

# **WSQ Diploma in Design and Development of Learning for Performance (DDDLP)**

Driving Performance through Blended Learning Design

## **Applied Practice Guide**

# Introduction to DDDL

- The WSQ Diploma in Design and Development of Learning for Performance (WSQ DDDL) caters to learning facilitators and assessors who aspire to expand and deepen their Training and Adult Education (TAE) skills and competencies to perform the role of SSG-recognised Curriculum Developers for SSG-funded certifiable WSQ programmes.
- The programme will equip graduates with the necessary skills and competencies required of a blended learning designer to develop quality courseware for training providers, employers and learners.
- The **Applied Practice Project (APP)** provides opportunities for DDDL learners to apply their knowledge and skills learnt in an authentic workplace setting.



# Overview of Applied Practice Project (APP)

## Who are the parties involved?



### Project Host Organisation (PHO)

- A business organisation willing to allow and work with the APP Supervisee to find out learning gaps among their employees



### Project Host Organisation (PHO) Coordinator

- A PHO-appointed supervisor coordinating opportunities and resources for APP Supervisee to engage in activities to fulfill the requirements of the Applied Practice Project (APP), and giving feedback to APP Supervisor on the Supervisee's performance



### Applied Practice Project (APP) Supervisor

- An IAL-appointed Adult Educator (AE) providing guidance and supervision to APP Supervisee on the Applied Practice Project (APP), and to monitor and assess the learner's performance in the Project Host Organisation (PHO)



### Applied Practice Project (APP) Supervisee

- A DDDL learner embarking on a real work-based project or Applied Practice Project (APP) with the Project Host Organisation (PHO) to fulfill the requirements of the APP

# Overview of Applied Practice Project (APP)

## What are the requirements for APP?



### Project Host Organisation (PHO)

- DDDL P Learner needs to secure a PHO BEFORE applying for the course
- PHO can be any business organisation with **AT LEAST 10 employees** willing to allow you and work with the APP Supervisee to find out learning gaps among their employees
- If less than 10 employees, please write in to IAL with a complete organisation chart for evaluation before engaging the PHO for Applied Practice



### PHO Letter of Consent

- DDDL P Learner needs to complete and get the PHO to sign a **Letter of Consent** before applying for the course

