



# **NCDA FCD Instructor Handbook for Conducting NCDA FCD Training 2024**

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# NCDA FCD INSTRUCTOR HANDBOOK

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## INTRODUCTION

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The materials contained in this handbook are the resources that FCD Instructors will use when conducting their training for individuals participating in the Facilitating Career Development Training and Certification Program.

At this time, completion of the NCDA Facilitating Career Development Training and Certification Program leads an individual to qualify to apply for two credentials: NCDA's Certified Career Services Provider and CCE's Global Career Development Facilitator. It is important that an FCD Instructor thoroughly understands both credentials and each application process. Some information is provided here about each credential application process; however, detailed application information is available through each credential's website.

If you have any questions about the NCDA FCD Training Program, contact Mary Ann Powell, National Career Development Association, [mpowell@ncda.org](mailto:mpowell@ncda.org) or (918) 663-7060 or visit the NCDA website, [www.NCDA.org](http://www.NCDA.org).

# **SECTION ONE**

## **CONDUCTING NCDA FCD TRAINING**

## INSTRUCTOR CHECKLIST FOR DELIVERING FCD COURSE

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### Pre-planning:

- ☐ Know and be compliant with [course requirements](#).
- ☐ Determine the structure and number of participants for your training.
- ☐ Determine the format of your training: contact time and format, locations, technology, etc.
- ☐ Develop your syllabus.
- ☐ Research and secure equipment and technology needed for training (LCD projector, Internet connection, video conferencing, learning management system).
- ☐ Understand the implications of delivering the FCD Training to international learners.

### Marketing:

- ☐ Develop your marketing plan and marketing materials.
- ☐ Submit your public course offering information to Mary Ann Powell at NCDA for placement onto the NCDA website: Dates, location, contact information, other information you want to use to promote your session. Check information to assure that the information is posted and correct.  
[NCDA Course Posting Link](#)
- ☐ Suggestions regarding marketing methods include but are not limited to:
  - ✓ Respond to requests about your training from the advertisement on the NCDA website
  - ✓ Leverage social media
  - ✓ Network, make cold calls

### Prepare for Training:

- ☐ Review applications and notify approved applicants.
- ☐ Collect registration fees.
- ☐ Ensure curriculum has been purchased for each participant.
- ☐ Gather supplies needed for training.
- ☐ Develop course and resources.
- ☐ Develop training agenda using your course outline.
- ☐ Develop evaluation methodology and form.
- ☐ Develop certificates.
- ☐ Provide FCD Completers with link to complete an Instructor Evaluation.
- ☐ Promotional membership and CCSP comp code.

### Conduct Training - Follow your Course Outline.

### After Training:

- ☐ Review data and information from evaluation.
- ☐ Revise training and course execution as needed.
- ☐ Provide NCDA with names and emails of completers.

## NCDA FCD INSTRUCTOR MANUAL AND RESOURCES AVAILABLE

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In your NCDA FCD Instructor's Manual, you will find the following resources for each module that can be adapted to different modalities:

1. Short quizzes
2. Video and internet resources
3. Case studies
4. Journal and other activities
5. Instructional suggestions and discussion of each learning objective
6. Forum/discussion questions and prompts

In many cases, you will find specific resources designed for each of these settings:

- Business/industry
- Workforce
- Higher education
- K-12
- Private practice

The NCDA website houses resources to support FCD instructors. You must be a member of NCDA to access them.

- Topic specific PowerPoints
- Sampling of instructional articles and support materials on website. [Instructor/Registry Members Only](#)

## NCDA FCD COURSE LOGISTICS AND ADDITIONAL INFORMATION

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### 1. Know and be compliant with [course requirements](#):

- Every course must include a live interaction with the instructor (e.g., in person classroom or virtual).
- To be eligible to apply for the CCSP and GCDF, learners must devote a minimum of 120 hours, including 24 hours of live instruction.

#### Words of Wisdom from NCDA MTs on Getting Started

*Set up and communicate a clear refund policy and require a sign off that learner has read it... Collect all funds up front and BEFORE you order materials... Remind learners to WRITE DOWN THEIR USERNAME and PASSWORD... Communicate your response time to questions, assignments, etc.... If a potential learner says, "I have a full plate." Then timing is not right for taking the course... For contracted courses, communicate with supervisors about course timelines and expectations... Save yourself time by developing template of your start up info...*

### 2. Designing your course – Course Outline Template

Your Master Trainer covered the basics of conducting the course. Your Instructor Manual contains a wide variety of resources and materials. Your Master Trainer may have provided you access to a sample course. Feel free to make recommendations for materials that might be helpful for NCDA Instructors.

