**LEARNING CENTER**

**LEADERSHIP CERTIFICATION**

Revised 7/12/2018

The National College Learning Center Association (NCLCA) is an organization of professionals dedicated to promoting excellence among learning center personnel. The mission of NCLCA is to and services to enhance student learning at the post-secondary level. This support includes the following:

* Promoting professional standards in the areas of administration and management; program and curriculum design, evaluation, and research;
* Acting on learning assistance issues at local, regional, and national levels;
* Assisting in the creation of new and enhancement of existing learning centers and programs;

**CERTIFICATION PROGRAM CONTENTS**

Purpose

Goals & Benefits

Certification Policies & Application Procedures

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Levels of Certification

**www.nclca.org**

* Providing opportunities for professional development, networking, and idea exchange through conferences, workshops, institutes and publications;
* Coordinating efforts with related professional associations; and
* Offering forums for celebrating and respecting the profession.

**PURPOSE**

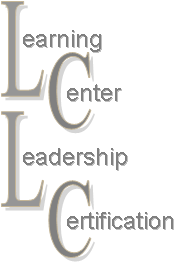
The purpose of *learning center leadership certification* is to give individual learning assistance professionals in post-secondary (higher) education a nationally recognized credential and set of standards by which to foster their future growth and development. Certification is available for all learning assistance professionals from center directors to part-time staff and faculty. Focusing on evolving levels of practice, training, self-reflection, service, and evaluation, the four levels of certification offer novice to highly experienced learning assistance professionals opportunities to further their expertise and knowledge.

More often than not, learning assistance professionals come into the field through happenstance rather than intentional design. Opportunities, successes, and desires to work closely with students are more often the rationale for entering the field than completion of specialized degree programs dedicated to the theory and practice of student learning. Additionally, the field of learning assistance is very diverse from the broad spectrum of students we serve to the full compliment of programs, courses, and services available to these students. Casazza and Silverman (1996) point out that the diverse backgrounds of learning assistance professionals is both an asset and a liability since it has “contributed to the perception that we lack a formal, cohesive body of knowledge and a shared history and philosophy”(p. 1). This certification program refutes that misconception by providing an interdisciplinary comprehensive approach to recognizing the accomplishments of people in the field of learning assistance based on a series of benchmarks, experiences, and training in the theories and best practices in learning assistance.

Reference: Casazza, M. E. & Silverman, S. L. (1996). Learning Assistance & Developmental Education: A Guide for Effective Practice. San Francisco: Jossey-Bass Publishers, Inc.

**GOALS & BENEFITS**

This certification provides validation of individuals’ expertise in the field of learning assistance through external and objective review. The program is flexible and designed to meet the different career paths and goals of learning assistance professionals. Besides providing a standard of credentialing and continuing professional development, certification can be used by learning center directors and learning assistance professionals as rewards and incentives for better performance appraisals and as part of benchmarking the attainment of staff members in reports to their institutions.



The goals and benefits of the learning center leadership certification program:

* + Provide a comprehensive array of professional development opportunities for learning assistance professionals at all levels of educational and work-related experiences, while simultaneously encouraging these professionals to continue to develop professionally;
  + Establish standards and credentialing to make learning assistance professionals more professionally grounded in best practices and applicable theories; and
  + Recognize the achievements of learning assistance professionals who seek to advance their professional knowledge and expertise.

The program is flexible and designed to meet the varied career paths, institutional realities, and goals of learning assistance professionals in higher education.

**CERTIFICATION POLICIES & APPLICATION PROCEDURES**

* All certification packets must include the submission of the appropriate documentation as outlined in the specific level’s checklist cover sheet. The appropriate fee and cover sheet must also accompany the application packet. Please create invoice prior to beginning your application as you will need to include that number and help us track applications. It does not commit you to any payment at the outset, however payment is required to be submitted prior to application submission.
* Each level of certification is valid for no longer than 2 years or the completion of next level of certification (whichever comes first). The exception to this policy is the lifetime certification at Level 4. Renewal is available upon submission of documentation of continued growth and participation in additional professional development opportunities up to LEVEL 4. Renewals are good for 5 years.
* Level 4 certification is a lifetime certification option with a one-time fee.
* A review committee of at least 3 members from the NCLCA Past President's Council, current Executive Board, and/or currently certified NCLCA members reviews the packets for consideration. Criteria come from the standards outlined in the individual Levels of Certification and are rated according to whether or not the applicant’s package demonstrates meeting the standards for the submitted level of certification. Applicants can submit additional information at the request of the evaluators to further explain or enhance their packet. Packets receiving a “does not meet the standard” on any of the main criteria for the level will be asked to revise and resubmit.
* Review of packets is ongoing, but the committee will meet 3 times a year to calibrate review processes & criteria – once in the fall, winter, and spring.
* Notification of receipt of packet will occur within two weeks of receipt. This notification will include an estimated timeline for review and response to packet either for granting certification or asking for clarification.

