A programme of collaborative support and guidance to help LEARNING FACILITIES meet the highest standards of quality and continually delivers an excellent customer experience.

**BENCHMARK YOUR FACILITY AGAINST INDUSTRY PEERS**
Discover how your venue measures up against relevant KPIs and other learning facilities.

**PROVE THE VALUE OF YOUR SERVICES TO CUSTOMERS AND STAKEHOLDERS**
Demonstrate to customers and stakeholders that your learning facility operates at the highest possible level.

**GET ONGOING ADVICE FROM A LEARNING INDUSTRY EXPERT**
Access to a dedicated mentor for a consistent view and pragmatic approach to continual improvement.

**IDENTIFY AREAS FOR SERVICE IMPROVEMENT**
Identify and act upon internal strengths and external opportunities to increase business performance and learning outcomes.

**TACKLE AND ELIMINATE KEY CHALLENGES**
Capture and deal with the internal and external forces that are preventing your facilities from achieving increased performance.

**BUILD LUCRATIVE BUSINESS RELATIONSHIPS**
Since 1995 we have worked with hundreds of organisations and thousands of individuals to raise the profile and improve the standards of workplace learning worldwide. We do this through a range of membership options, certifications, accreditations, events, awards, networks, consultancy and related services. We are a not-for-profit body.

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**CONSULTATION**
You will be assigned a dedicated Learning and Performance mentor with significant commercial experience. They will work with you throughout the year to ensure that your organisation excels in all of the criteria below.

- **Sales & Marketing**
  A review of your marketing and sales processes. How do you demonstrate the value of your service? How do you manage and develop your client relationships?

- **Business Integrity**
  How do you deal with client concerns and issues? Do you comply with relevant legislation and are you a good corporate citizen?

- **Client Value Proposition**
  How do you target your solutions to clients’ points of pain and represent them as benefits and organisational outcomes?

- **Services and Support Capability**
  Do your administrative and technical support personnel offer an effective service to clients? Are facilities well enough equipped to satisfy customer requirements?

- **Quality & Performance Management**
  How do you measure effectiveness? How do you drive continual improvement in your client services and offerings?

- **Service Development Roadmap**
  What is your road-map for the evolution and development of the business and client services? Is there clarity on the changes that entails as far as your business model is concerned?

- **People Development**
  What is your approach to developing your people and equipping them with knowledge, skills, capabilities and experiences to design and deliver the best learning experiences for your clients?

- **Business Stability**
  How is the business performing against plan and is the business sustainable?

**ASSESSMENT REPORT AND RECOMMENDATIONS**
You receive a full and confidential report focusing on the business and processes that underpin your client value and service proposition. Your assessment shows where you are against current standards and makes recommendations for improvement.

**Implement Recommended Changes**
Based on the suggestions made in the report, you put a roadmap into place to implement the recommended changes over the next 12 months. You have access to your mentor and to the LPI network for advice throughout the year.

**RECOGNITION**
You achieve Learning Facilities Accreditation, recognising your ability to demonstrate and provide exceptional learning that delivers performance outcomes. You are permitted to use the Learning and Performance Institute logo on your company website and marketing literature, along with the text ‘Accredited Learning Facilities’. This differentiates your organisation as a forward-thinking, reputable provider, committed to performance development and client satisfaction.

**ANNUAL REVIEW**
Your accreditation mentor reviews your progress against plan and verifies your continued accreditation status.