

## CASE STUDY – Voluntary Certification Development & Sustainability / Business Plan

### CUSTOMER'S CHALLENGE

The Nova Scotia Career Development Association (NSCDA) identified a need to create a certification system that would recognize both formal and informal prior learning for practitioners. The field of career practitioners is growing and there is a need for a certification system that will assist in establishing the occupation as a credible one that promotes professional growth and that is perceived by the general public as having a quality assurance component.



### THE *emerit* SOLUTION

The *emerit* Training Solutions team developed a standards document called the Nova Scotia Career Development Practitioners Core Competency Profile that describes the knowledge, abilities and attitudes required of career development practitioners in Nova Scotia. This comprehensive profile defines what is expected of a proficient and experienced career development practitioner who is adept at working with diverse clients in a range of contexts.

Following the validation of the Core Competency Profile, the *emerit* team, in consultation with the NSCDA, developed a testing specifications document (blueprint). The blueprint includes all the elements that help to inform the assessment options available (weighting of skills, structure and format of the assessments, what the minimal work experience requirement would be, a certification renewal plan, and administrative considerations). The *emerit* team then developed the assessment tools described in the blueprint document. The final result of this blueprinting exercise was the development of 200 multiple choice exam questions, a structured interview tool, a work experience form, and a certification renewal form.

A key component of this project from the perspective of NSCDA and *emerit* was to ensure that the assessment instruments developed reflected the realities of the occupation, and that the development process involved job incumbents and other key stakeholders related to the career development field. The advisory and validation committees were comprised of 45 industry professionals from across the country.

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### MEASURING THE RESULTS

With demand for career services growing in Nova Scotia, the decision by NSDCA to be both proactive in developing the certification program and collaborative by involving practitioners was a visionary approach to the changing landscape. The province-wide launch of the program is scheduled for the spring of 2014, with NSDCA projecting that as many as 500 career development professionals will become certified through the program.



### ABOUT *emerit* CONSULTING SOLUTIONS

*emerit* offers consulting solutions that facilitate the development and delivery of training, certification, administration, competency-based assessment, human resource and business planning strategies, research, and instructional design for a broad range of businesses and institutions across multiple sectors of the Canadian economy. With experience in virtually every type of training and assessment program across many different industries, from job shadowing to online and mobile learning, *emerit* will work with you to review your existing needs, analyzing the best solutions for advancing your programs and creating an organization-wide standard that can be implemented across your business, corporation or institution.

In addition to this development work, *emerit* also operates a robust, best-in-class Learning Management System (LMS) that has been configured to allow the hosting of third-party content including online courses, exams, and certification programs. The LMS also offers detailed candidate tracking, scheduling and reporting functions that are essential to effectively manage modern training programs. is Canada's national brand of tourism and hospitality training, occupational standards and professional certification. Developed by the Canadian Tourism Human Resource Council (CTHRC), in conjunction with representatives from industry, labour and education, *emerit* training and certification products and services help the tourism sector improve financial performance by improving people performance.

For more information, visit [www.emerit.ca](http://www.emerit.ca) or call us @ 1-800-486-9158.