**Fees**

*Fees cover the distribution costs of application materials, certification notification, reviewer support, and awards.*

|  |  |  |
| --- | --- | --- |
| Certification Level |  | |
| *Initial*  (2 year) | *Renewal*  (5 year) |
| Level 1 | $50 | $50 |
| Level 2 | $75 | $75 |
| Level 3 | $100 | $100 |
| Level 4 - Lifetime Certification | $250 One-time fee | |

**Payment options**

**1. Create** [Invoice](https://nclca.wildapricot.org/event-2470587%20) **and enclose with check made out to NCLCA to the NCLCA** [Treasurer](https://nclca.wildapricot.org/contact%20)

**2. Create** [Invoice](https://nclca.wildapricot.org/event-2470587%20) **and use the PayPal at completion. You do not need a PayPal account, and no processing fee is charged. Payments through PayPal are made with a credit card, debit card, or a direct link to a banking account.**

**3. Create** [Invoice](https://nclca.wildapricot.org/event-2470587%20) **and pay using Square at:** [NCLCA Online Store - Certification](https://squareup.com/store/nclca/item/lclc-lvl-2)

**Renewal Guidelines**

* **Certification for Levels 1-3 is valid for two years**, beginning on the date of certification and extending through December 31 of the second year of certification. For example, if you are certified at Level 2 on May 18, 2018, your certification is good through December 31, 2020.
* Renewal applications must follow guidelines as outlined in the instructions above. Renewal is not necessary for Level 4 as it is a Lifetime Certification.
* Renewal applications must be postmarked by the 31st of December of the year that certification is to be renewed.
* Certifications for which renewal applications are late or not submitted will be considered expired.
* Individuals with expired certifications must seek re-certification by submitting a new and complete application packet. Work submitted for initial certification or previous renewal will not be considered for re-certification.

**CONTACT INFORMATION**

The Initial or Renewal Certification will be recognized by a certificate from NCLCA with an accompanying letter from the NCLCA President and Certification Chair. Additionally, once granted certification, the individual can elect to or reject having his/her accomplishments acknowledged on the NCLCA website and in the annual conference program.

**If you have questions about the initial or renewal certification process,**

**please contact the following chairperson:**

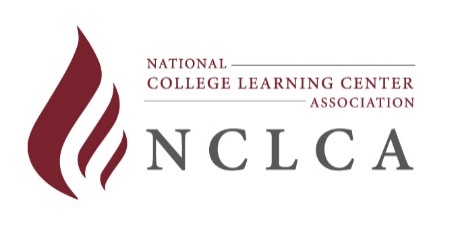
**Dr. Jennifer Haley**

**Certified Learning Center Professional – Level 4**

**765-285-1008**

[jhaley@bsu.edu](mailto:jhaley@bsu.edu)

All applicants should submit materials electronically: please follow the instructions on the website.

**IAL**

**INITIAL: LEVEL 1 – Applicant’s Checklist Cover Sheet**

**Learning Center Leadership Certification Program**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | | | **Title** |  | | |
| **Institution** |  | | | | | | |
| **A****ddress** |  | | | | | | |
| **City** |  | **State** |  | | | **Zip** |  |
| **Phone** |  | **Fax** |  | | | **E-mail** |  |
| Please provide contact information for other individual(s) who should receive notification upon awarding of certification.  If there are more than two, please provide information on an additional sheet. | | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |