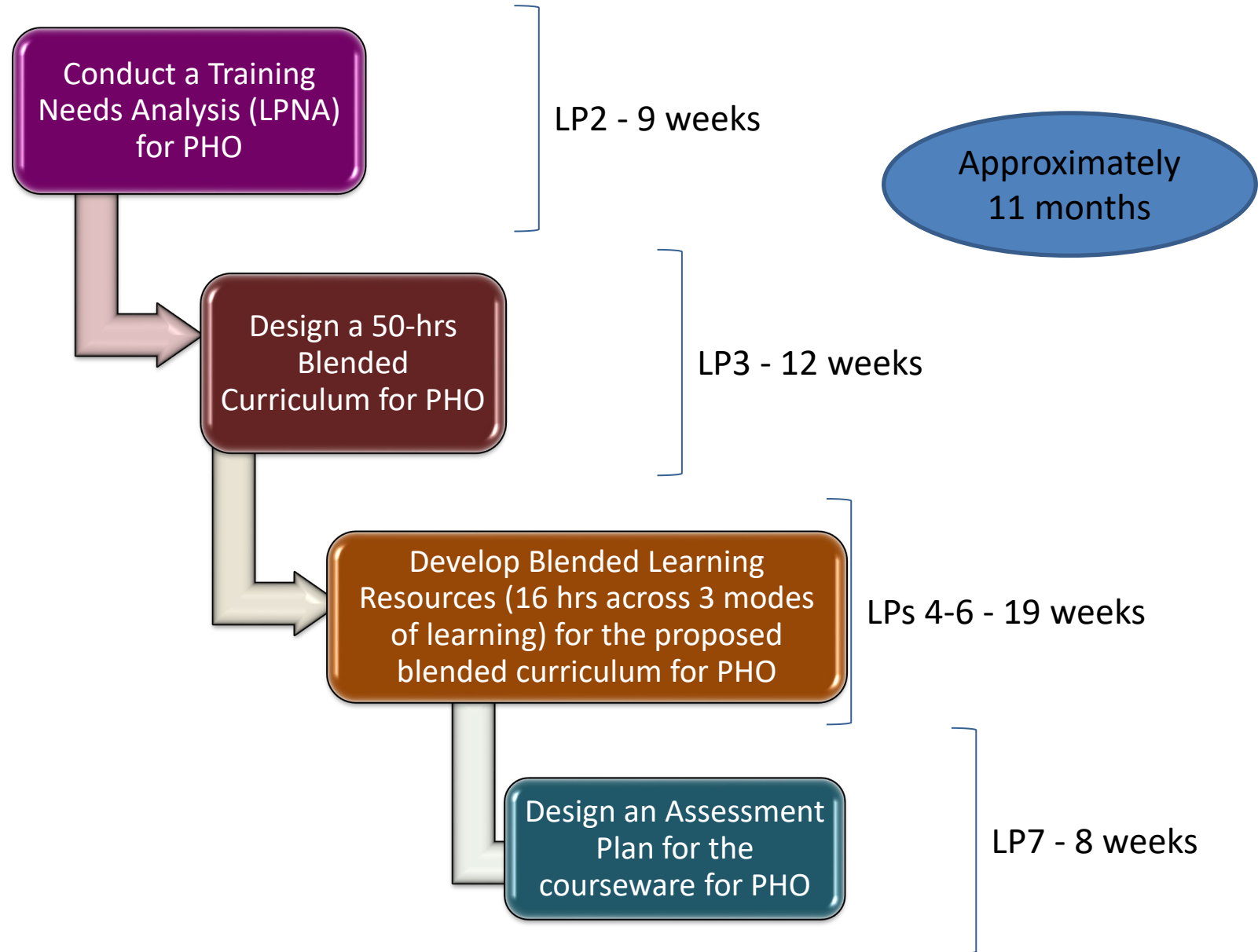


### Applied Practice Project (APP)

- DDDL P learner needs to conduct a learning and performance needs analysis, design a blended curriculum with learning plans, develop learning resources/courseware and design assessment plan based on the workplace context of the PHO
- DDDL P Learner needs to complete and submit all assignments for assessment

# Overview of Applied Practice Project (APP)

What is the Applied Practice Project (APP) about?



# Overview of Applied Practice Project (APP)

## Why should PHO do a Learning and Performance Needs Analysis (LPNA)?

### Learning and Performance Needs Analysis (LPNA)

- Assess an organisation's learning and performance needs (Gap Analysis)
- Identify the gap between the expected and actual performance of the employees
- Identify the knowledge and abilities needed to fulfil required performance to meet business needs
- Best conducted before training is budgeted, designed and delivered



# Overview of Applied Practice Project (APP)

What can a Learning and Performance Needs Analysis (LPNA) do for the PHO?

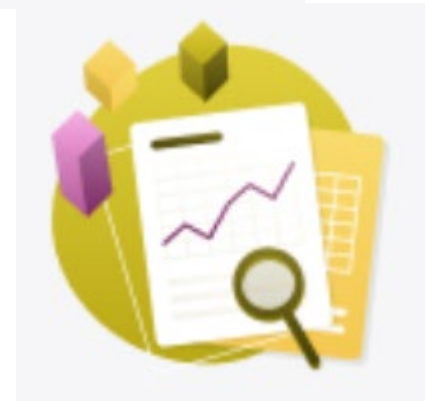
## Learning and Development (L&D)

- Identify the learning needs of employees
- Enable achievement of goals through L&D
- Plan for targeted up-skilling
- Focuses on:
  - Skills and competencies
  - Emerging skills



## Performance Management

- Design the required training
- Enable job re-design
- Align performance to job expectations
- Focuses on:
  - Occupations and job roles
  - Skills and competencies
  - Emerging skills





# Overview of Applied Practice Project (APP)

## What is Curriculum?

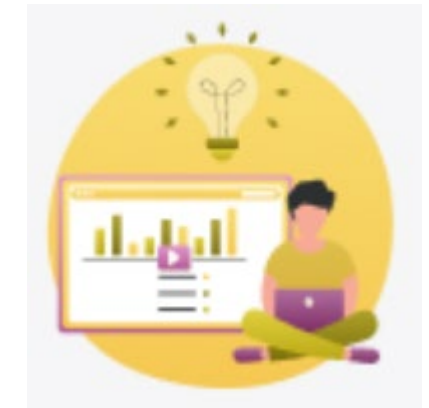
### Curriculum is a learning package

- Combination of instructional practices, learning experiences and staff/learners' performance assessment that are designed to bring out and evaluate the target learning outcome of a particular course/training



### Curriculum is a MEANS to an END

- Look at the learning gap and focus on the gap that matters
- Design instructional strategies to engage learners
- Develop deep learning related to an important standard





