



UNIVERSITY OF TORONTO  
OISE | ONTARIO INSTITUTE  
FOR STUDIES IN EDUCATION

# OISE GUIDELINE

## APPROVAL OF NON-CREDIT CERTIFICATE PROGRAMS

DRAFT: SEPTEMBER 30, 2016

## OISE Guideline for Approval of Non-Credit Certificate Programs

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### Overview

From time to time OISE Continuing and Professional Learning (OISE CPL) develops new certificate programs (identified as Category 3 programs under the University of Toronto *Policy on Certificates*). OISE CPL certificates are developed with consideration of the CPL Learning Solutions Credential Framework<sup>1</sup> and are consistent with the University's general objectives as well as CPL's strategic directions for its professional learning portfolios<sup>2</sup>. In consultation with the relevant Portfolio Curriculum Review Committee<sup>3</sup>, CPL engages in a five stage process for new certificate development and evaluation<sup>4</sup>. The process covers market analysis, proposal, solution development, program implementation, and program evaluation (see attached process map).

### ***Non-Credit Certificate Programs Review Process***

The University of Toronto *Policy on Certificates* requires that there be an established approval process for new non-credit certificates. Proposals for new OISE CPL non-credit certificates are approved during Phase 2 of the solution development process, as follows:

1. Following Curriculum Review Committee review and development of CPL Solutions Proposal, CPL Executive Director approves and recommends proposed certificate program to Program Advisory Committee (PAC)
2. Program Advisory Committee (PAC) reviews and approves proposed certificate program for Dean (or Dean's Designate) review
3. Dean (or Dean's Designate) reviews and approves proposed certificate program
4. Newly approved certificate programs are presented to Faculty Council for information at the next scheduled meeting following approval by Dean
5. Names of newly approved certificate programs are outlined to the Provost's office in the OISE CPL annual report to the Provost

### ***Non-Credit Professional Development Solutions Review Process***

In addition to non-credit certificate programs, OISE CPL develops and delivers non-credit professional and executive development solutions that are not classified as certificate programs activities. These include webinars, learning institutes and workshops and may be delivered to both domestic and international markets. The process for review and notification of these activities occurs within the monthly meeting routines between the Executive Director, Continuing and Professional Learning and the Dean or Dean's Designate. Additionally, OISE CPL maintains learning solutions pipeline documentation and reports monthly on these activities.

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<sup>1</sup> CPL Learning Solutions Credential Framework is a guide which outlines the type of CPL learning solution and the corresponding recognition of learning completion: Certificate of Completion, Recognition of Achievement

<sup>2</sup> CPL currently has four portfolios: Pre-K-12, Post-Secondary, Workplace Learning and Development, and Community.

<sup>3</sup> A Curriculum Review Committee is being formed for each portfolio. Each committee consists of 5 to 7 members chosen for their expertise in the field(s) comprising the portfolio and includes at least one OISE faculty member.

<sup>4</sup> Refer to process map on page 6 of this document

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### CPL Learning Solutions Credential Framework

While CPL learning solutions are non-credit and are not required to follow the credential standards as outlined in the Ontario Qualifications Framework, CPL has elected to categorize its criteria for recognition of learning by committing to a learning solutions standard as presented in the CPL Learning Solutions Credential Framework (see table below).

Learning Recognition	Instructional Content Duration	Solution Example	Review Process
N/A	1-20 hours	Webinar Workshop/Event/Institute	Non-Credit Professional Development Solutions Review
Recognition of Achievement	21-42 hours	1-2 Course Pack; Blended, Online, On-Campus	Non-Credit Professional Development Solutions Review
Certificate of Completion	43 – 144 hours Learning Objectives evolve across a spectrum of Conceptual, Procedural, Metacognitive	4-6 Course Pack; Blended, Online, On-Campus	Non-Credit Certificate Program Review
Masters Certificate of Completion	<120 hours + Completion of an action learning project <40% of Learning Objectives are classified as Advanced	4-6 Course Series Pack + Capstone; Blended, Online, On-Campus	Non-Credit Certificate Program Review

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### Professional Advisory Committee (PAC)

#### *Purpose*

The Professional Advisory Committee (PAC) for OISE Continuing and Professional Learning is in place to provide strategic advice and input into CPL's professional and executive development education initiatives. The PAC ensures that CPL programs are relevant to the existing and emerging needs within the learning and professional development communities we serve.

#### *Membership*

The OISE Continuing and Professional Learning PAC is composed of 9-12 members, volunteers who are external to the University of Toronto. PAC members are professionals and leaders in their respective organizations or sectors who wish to contribute to the ongoing exchange of education information and innovation between the workplace, our broader national and global community, and OISE Continuing and Professional Learning.