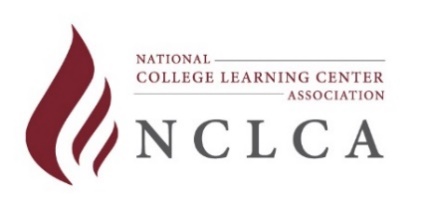
This is the checklist to complete for your application for LEVEL 1 Learning Center Leadership Certification. Please provide a brief description of the information you are including to support the criteria listed below. Use the Appendix labels listed below as you assemble your application packet to provide reviewers with quick reference to your supporting documentation.

|  |  |  |
| --- | --- | --- |
| **Level 1 Criteria** | **Description of**  **Supporting Documentation** | **Appendix** |
| Completion of a Bachelor’s Degree supported by transcripts.   * Official transcripts are required (photocopies acceptable). * **Grade reports are unacceptable**. |  | **A** |
| 1-3 years work experience in post-secondary (higher) education learning assistance (including undergraduate tutoring/peer mentoring experience) with total number of years documented.  Documentation must be:   * 2 letters of recommendation, or * 2 separate performance appraisals, or * One letter and one performance appraisal. * Be sure to include sufficient documentation to prove total years of experience. * **Letters must be signed and on letterhead (**photocopies accepted). |  | **B** |
| Development of a personalized learning assistance position statement.  Criteria for position statement:   * 1-2 pages * Address your beliefs about learning assistance at your institution and/or the field at large |  | **C** |
| Development of a professional development plan.  Professional development plan criteria:   * 1-2 pages outlining what you want to accomplish in the learning assistance field * Areas of focus * Vendors for professional development   + Your institution, your region/state, the Web, NCLCA, other professional organizations and/or the field at large. |  | **D** |
| **Demonstrate understanding of the basics of learning assistance through either:** | *Pick 1 of the 2 options below to rate.*  *Place N/A if not applicable for the area not evaluated* | |
| Attendance at an applicable regional or national learning assistance conference/institute. Items to include:   * Registration receipt * Website link or copy of program cover page including title, date, and location of conference * Listing of the presentations attended – you may want to copy the program and highlight the sessions you attended |  | **E** |
| Coursework in student development, learning assistance, developmental education, curriculum design, etc. Coursework can include:   * Tutor/peer training at the undergraduate level * At least one course in student development, learning assistance, developmental education, curriculum design, etc.   + Documented by academic transcript **OR** letter from instructor/department/ online service if audited/non-credit course. |  | **F** |
| **Any Additional Comments by Applicant:** | | |

Please respond to the following questions:

1. I am a current NCLCA member in good standing \_\_ Yes \_\_ No
2. The invoice # is \_\_\_\_ and was paid via \_\_\_ Check, \_\_\_ PayPal, \_\_\_ Online Store.
3. For informational purposes, I authorize NCLCA to publish (in electronic and print formats) my name, level of certification, and other pertinent data related to NCLCA certification.

Signature Date

**INITIAL: LEVEL 2 – Applicant’s Checklist Cover Sheet**

**Learning Center Leadership Certification Program**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | | | **Title** |  | | |
| **Institution** |  | | | | | | |
| **Address** |  | | | | | | |
| **City** |  | **State** |  | | | **Zip** |  |
| **Phone** |  | **Fax** |  | | | **E-mail** |  |
| Please provide contact information for other individual(s) who should receive notification upon awarding of certification.  If there are more than two, please provide information on an additional sheet. | | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |

This sheet is the checklist you will need to complete for your application for LEVEL 2 Learning Center Leadership Certification. Please provide a brief description of the information you are including to support the criteria listed below. Use the Appendix labels listed below as you assemble your application packet to provide reviewers with quick reference to your supporting documentation.