# PHO - Roles and Responsibilities

## ROLE of Project Host Organisation (PHO)

### ASSIGN a PHO Coordinator to:

- ❖ *Provide APP Supervisee with opportunity* to conduct a training needs analysis through surveys and interviews, etc.
- ❖ *Give feedback* on APP Supervisee's:
  - Learning needs analysis report
  - Curriculum design document & learning plans
  - Courseware & assessment developed for part of the curriculum



# PHO - Roles and Responsibilities

## RESPONSIBILITIES of Project Host Organisation (PHO)

**PHO shall provide authentic learning opportunities** for APP Supervisee to:

- Understudy the PHO's current training programme using existing curriculum, if any
- Develop and/or contextualise new or existing programmes
- Where appropriate, PHO may assign the APP Supervisee to understudy experienced Trainers and Assessors to better grasp the content of the programme



# PHO Coordinator - Roles and Responsibilities

## ROLE of PHO Coordinator (Appointed by PHO)

### PHO Coordinator to:

- ❖ *Facilitate the coordination* between the tri-partite roles of the Applied Practice Project (APP), i.e. APP Supervisee, APP Supervisor, and Project Host Organisation (PHO)
- ❖ *Ensure smooth execution* and completion of Applied Practice Project (APP)



# PHO Coordinator - Roles and Responsibilities

## RESPONSIBILITIES of PHO Coordinator (Appointed by PHO)

### PHO Coordinator to:

- Induct the APP Supervisee into the PHO;
- Coordinate opportunities for understudy of PHO's training and learning culture
- Provide input to APP Supervisor on APP Supervisee's performance
- Play secondary roles which **may** include coaching, mentoring or work supervision



# APP Supervisor - Roles and Responsibilities

## ROLE of APP Supervisor (appointed by IAL)

### APP Supervisor to:

- ❖ *Provide guidance and supervision* to APP Supervisee on the Applied Practice Project (APP)
- ❖ *Monitor and assess* the learner's performance in the Project Host Organisation (PHO)
- ❖ *Mentor and coach* APP Supervisee to ensure smooth execution and completion of Applied Practice Project (APP)
- ❖ *Mark assignments and conduct assessment sessions* to award module certificates



# APP Supervisor - Roles and Responsibilities

## RESPONSIBILITIES of APP Supervisor (appointed by IAL)

### APP Supervisor to:

- Help the APP Supervisee in the initial engagement with the Project Host Organisation (PHO) to clarify the Applied Practice Project (APP) requirements
- Monitor and give feedback on the APP Supervisee's progress as part of the composite assessment framework
- Ensure that the APP Supervisee delivers the APP requirements with a clear and feasible plan according to the given time frames for each module





# APP Supervisor - Roles and Responsibilities

## RESPONSIBILITIES of APP Supervisor (appointed by IAL)

Cont'd...

### APP Supervisor to:

- Provide guidance on concept clarification and relevant DDDL P learning resources to facilitate APP Supervisee's understanding and application of concepts
- Use a facilitative approach to clarify any doubts and difficulties faced by the APP Supervisee to help him/her to come out with the solutions on his/her own
- NOT offer templates or APP samples other than those provided for in the DDDL P modules and online resources.



# APP Supervisee - Roles and Responsibilities

## ROLE of APP Supervisee (DDDLP Learner)

### APP Supervisee to:

- ❖ *Conduct a Learning and Performance Needs Analysis (LPNA)* for PHO
- ❖ *Design a blended curriculum and learning plans* for PHO
- ❖ *Develop learning resources/courseware* for PHO
- ❖ *Design an assessment plan for courseware* for PHO



# APP Supervisee - Roles and Responsibilities

## RESPONSIBILITIES of APP Supervisee (DDDLP Learner)

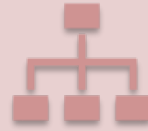
### APP Supervisee to:

- Possess an excellent attitude
- Implement APP plan and develop the pre-agreed deliverables
- Maintain confidentiality related to PHO's materials and processes
- Respect Intellectual Property (IP) rights at PHO



# Applied Practice Project (APP)

## Learning and Performance Needs Analysis (LPNA) – 3 Key Areas



**Organisational Analysis**



**Person Analysis**



**Task Analysis**

# Applied Practice Project (APP)

## Type of Techniques used in LPNA



**Questionnaires**



**Observations**



**Focus Groups**



**Documentation**



**Interviews**

# Applied Practice Project (APP) – An example

## Example of a Retail Scenario – Customer Service



- Sales not doing well
- LPNA reveals training gaps in customer service skills
- Solution – Training curriculum on Customer Service





