

THE PERFORMANCE THROUGH LEARNING PROGRAMME

LEADING TO ACCREDITATION



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



HOW DOES THE PROGRAMME WORK?

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.