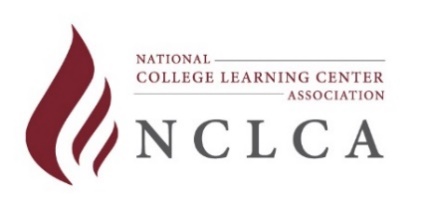
|  |  |  |
| --- | --- | --- |
| **Level 2 Criteria** | **Description of Supporting Documentation** | **Appendix** |
| Completion of a Bachelor’s Degree supported by transcripts.   * Official transcripts are required (photocopies acceptable). * **Grade reports are unacceptable**. |  | **A** |
| 3-5 years work experience in post-secondary (higher) education learning assistance (including undergraduate tutoring/peer mentoring experience) with total number of years documented.  Documentation must be:   * 2 letters of recommendation, or * 2 separate performance appraisals, or * One letter and one performance appraisal.   Include sufficient documentation to prove total years of experience. **Letters must be signed and on letterhead** (photocopies accepted). |  | **B** |
| Development of a personalized learning assistance position statement. Criteria for position statement:   * 1-2 pages * Address your beliefs about learning assistance at your institution and/or the field at large |  | **C** |
| Development of a professional development plan. Professional development plan criteria:   * 1-2 pages outlining what you want to accomplish in the learning assistance field * Areas of focus * Vendors for professional development   + Your institution, your region/state, the Web, NCLCA, other professional organizations and/or the field at large. |  | **D** |
| Copy of current resume/curriculum vitae |  | **E** |

|  |  |  |
| --- | --- | --- |
| **Level 2 Criteria continued…** | **Description of Supporting Documentation** | **Appendix** |
| Demonstrate understanding of the fundamentals of learning assistance through completing **2** or more of the following:  NOTE: If you are already certified at Level 1, you may not use the same experiences to attain Level 2 certification. New experiences/qualifications must be documented. | Pick **2** of the 5 options below to rate.  Place N/A if not applicable for the area not to be evaluated.  Label your first area of qualification as F and your second area as G | |
| Some graduate coursework (undergraduate coursework is not acceptable for Level 2). Acceptable documentation:   * Academic transcript **OR** Letter from instructor/department/online service if audited/non-credit course. |  | **F or G** |
| Continued professional growth. This can be demonstrated through:   * Giving **at least 2** professional presentations at the local, regional (more than one institution’s staff in attendance), or national-level learning assistance conference.   + **No more than 1** at the local/institutional levels. Local/institutional level includes providing in-service training in your department or as part of orientation to faculty or student tutors/peers/etc.   Documentation required:   * Copy of presentation/handouts or listing of topic (as listed in the program), and date of presentation * Contact information for someone who attended. |  | **F or G** |
| Participation in committee work at your institution and/or at your state or regional level. Documentation required:   * Included in at least one of your letters of recommendation (place a second copy of this letter under this appendix) **OR** * A separate letter from the person(s) overseeing the committee’s work. |  | **F or G** |
| Attendance at one or more learning assistance national conferences or online training. Documentation required:   * Registration receipt * Website link or copy of program cover page including title, date, and location of conference * Listing of the presentations attended – you may want to copy the program and highlight the sessions you attended |  | **F or G** |
| Receipt of training applicable to learning assistance. This could be a shadowing or mentoring effort at your or another institution, or it could be a more formalized course of instruction or certification program, documented by the individual or organization providing training. Training topics could include:   * Supervision * Team building * Report writing * Other relevant topics   Documentation required:   * An explanation of the relevance of the training to your professional development in the field of learning assistance. * A transcript, certificate, or letter from the instructor or supervisor indicating the training that has been received. |  | **F or G** |
| **Any Additional Comments by Applicant:** | | |

Please respond to the following questions:

1. I am a current NCLCA member in good standing \_\_ Yes \_\_ No
2. The invoice # is \_\_\_\_\_\_\_ and was paid via \_\_\_ Check, \_\_\_ PayPal, \_\_\_ Online Store.
3. For informational purposes, I authorize NCLCA to publish (in electronic and print formats) my name, level of certification, and other pertinent data related to NCLCA certification.

Signature Date

**INITIAL: LEVEL 3 – Applicant’s Checklist Cover Sheet**

**Learning Center Leadership Certification Program**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | | | **Title** |  | | |
| **Institution** |  | | | | | | |
| **Address** |  | | | | | | |
| **City** |  | **State** |  | | | **Zip** |  |
| **Phone** |  | **Fax** |  | | | **E-mail** |  |
| Please provide contact information for other individual(s) who should receive notification upon awarding of certification.  If there are more than two, please provide information on an additional sheet. | | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |

This sheet is the checklist you will need to complete for your application for LEVEL 3 Learning Center Leadership Certification. Please provide a brief description of the information you are including to support the criteria listed below. Use the Appendix labels listed below as you assemble your application packet to provide reviewers with quick reference to your supporting documentation.

