THE INIFAC CERTIFIED MASTER LEARNING FACILITATOR™ COMPETENCIES

A.   Program Design: Prior to the training, the CMLF™ considers program design and learning experiences to stimulate learning and increase learner involvement and hence address the needs of learners.

A.1   Prior to the training, CMLF™ asks questions to assess learning goals and objectives to gain agreement on the learning outcomes.

A.2   CMLF™ incorporates learners' needs in preparing for the session.

A.3   CMLF™ incorporates multiple collaborative learning techniques to draw on the group's prior experience and knowledge and promotes shared commitments to learning.

A.4   CMLF™ demonstrates an understanding of the effective use of different learning styles and preferences.

A.5   CMLF™ demonstrates the methods to help internalize learning.

B.   During the program, the CMLF™ uses andragogy to address the learners' needs and create knowledge transfer.

B.1   CMLF™ is poised and projects confidence in their skills and abilities to facilitate learning programs.

B.2   CMLF™ fosters openness by creating and maintaining a safe and inclusive environment.

B.3   CMLF™ determines specific learning styles within the group and adapts teaching strategies to maximize learning.

B.4   CMLF™ directs and motivates learners through key activities for specific learning outcomes.

B.5   CMLF™ uses the energy within the room and pacing of the curriculum to manage the group process and momentum.

C.   Communication: In all aspects of presenting the program, the CMLF™ demonstrates they are an exceptional communicator.

C.1   CMLF™ delivers instructions in a way that the learner understands the purpose, process steps, and deliverables.

C.2   CMLF™ is open to different perspectives and opinions on the topic.

C.3   CMLF™ displays the ability to build relationships and promote learning.

C.4   CMLF™ detects and addresses dysfunctional behavior during the learning experience.

C.5   CMLF™ effectively identifies and summarizes learning points.

D.   Program Evaluation Methods: During and following the program, the CMLF assesses the achievement of learning objectives. Evaluation methods deal with both the intended and incidental impacts of the program.

D.1   CMLF™ uses appropriate evaluation methods to verify the extent learning outcomes have been achieved.

D.2.   CMLF™ determines the relevance, effectiveness, and impact of learning activities in the development of the evaluation process.

D.3.   CMLF™ uses a program evaluation process that is complete and fair to the extent learning outcomes were achieved.

D.4.   CMLF™ uses evaluation methods to make changes and modifications to future programs.

D.5.   CMLF™ displays self-awareness and understands its impact on learners and adapts accordingly.

E.   Professional Standards and Ethics: Through their behavior, the CMLF adheres to a code of conduct that includes legal, ethical, and moral standards appropriate to local laws, customs, and practices.

E.1   CMLF™ respects the privacy of individuals and does not share any private or confidential information without specific authorization. CMLF™ informs learners of the limits of confidentiality. Examples include but are not limited to causing harm to self or others, and violating laws.

E.2   CMLF™ ensures their work is as accurate as possible including crediting all sources of information presented.

E.3   CMLF™ fosters a learning culture that protects against discrimination and promotes diversity (invitation to session), equality (giving everyone equal time to speak), inclusion (involving everyone), and equity (treating with fairness).
Examples: race, disability, age, gender, sexual preference, national origin, religion, and ethnicity.

E.4   CMLF™ exhibits a concern for the learner's privacy and experiences by creating a respectful and trustworthy environment.

E.5   CMLF™ is cautious about disclosing client information while using social media and considers how their public conduct may reflect on themselves and their profession.