# Applied Practice Project (APP) – An example

**Example of a Retail Curriculum  
– Focus on  
Customer Service for  
Sales Assistant**

## Core Module 1

Interact with Customers

## Core Module 2

Maintain Professional Image

## Core Module 3

Sell Products and Services

## Elective Module 1

Provide GEMS Service

## Elective Module 2

Deliver Service Excellence

# Applied Practice Project (APP)



Courseware  
(includes Learning  
Resources and  
Assessment Plans)

## A set of deliverables:

### LEARNING PLANS (Classroom, Tech-enabled and Workplace)

- **THINK** of your staff/learner profile, what knowledge and skills do you want your staff/learner to acquire, How you can best deliver your lessons?
- **DESIGN** How you are going to teach? What is the expected outcome of the lesson/training? What is an appropriate Learning duration?

### LEARNING RESOURCES

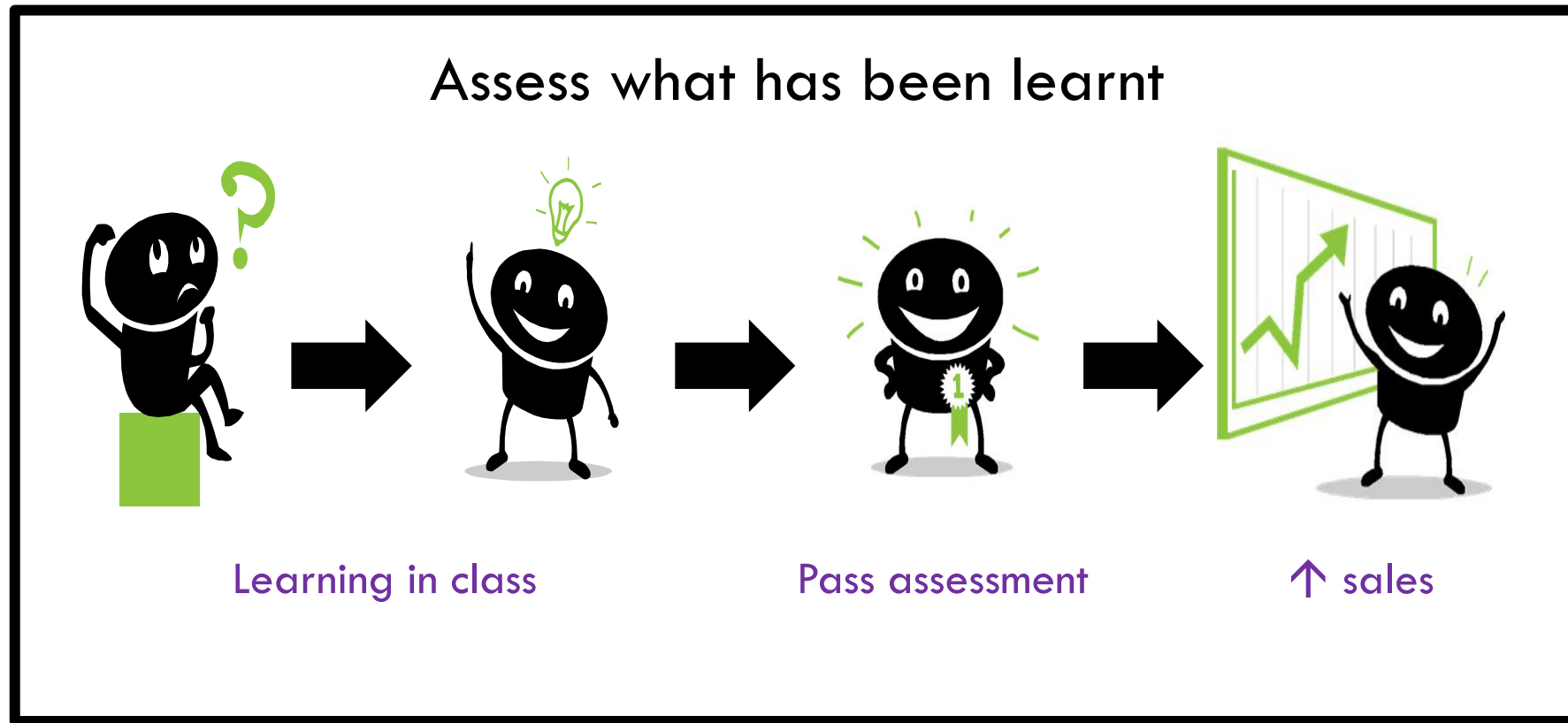
- **THINK** of what are the good learning resources to deliver your lesson/training?
- **DEVELOP** appropriate learning resources, e.g. presentation slides, infographics, handouts, worksheets, videos?