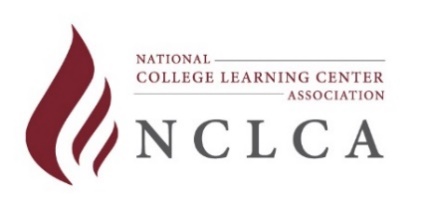
|  |  |  |
| --- | --- | --- |
| **Level 3 Criteria** | **Description of**  **Supporting Documentation** | **Appendix** |
| Completion of a Master’s Degree (supported by transcripts). Official transcripts are required (photocopies acceptable). Grade reports are unacceptable. |  | **A** |
| 6-10 years work experience in post-secondary (higher) education learning assistance (including undergraduate tutoring/peer mentoring experience) with total number of years documented. Documentation must be:   * 2 letters of recommendation, or * 2 separate performance appraisals, or * One letter and one performance appraisal.   Include sufficient documentation to prove total years of experience. Letters must be signed and on letterhead (photocopies accepted). |  | **B** |
| Development of a personalized learning assistance position statement of 1-2 pages outlining your beliefs about learning assistance at your institution and/or the field at large. |  | **C** |
| Development of a professional development plan for both yourself and your staff of 2-4 pages outlining what you want to accomplish as you delve deeper into the opportunities available to you via your institution, your region/state, NCLCA, other professional organizations and/or the field at large. |  | **D** |
| Service to the profession in the last 5 years through one of the following:   * Giving 4 or more learning assistance conference presentations at the local (no more than 1 at the local level), regional and/or national levels. Documented by copy of presentation and handouts or listing of topic, date of presentation, and contact information for someone who attended the training; * Committee/executive board work at your institution, regional and/or national levels (documented by other members or the chair of the committee – can be documented as part of the letters of recommendation or as a separate letter); or * NCLCA Committee and/or Executive Board membership. |  | **E** |
| Copy of your current resume/curriculum vitae. |  | **F** |

|  |  |  |
| --- | --- | --- |
| **Level 3 Criteria continued…** | **Description of Supporting Documentation** | **Appendix** |
| Demonstrate understanding of the fundamentals of learning assistance through completing 2 or more of the following within the last 5 years:  NOTE: If you are already certified at Level 2, you may not use the same experiences to attain Level 3 certification. New experiences/qualifications must be documented. | *Pick 2 of the 5 options below to rate.*  *Place N/A if not applicable for the area not to be evaluated. Label your first area of qualification as G and your second area as H* | |
| Progress towards an advanced degree (e.g.; Ed.D. or Ph.D.), documented by academic transcripts. |  | **G or H** |
| Publication of an article related to learning assistance in a professional association’s journal, website publication, or newsletter. Include copy of article and citation. |  | **G or H** |
| Participation in committee work at your institution and/or at your state or regional level. This can be documented in either one of your letters of recommendation (place a second copy of this letter under this appendix) or by a separate letter from the person(s) overseeing the committee’s work. |  | **G or H** |
| Presentation at an NCLCA or other learning assistance professional organization’s national conference as a Pre/Post-Con, Featured Speaker, or Institute Mentor. |  | **G or H** |
| Demonstrated report writing and conducting learning assistance research/evaluation for institutional use or at higher levels. Include copy of a sample report. |  | **G or H** |
| **Any Additional Comments by Applicant:** | | |

Please respond to the following questions:

1. I am a current NCLCA member in good standing \_\_ Yes \_\_ No
2. The invoice # is \_\_\_\_\_\_\_ and was paid via \_\_\_ Check, \_\_\_ PayPal, \_\_\_ Online Store.
3. For informational purposes, I authorize NCLCA to publish (in electronic and print formats) my name, level of certification, and other pertinent data related to NCLCA certification.