#### Words of Wisdom from NCDA MTs on Delivering a Course

*Consider an additional form so you know something about your learners...No adult left behind. Do-overs until correct are acceptable... Thoughtfully consider group size: what is best for you, space, timelines, group composition? 30 is probably too many. What is the smallest size that will work for you? Not everyone will finish the course [plan for a 10% melt rate] ... Remember that every assignment you make, you have to provide feedback... Keep grading simple... Readyng and teaching an online course takes A LOT more time than delivering a course face to face!... For day long f2f sessions, take a break every 2 hours... Remember this training is designed to be INTERACTIVE no matter the delivery modality.*

### 3. Choosing and Managing Technology

Choosing technology to support learning is a critical decision. When considering a learning management system think about cost, accessibility, and ease of use. You will find a resources on the NCDA website: [Instructor/Registry Members Only](#).

#### Words of Wisdom from NCDA MTs on Choosing and Managing Technology

*Develop detailed and complete instructions for learners about accessing any technology you will ask learners to use. It will save you an incredible amount of time... You will spend far more time than you plan in troubleshooting technology... Most video conferencing systems work the same with little quirks... Experiment and check around... Ask what will work with your learners... Often learners are firewalled from accessing sites in their workplace... Ask them to check and plan ahead for access... Encourage learners to use headsets – helps audio immensely...*

**4. Grading Tools and Timelines**

Some grading rubrics that you might find useful can be found on the NCDA website: [Instructor/Registry Members Only](#).

**Words of Wisdom from NCDA MTs on Grading and Timelines**

*Remember that every assignment you make, you have to provide feedback... Keep grading simple... The clearer you are on what is required in an assignment the easier it is to grade... Remember to consider YOUR needs in establishing your timelines and due dates... As a rule of thumb, plan for at least 1 week for manual topic... Some groups appreciate more time spent on theory topics.*

**5. Working with International Learners**

It is important for international Facilitating Career Development learners to understand that taking this course means that these individuals (like their American counterparts) are eligible to apply for NCDA's CCSP and CCE's GCDF. Important note: See flow chart later in this document about eligibility for the CCSP and GCDF. Some countries may have a country specific curriculum which leads to other credentials. For any questions about delivering NCDA's Facilitating Career Development internationally, first check with NCDA staff.

**Words of Wisdom from NCDA MTs on Working with International Students**

*Download a "world clock" app so you can keep up with time zones (even for the US!) ...You may have to extend your workday to accommodate international learners...Technology that works in the US may not work internationally.*

**6. Working with Adult Learners and Training Reminders**

There are a number of materials on the NCDA website about working with adult learners. You will discuss this topic in your training. Feel free to make recommendations for other materials that might be helpful for NCDA FCD Instructors.

**7. Learners' Presentation of Assignments**

Some of these assignments may be completed before the contact time sessions. You should plan to cover different manual topics for these assignments. You will provide feedback on all assignments.

**8. NCDA FCD Certificate of Completion**

All successful course completers will receive a signed NCDA FCD Certificate of Completion. [NCDA FCD Certificate Template](#)

**9. NCDA FCD Course Evaluation**

Each FCD completer will receive a link to complete an Instructor Evaluation. Upon completion of the evaluation the trainee will click on a link for access to the NCDA Promotional Membership. [Instructor Evaluation Link](#)

**10. Applying for the CCSP Credential**

A promotional code is provided with the NCDA Facilitating Career Development Student Manual. Take time to point out the brightly colored sheet with the code included with hard copy, or the file that is with the online version.

# **SECTION TWO**

## **PROFESSIONALISM AND CREDENTIALING**

## **LEVELS OF NCDA'S FACILITATING CAREER DEVELOPMENT TRAINING PROGRAM**

### **NCDA FCD Preceptor Qualifications**

#### **NCDA FCD Master Trainer Qualifications**

- Master Trainers are current instructors selected through an application process. Selection is based on specific criteria, commitment, and instructor experience.
- Training is scheduled on an "as needed" basis or approximately every 3 years. Dates and deadlines will be announced on the NCDA website and NCDA will notify everyone on the NCDA Instructor Registry about future training.
- NCDA offers an Instructor Registry and a training calendar on their website to assist in recruitment of qualified individuals to become new NCDA FCD Instructors.

#### **NCDA FCD Instructor Qualifications**

- Selected through an application process. Selection is based on education, experience, adult training abilities and commitment.
- Applicants must meet minimum qualifications as indicated on NCDA website.
- Instructors must successfully complete an instructor training program given by an NCDA FCD Master Trainer to become an NCDA FCD instructor.
- NCDA offers an Instructor Registry and a training calendar on their website to assist in recruitment of qualified individuals to become new NCDA FCD Instructors.