### ASSESSMENT PLANS

- **THINK** of the Learning Outcomes
- **DESIGN** Assessment methods and tools

# Applied Practice Project (APP)

Example of Assessment:





## Frequently Asked Questions (FAQs)

1

**Q.** How long does the APP last?

**A.** *Approx. 11 months*

2

**Q.** Who owns the work done?

**A.** *The Intellectual Property (IP) Rights belongs to the PHO. IAL will not claim any rights on the IP.*

3

**Q.** Can the PHO engage me to continue the rest of the development work after my APP?

**A.** *Yes. This will be a private arrangement between PHO and APP Supervisee. IAL will have **no** involvement in this.*



## Frequently Asked Questions (FAQs)

4

Q. What do I do if the PHO requires APP Supervisor to sign a Non-Disclosure Agreement (NDA) or confidentiality agreement?

- A. *APP Supervisor is obliged to maintain confidentiality of all data, assignments and assessment artefacts obtained in the course of their duty as stipulated in their Contract signed with IAL. He/she **will not** be signing separate agreements with the PHO.*
- B. *APP Supervisee is advised not to include confidential information or highly sensitive content in their assignments such as proprietary information where commercial interest should be guarded. Personal data also should be sanitised in compliance with PDPA.*



## Frequently Asked Questions (FAQs)

5

**Q.** I need more help with my APP, who can I approach?

**A.** *Always consult your APP Supervisor and work closely with him/her during your APP journey*

6

**Q.** I am leaving my current job. My PHO which is my employer is not keen to continue with the APP. What do I need to do?

**A.** *Always inform your APP Supervisor about the change of a new job and new PHO to sign an APP Learning Contract with the **New PHO***

**B.** *Inform IAL via email attaching the new APP Learning Contract and who is the new PHO*





## Frequently Asked Questions (FAQs)

7

**Q.** I want to change my PHO but my Applied Practice has started, what should I do?

**A.** *APP Supervisee is required to inform both APP Supervisor and IAL via email on the change of PHO detailing the reason for such change(s). After which, discuss, work with your APP Supervisor and complete the following:*

- ✓ *Arrange for the 1<sup>st</sup> meeting with **New** PHO*
- ✓ *Present the APP Overview and your APP Gantt Chart/plan for the **New** PHO*
- ✓ *Discuss and agree on the key milestones/meetings with the **New** PHO*
- ✓ *Sign a **New** APP Learning Contract and email APP Supervisor and IAL*



## Frequently Asked Questions (FAQs)

8

**Q.** Do I need to repeat the completed APP modules with the new PHO?

**A.** APP modules comprises of 6 Core Modules namely:

- ✓ LP2: Perform Learning and Performance Needs Analysis
- ✓ LP3: Design Blended Curriculum and Instruction
- ✓ LP4: Develop Learning Resources for Classroom Facilitation
- ✓ LP5: Develop Learning Resources for e-Learning
- ✓ LP6: Develop Learning Resources for Workplace Learning
- ✓ LP7: Design Assessment to Promote and evaluate Learning

*APP Supervisee does not need to repeat any completed APP module with a “Competent, C” grade*

**B.** APP Supervisee is advised to discuss with APP Supervisor and New PHO on the plan forward to complete the remaining components of his/her Applied Practice



## Frequently Asked Questions (FAQs)

9

**Q.** What do I do if I want to change a PHO and the PHO is not agreeable?

- A.** *IAL will not directly intervene in such disagreement between APP Supervisee and his/her PHO as the PHO has been brought on board the DDDL Applied Practice by the DDDL learner. IAL only ensures that the APP Supervisee is able to deliver the project fulfilling the DDDL assessment requirements.*
- B.** *APP Supervisee is expected to reach an amicable resolution with the PHO privately and update APP Supervisor and IAL via email. If the disagreement cannot be resolved, the APP would be suspended as the new PHO agreement cannot be signed until the old one is terminated.*



## Need more help on DDDL Administration Matters?

Contact IAL at



Hotline: 65 65790300



Online Enquiry: <https://feedback.ial.edu.sg>