Signature Date



**LEVEL 4 – Applicant’s Checklist Cover Sheet**

**LIFETIME CERTIFICATION**

**Learning Center Leadership Certification Program**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** |  | | | **Title** |  | | |
| **Institution** |  | | | | | | |
| **Address** |  | | | | | | |
| **City** |  | **State** |  | | | **Zip** |  |
| **Phone** |  | **Fax** |  | | | **E-mail** |  |
| Please provide contact information for other individual(s) who should receive notification upon awarding of certification.  If there are more than two, please provide information on an additional sheet. | | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |
| **Name** |  | | | **Title** |  | | |
| **E-mail** |  | | | | | | |

This sheet is the checklist you will need to complete for your application for LEVEL 4 - Lifetime Learning Center Leadership Certification. Please provide a brief description of the information you are including to support the criteria listed below. Use the Appendix labels listed below as you assemble your application packet to provide reviewers with quick reference to your supporting documentation.

|  |  |  |
| --- | --- | --- |
| **Level 4 Criteria** | **Description of Supporting Documentation** | **Appendix** |
| Completion of a Master’s Degree (supported by transcripts). Official transcripts are required (photocopies acceptable). Grade reports are unacceptable. |  | **A** |
| 11+ years work experience in post-secondary (higher) education learning assistance (including undergraduate tutoring/peer mentoring experience) with total number of years documented. Documentation must be:   * 3 letters of recommendation, or * 3 separate performance appraisals, or * Two letters and one performance appraisal, or * One letter and two performance appraisals, or * If you have been retired for two or more years, you may provide a letter from the Human Resources office(s) of your former place(s) of employment documenting your employment in learning assistance for 11 or more years.  Letter must be signed and on letterhead.   Include sufficient documentation to prove total years of experience. Letters must be signed and on letterhead (photocopies accepted). |  | **B** |
| Development of a personalized learning assistance position statement of 1-2 pages outlining your beliefs about learning assistance at your institution and/or the field at large. |  | **C** |
| Development of a professional development plan for both yourself and your staff of 2-4 pages outlining what you want to accomplish as you delve deeper into the opportunities available to you via your institution, your region/state, NCLCA, other professional organizations and/or the field at large. |  | **D** |
| Service to the profession in the last 5 years through giving 4 or more learning assistance conference presentations at the local (no more than 1 at the local level), regional and/or national levels. Documented by copy of presentation and handouts or listing of topic, date of presentation, and contact information for someone who attended the training. |  | **E** |
| Copy of your current resume/curriculum vitae. |  | **F** |
| **Level 4 Criteria continued…** | **Description of Supporting Documentation** | **Appendix** |
| Demonstrate understanding of the fundamentals of learning assistance through completing three or more of the following within the time frame indicated for each standard:  NOTE: If you are already certified at Level 3, you may not use the same experiences to attain Level 4 certification. New experiences/qualifications must be documented. | Pick 3 of the 6 options below to rate.  Place N/A if not applicable for the area not to be evaluated. Label your first area of qualification as G, your second area as H, and your third area as I. | |
| * Progress towards an advanced degree (e.g.; Ed.D. or Ph.D.), documented by academic transcripts. * Time limit: within the last five years   **OR**   * Completion of an advanced degree (Ed.D., Ph.D.) * Time frame: none |  | **G, H or I** |
| Service to the profession through NCLCA affiliate, CLADEA sister organization executive board, or other related position of leadership.   * Time frame: none |  | **G, H or I** |
| Demonstration of scholarly pursuits in the field of learning assistance through work as an editor and/or author of three or more articles in a professional association’s journal, website, monograph, or newsletter (articles must be of a scholarly nature). At least one article must be presented in a peer-reviewed publication.   * Time frame: within the last five years |  | **G, H or I** |
| At least two presentations at a national conference (NCLCA, CLADEA sister organization, or other related organization) as a pre/post-con presenter, featured speaker, webinar presenter, or NCLCA Institute mentor.   * Time frame: within the last five years |  | **G, H or I** |
| Demonstrated report writing and conducting learning assistance research/evaluation by serving as a lead author for institutional use or at higher levels. Include copies of two sample reports.   * Time frame: within the last five years |  | **G, H or I** |
| Service to the profession through NCLCA Executive Board membership.   * Time frame: none |  | **G, H or I** |
| **Any Additional Comments by Applicant:** | | |

Please respond to the following questions:

1. I am a current NCLCA member in good standing \_\_ Yes \_\_ No
2. The invoice # is \_\_\_\_\_\_\_ and was paid via \_\_\_ Check, \_\_\_ PayPal, \_\_\_ Online Store.
3. For informational purposes, I authorize NCLCA to publish (in electronic and print formats) my name, level of certification, and other pertinent data related to NCLCA certification.

Signature Date