client;
- (6) at the conclusion of a learning intervention, offer students the opportunity of giving an evaluation of the experience to the provider, information about which shall be made available to the client.
- (7) Learning technologies providers are required to ensure that they provide appropriate installation, roll-out, and ongoing support for the learning technologies and customised solutions they provide.

External Controls

- (1) Providers/departments shall make available to the IITT such statistical, documentary and other information as the IITT may reasonably require to be assured that the code of practice is being observed.
- (2) Providers/departments shall co-operate with scheduled IITT monitoring visits and facilitate access to training courses and to appropriate technologies and resources by accreditation verifiers.

Commercial Prospectus

Only applicable to Training Departments if: the corporate methodology is to cross-charge for the services provided by the training department,

In pre-contract quotations the provider/department shall state:

- (1) specifically what products and services are included in the proposal and quotation;
- (2) the total cost and payment schedule if payment is by instalments;
- (3) any reserved rights to change the content, delivery approach, timetable, location, date and fee in respect of any programme, and/or any other aspects of service provision;
- (4) the rights of the client and provider/department if for any reason the contract is not completed and/ or cancelled by either client or provider/department;
- (5) the refund policy, if any,
- (6) the responsibility for payment of fees and the associated liabilities of the client;

- (7) whether the product/ service is subject to copyright law;
- (8) that the provider/department subscribes to and abides by the Institute of IT Training's Code of Practice.

Complaints Procedure

A statement of the procedures for making and responding to complaints shall routinely be made available by providers/departments to clients with whom they have contracted. Providers/departments shall respond to client complaints in a prompt and courteous manner.

Should the provider/ department not respond to the complaint to the satisfaction of the client, the provider will advise the client of the right to notify the IITT of the outstanding complaint. A form, together with a Complaints Procedure form, available from the IITT, shall be supplied by the provider/department.

Complaints by clients shall then be made direct to the IITT and must generally be made within 30 days of the provider/department having given an initial response to the complaint.

If the IITT is satisfied that a complaint against a provider/department is justified, the provider/department shall be bound by the IITT's decision on the matter.

The IITT complaints procedure

This procedure is administered in conjunction with the IITT Code of Practice for providers/departments. It provides a mechanism for making, receiving and examining complaints by clients against providers/departments in respect of any matter covered by the code of practice.

Complaints committee

- (1) The executive of the IITT shall establish a three-person committee which will manage the detailed operation of this procedure.
- (2) The CPD director of the IITT shall be the Chairman of the Committee and the Membership Secretary of the IITT shall be its Secretary. The third member will be a current member of the council.

Notification of Complaints

- (1) The secretary shall take such steps as are necessary to clarify and define the complaint, at the same time ensuring that the complainant has fully taken up the matter with the provider before invoking the IITT Complaints Procedure.
- (2) The secretary shall refer the complaint to the provider who shall be required to make written response within fourteen working days setting out a detailed explanation.

- (3) The secretary shall refer the response made by the provider to the client. If the client is not satisfied with the provider's response, the secretary will refer the matter to the Complaints Committee.
- (4) The Complaints Committee shall consider the complaint within fourteen working days, requesting further information if required, and shall notify the client and the provider of its findings.
- (5) Either party may, within 30 days of being notified of the findings of the Complaints Committee, appeal to the Board of Directors of the IITT.
- (6) The secretary shall keep the Chief Executive of the IITT informed of all complaints received and actions taken on such complaints and shall also keep the parties involved in a complaint informed at all stages.

Appeals Procedure

- (1) The secretary shall submit to the Chief Executive of the IITT all appeals together with all relevant material considered by the Complaints Committee.
- (2) The Board of Directors of the IITT will consider the appeal and will advise the parties of its decision within fourteen working days. The decision of the Board will be final.