#### *Meetings & Time Commitment*

PAC members **meet two times per academic year** (typically the last week of November and the last week of April depending on member availability). The meetings are structured to enable a forum for discussion regarding professional talent and learning considerations (research, policies, themes, modalities – nationally and globally and across all sectors of education, including Pk-12, Post-Secondary and Workplace). Additionally, PAC members are asked to read and review program documentation in preparation for discussion, recommendation and approval of OISE Continuing and Professional Learning solutions.

### Curriculum Review Committee (CRC)

#### *Purpose*

The Curriculum Review Committees for OISE Continuing and Professional Learning are in place to provide curriculum advice and input into CPL professional and executive development education initiatives. The CRCs ensure that programs (content and methodology) are relevant to existing and emerging needs within the learning and professional development communities CPL serves. Additionally, the CRC review and recommendations are an integral component to the CPL quality assurance process.

#### *Membership*

There are four Curriculum Review Committees (one per OISE CPL learning portfolio):

- **PK-12** with a focus on professional development solutions for teachers, principals, superintendents, Ministry of Education leaders and education services organizations
- **Post-Secondary** with a focus on professional development solutions for all professional roles associated with PSE – faculty, staff, administration, government and education agencies
- **Workplace Learning & Development** with a focus on professional development solutions for roles with training and education accountability such as learning professionals (consultants, facilitators, instructional designers, managers) and inclusive of operations, sales, HR professionals
- **Community** with a focus on professional development for psychologists, social workers, psychotherapists, counsellors, coaches

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Each CRC is comprised of 5-7 members who are professionals with extensive knowledge, expertise and leadership in their education sector along with experience developing and delivering professional learning solutions. Each CRC is, at a minimum, comprised of:

- 1 OISE Faculty colleague who acts as a liaison between OISE Continuing and Professional Learning and the relevant Academic Program & Research area
- 1 OISE CPL Sessional Facilitator/Instructional Designer who can speak to the observed needs of the OISE CPL learning audience
- 1 Regulatory/Association representative (where available) who can provide insight and connection to the observed trends and needs associated with the professional segment

### ***Meetings & Time Commitment***

CRC members **meet two times per academic year** (typically mid-November and mid- April depending on member availability). The meetings are structured to enable a forum for discussion regarding OISE CPL professional learning solutions (curriculum map reviews, course outlines, communications and engagement strategies). In preparation for a CRC meeting, members are asked to read and review documentation as preparation for discussion and recommendations to OISE Continuing and Professional Learning portfolio solutions.

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### New Certificate Development Process