### **NCDA INSTRUCTOR REGISTRY**

- The NCDA Instructor Registry offers:
  - Advertisement of the NCDA's website of your training classes
  - Automatic receipt of updates to curriculum
  - Your name appears on the Registry as an NCDA Instructor or Master Trainer
  - Your notifications of any updates or changes to rules and notification of upcoming available trainings and conferences
- To maintain your NCDA FCD instructor status, you must join the NCDA Instructor Registry each year and maintain your NCDA membership.
- For NCDA FCD student completers to apply for the CCSP credential, their instructor must maintain membership on the NCDA Instructor Registry.
- NCDA FCD Instructors must obtain 30 hours of Continuing Education every 3 years to remain active on the NCDA FCD Instructor Registry. NCDA FCD Instructors should follow the [NCDA Credentialing Commission's Guide to Continuing Education](#).

## **Continuing Education Requirements for FCD Instructors**

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NCDA FCD Instructors must provide evidence of continuing education in the field of career development. This continuing education may be leadership or service in professional career organizations, publication of career-related articles or materials, development of career trainings or curriculum, and innovations in delivery of career services. NCDA Master Trainers and Instructors must obtain 30 hours of Continuing Education every 3 years listed on the Instructor Registry.

## **Annual FCD Instructor Registry Fee**

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NCDA FCD Instructors must be listed on the NCDA FCD Instructor Registry. The annual fee is set by NCDA and provides NCDA FCD Instructors the opportunity to list their instructor classes on the NCDA website, in addition to purchasing the NCDA Instructor Materials. Currently the fee is \$50 per year.

## **Training Assessment and FCD Instructor Registry**

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Each NCDA FCD Instructor will provide each FCD Training Program completer with a link to complete an [FCD Instructor Survey](#). At the end of the FCD Instructor survey, FCD Training Program completers will be provided with the link to register for one year of free promotional membership with NCDA.

NCDA FCD Instructors will be required to complete an Annual FCD Instructor Assessment on the NCDA Hub Learning Platform (coming Fall 2024). To prepare for the brief assessment, FCD Instructors should review the NCDA FCD Handbooks and be familiar with all requirements of the FCD Training Program. Successful completers of the assessment will remain active on the NCDA FCD Instructor and Master Trainer Registry.

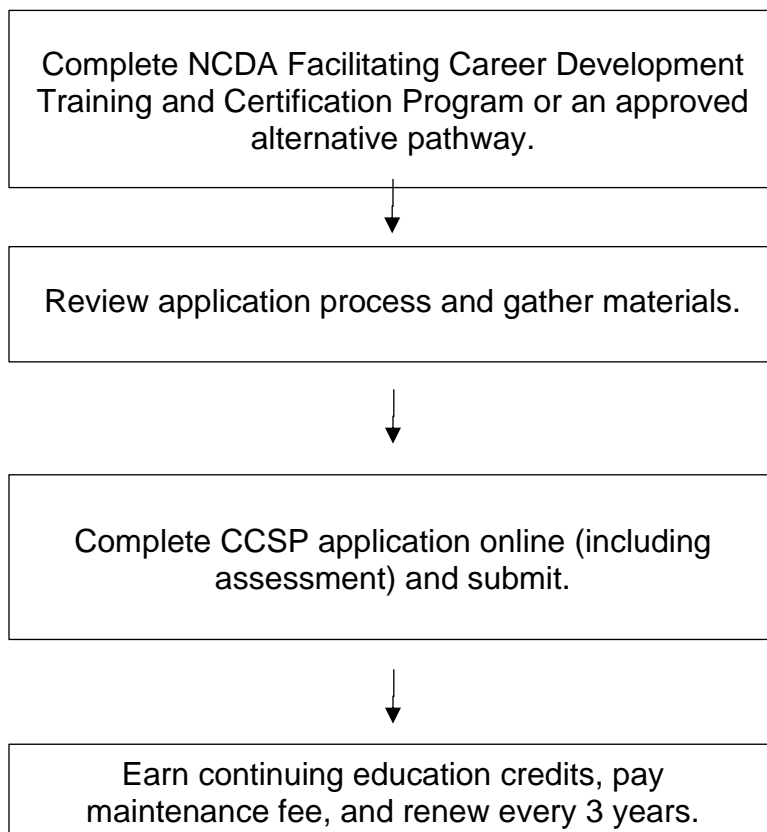
If the NCDA FCD Instructor fails the assessment, they will be given 30 days to review the FCD Handbooks and NCDA FCD website prior to repeating the assessment. Those not passing the second assessment will be removed from the NCDA FCD Instructor and Master Trainer Registry and may not instruct the FCD Training Program without approval of NCDA Headquarters.

