CERTIFIED LEARNING & WORKFORCE DEVELOPMENT SPECIALIST (CLWDS) – TRAINING OF TRAINERS (TOT) PROGRAMME

Introduction

Organizations need learning professionals who can translate business and workforce requirements into measurable capability and performance improvement. Effective Learning & Development therefore goes beyond delivering training; it requires professionals who can diagnose skills and performance gaps, design relevant learning solutions, facilitate adult learning, assess competence, support workplace application and demonstrate the organizational value of learning investments. The Certified Learning & Workforce Development Specialist (CLWDS) – Training of Trainers Programme is an intensive five-day professional certification designed to develop these end-to-end capabilities. The programme integrates Learning & Development, workforce capability building and professional trainer development, enabling participants to manage the complete learning cycle from needs analysis and instructional design through delivery, assessment, coaching and impact evaluation. Participants develop practical competencies in adult learning, Training Needs Assessment (TNA), competency mapping, instructional design, facilitation, experiential learning, assessment, coaching, mentoring, digital learning and training evaluation. The programme also examines the responsible application of Artificial Intelligence (AI) and emerging learning technologies in modern workforce development. A strong practical emphasis enables participants to convert learning theory into workplace solutions. The programme culminates in a CLWDS trainer practicum, where participants design, facilitate and evaluate a professional learning intervention and receive structured competency-based feedback. The programme is designed and benchmarked against internationally recognized professional frameworks, standards and industry best practices in Learning & Development, workforce development, adult learning and professional training

Course Objectives

- Align Learning & Development initiatives with organizational strategy and workforce priorities.
- Diagnose organizational, occupational and individual learning needs.
- Conduct systematic Training Needs Assessments and competency-gap analyses.
- Distinguish training needs from wider performance and organizational problems.
- Apply adult-learning principles to professional and workplace training.
- Design competency-based learning programmes and interventions.
- Develop measurable learning outcomes, course structures and session plans.
- Apply professional facilitation and learner-engagement techniques.
- Use experiential and participatory learning methodologies effectively.
- Develop valid and appropriate learner assessment tools.
- Evaluate learner competence and provide developmental feedback.
- Apply coaching and mentoring approaches to workforce development.
- Improve transfer of learning from training environments to the workplace.
- Design digital, virtual and blended learning interventions.

Course Modules

> Module 1: Strategic Learning & Workforce Development

- Strategic Role of Learning & Development – Understanding L&D as a driver of organizational capability, adaptability and performance.
- Aligning Learning with Organizational Strategy – Translating strategic priorities and business objectives into workforce learning requirements.
- Workforce Capability & Competency Development – Identifying and developing the knowledge, skills and behaviour required for current and future roles.
- Building a Continuous Learning Culture – Creating organizational conditions that encourage lifelong learning, knowledge sharing and continuous improvement.

> Module 2: Adult Learning & Learning Psychology

- Principles of Adult Learning – Applying adult-learning principles to workplace and professional development programmes.
- Learner Motivation & Engagement – Understanding factors influencing participation, motivation, retention and application of learning.
- Learner Diversity & Inclusive Learning – Addressing differences in experience, ability,

learning preferences and professional backgrounds.
- Creating Effective Learning Environments – Establishing psychologically safe, participatory and performance-oriented learning environments.

> Module 3: Training Needs & Workforce Capability Analysis
- Training Needs Assessment (TNA) – Conducting organizational, occupational and individual-level learning needs assessments.
- Competency & Skills Gap Analysis – Comparing required workforce competencies against existing capability.
- Performance Gap Diagnosis – Determining whether performance deficiencies require training or alternative organizational interventions.
- Prioritizing Workforce Development Needs – Using organizational impact, urgency, strategic relevance and resource considerations to determine learning priorities.

> Module 4: Learning Programme & Instructional Design
- Instructional Design Using ADDIE – Applying analysis, design, development, implementation and evaluation systematically.
- Developing Learning Outcomes – Creating measurable competency and performance-oriented learning outcomes.
- Applying Bloom's Taxonomy – Designing learning activities and assessments across appropriate cognitive levels.
- Course, Session & Learning Material Design – Developing coherent course outlines, session plans, participant materials and trainer resources.

> Module 5: Professional Training Facilitation
- Professional Facilitation Skills – Developing trainer presence, credibility, communication and learner-centred facilitation.
- Presentation & Communication Techniques – Structuring presentations and communicating complex information clearly and confidently.
- Questioning, Listening & Feedback Skills – Using purposeful questions, active listening and constructive feedback to deepen learning.
- Managing Challenging Training Situations – Handling difficult participants, resistance, dominant personalities, low participation and group dynamics.

> Module 6: Experiential & Competency-Based Learning
- Experiential Learning Techniques – Designing learning through experience, reflection, conceptualization and workplace application.

- Case Studies, Simulations & Role Plays – Creating realistic learning experiences that develop practical decision-making skills.
- Problem-Based & Action Learning – Using real organizational challenges as vehicles for learning and capability development.
- Competency-Based Training Methods – Designing learning around demonstrable workplace knowledge, skills, behaviours and performance standards.

> Module 7: Learning Assessment & Competency Evaluation

- Formative & Summative Assessment – Selecting appropriate assessment approaches at different stages of learning.
- Developing Assessment Tools – Designing tests, observation instruments, practical exercises, rubrics and competency checklists.
- Assessing Workplace Competence – Evaluating whether participants can demonstrate required competencies in realistic contexts.
- Feedback, Evidence & Assessment Records – Providing developmental feedback and maintaining credible evidence of learner achievement.

> Module 8: Coaching, Mentoring & Workplace Development

- Training, Coaching & Mentoring – Selecting the appropriate development intervention for different employee and organizational needs.
- Workplace Coaching Techniques – Applying structured coaching conversations to improve employee capability and performance.
- Designing Effective Mentoring Programmes – Supporting knowledge transfer, professional development and career progression.
- Learning Transfer & Continuous Development – Reinforcing new competencies through workplace practice, manager support and development planning.

> Module 9: Learning Impact, Performance & ROI

- Training Evaluation Frameworks – Applying Kirkpatrick's Four Levels and other approaches to evaluate learning interventions.
- Learning & Development KPIs – Developing indicators for participation, learning, behaviour, performance and organizational outcomes.
- Measuring Workplace Performance Impact – Establishing whether learning interventions produce measurable changes in employee and organizational performance.
- Training ROI & Stakeholder Reporting – Assessing learning investment value and communicating evidence-based results to management and stakeholders.

> Module 10: Digital Learning, AI & CLWDS Trainer Practicum

- Digital, Virtual & Blended Learning – Designing effective learning experiences across physical and digital environments.
- Learning Technologies & LMS – Using Learning Management Systems, collaboration platforms and digital resources to manage and enhance learning.
- Artificial Intelligence in Learning & Workforce Development – Applying AI responsibly to needs analysis, content development, personalization, assessment and learning analytics.
- CLWDS Trainer Practicum & Competency Demonstration – Designing and delivering a professional training session followed by peer review, facilitator assessment and structured developmental feedback.

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