Portfolio Solutions Development Workflow Map: New Learning Solutions					
	Phase 1 Market Engagement/Scoping	Phase 2 Portfolio Recommendations/Solutions	Phase 3 Solution Development	Phase 4 Solution Implementation	Phase 5 Solution Evaluation & Sustainability
<b>Objective</b>	Determine market needs and discover portfolio opportunities	Propose portfolio solutions, solicit feedback	Build the portfolio solution following Recommendation specifications	Launch, deliver & assess the portfolio solution in market	
<b>Timeline</b>	Ongoing	6-8 Months	8-12 weeks	3-18 months	
<b>Key Activities</b>	<ul style="list-style-type: none"> <li>✓ Networking (association contacts/events)</li> <li>✓ Review Portfolio data</li> <li>✓ Review market and research data</li> <li>✓ Review proposal submissions</li> <li>✓ Conduct SWOT analysis</li> </ul>	<ul style="list-style-type: none"> <li>✓ Develop/prepare Portfolio Solution Recommendation which includes:               <ul style="list-style-type: none"> <li>o Clearly articulated Client/Market &amp; Industry Need</li> <li>o Solution Overview</li> <li>o Target demographic and size of market</li> <li>o Revenue/Budget projection for development and sustenance</li> <li>o Marketing considerations</li> <li>o Determine whether course, workshop or certificate</li> </ul> </li> <li>✓ Lead engages SMEs (and/or PAC/CAC portfolio) for feedback</li> <li>✓ Present to CAC Portfolio CAC/PAC to receive "green light" to proceed</li> <li>✓ Update CAC Solutions Tracker (to be centrally located and online)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Contract and assign resources (SME, Instructional Designer)</li> <li>✓ Create file system to house solution development documentation</li> <li>✓ Lead Kick Off meeting</li> <li>✓ Conduct Instructional Analysis (learning outcomes, objectives, learning sequence, learner assessment)</li> <li>✓ Develop Course Outline, Course Plan</li> <li>✓ Build and source solution content (Instructional strategies)</li> <li>✓ Conduct Instructional Validation (review and edit content, conduct quality testing on beta and Alpha testing)</li> <li>✓ Develop Program/Course Implementation Plan ("Train the trainer")</li> <li>✓ Develop Marketing Plan</li> <li>✓ Develop Evaluation/Measurement Plan</li> </ul>	<ul style="list-style-type: none"> <li>✓ Execute administrative/Logistical requirements to effectively launch/deliver solution into market (ie. contract coordinator, instructor, room /online scheduling, bookstore notification, etc...)</li> <li>✓ Implement Marketing/Communication Plan</li> <li>✓ Update Solutions Tracker</li> </ul>	<ul style="list-style-type: none"> <li>✓ Pull and evaluate data, Assess program/course solution</li> <li>✓ Assess marketing approach</li> <li>✓ Develop formative and summative reporting</li> <li>✓ Review Report</li> <li>✓ Outline program sustenance requirements/next steps</li> <li>✓ Update Solutions Tracker</li> </ul>
<b>Role (RAC)</b>	<ul style="list-style-type: none"> <li>✦ Executive Director/Associate Director (A/E)</li> <li>✦ Community Engagement/Marketing Manager (C)</li> <li>✦ Portfolio Solutions Officer (C)</li> <li>✦ AD-III (or Dean) (I)</li> </ul>	<ul style="list-style-type: none"> <li>✦ Executive Director/Associate Director (A/E)</li> <li>✦ PAC, CAC (C/I)</li> <li>✦ Portfolio Solutions Officer (I)</li> <li>✦ AD-III (or Dean) (C,I)</li> </ul>	<ul style="list-style-type: none"> <li>✦ Development Lead (R/A)</li> <li>✦ Portfolio Solutions Officer, Community Engagement/Marketing (R/C)</li> <li>✦ CAC (C,I)</li> <li>✦ Executive Director /Associate Director/Business Officer (C,I)</li> <li>✦ Officer (C,I)</li> <li>✦ AD-III (or Dean) (I)</li> </ul>	<ul style="list-style-type: none"> <li>✦ Portfolio Solutions Officer (R/A)</li> <li>✦ Community Engagement/Marketing (R)</li> <li>✦ Executive Director/Associate Director/Business Officer (C,I)</li> <li>✦ CAC, PAC (I)</li> <li>✦ AD-III (or Dean) (C,I)</li> </ul>	
<b>Resources</b>	<ul style="list-style-type: none"> <li>- Alumni, Mac/Com Association/Industry contacts</li> <li>- Extended OISE teams (other portfolios, Online, Ops)</li> <li>- Other Departments/Chair</li> <li>- OISE CAC Clients (Coordinators, Facilitators, Learners)</li> </ul>	<ul style="list-style-type: none"> <li>- Competency Profiles/Career Profiles</li> <li>- CAC Learning/Program Maps</li> </ul>	<ul style="list-style-type: none"> <li>- Competency Profiles/Career Profiles</li> <li>- CAC/Department Learning Maps</li> <li>- RAMP Design Methodology</li> <li>- Bloom's Digital Taxonomy</li> <li>- Master ID/SME Talent Pool List</li> </ul>	<ul style="list-style-type: none"> <li>- CAC Operators</li> </ul>	
<b>Templates</b>	<ul style="list-style-type: none"> <li>o Portfolio Planning Blueprint</li> </ul>	<ul style="list-style-type: none"> <li>o Portfolio Solution Recommendation</li> </ul>	<ul style="list-style-type: none"> <li>o ID/SME Work Agreement/Contract</li> <li>o Solutions Budget Tracker</li> <li>o Kick Off Meeting Agenda, Project Plan</li> <li>o Curriculum Map/Blueprint, Course Outline, Topical Outline</li> <li>o Marketing/Communications Template</li> </ul>	<ul style="list-style-type: none"> <li>o Portfolio Delivery Plan</li> <li>o Instructor/Coordinator Contract</li> <li>o Communications</li> </ul>	<ul style="list-style-type: none"> <li>o Formative Reporting (Facilitator and Learner, Registration &amp; Renewal)</li> <li>o Summative Reporting</li> <li>o Sustainability Recommendations to be included in CAC Semesterly Report/Prevent Annual Report</li> </ul>

**RAC Defined**

**Responsible** Those who do the work to achieve the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required.  
**Accountable** The one ultimately accountable for the correct and thorough completion of the deliverable or task, and the one who delegates the work to those responsible.  
**Consulted** Those whose opinions are sought, typically subject matter experts, and with whom there is two-way communication.  
**Informed** Those who are kept up-to-date on progress.