## CCSP (CERTIFIED CAREER SERVICES PROVIDER) CREDENTIAL

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- The CCSP credential is issued by the NCDA Credentialing Commission.
- Certification is based on the successful completion of the NCDA Facilitating Career Development Training and Certification Program. Individuals must also complete the application process which includes an assessment. Details for the certification can be found at [www.ncdacredentialing.org](http://www.ncdacredentialing.org).
- Access to apply for the credential is limited to those participants who complete the training from an NCDA instructor who is on the NCDA FCD Instructor Registry.
- Recertification requires 30 hours of continuing education during the 3-year period.
- There is an annual maintenance fee to maintain the CCSP credential.

### PATHWAY TO CERTIFIED CAREER SERVICES PROVIDER CREDENTIAL (CCSP)

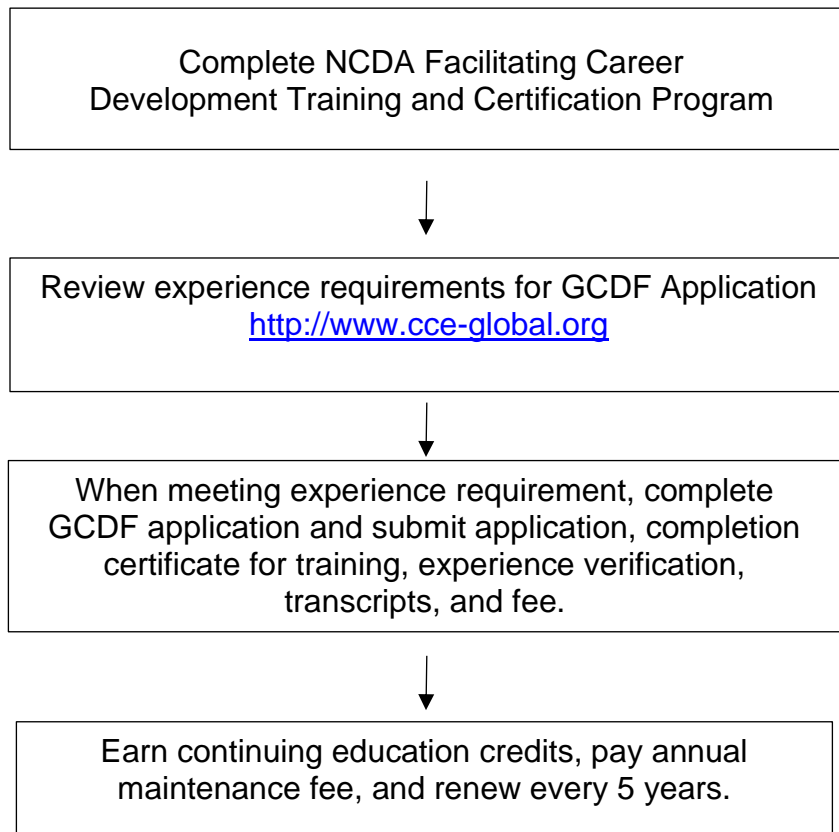


## GCDF® (GLOBAL CAREER DEVELOPMENT FACILITATOR) CREDENTIAL

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- Global certification is issued by the Center for Credentialing and Education (CCE).
- Certification is based on the individual participating in a CCE approved training. Individual must also meet education and experience requirements as indicated on CCE's GCDF® application. Available at [www.cce-global.org](http://www.cce-global.org).
- Certification is for 5 years with recertification requirements of continuing education.
- There is an annual maintenance fee to maintain GCDF certification.

### PATHWAY TO GLOBAL CAREER DEVELOPMENT FACILITATOR CERTIFICATION (GCDF)



# APPENDICES

## NCDA Facilitating Career Development Training and Credential Program, 5<sup>th</sup> Edition

### Course Requirements

August 2024

NCDA FCD Training and Credentialing Program, 5 <sup>th</sup> Ed.	Instructional Block	Time to Teach	Learning Objectives	Competencies Covered	Total Teaching Time	Required Live Interaction
<b>Module 1</b> <b>*Required</b> Developing a Helping Relationship	1	1 hour	1 and 2	✓ Helping Skills ✓ Consultation ✓ Program Mgmt/Implementation	11 - 17 hours	15 -16 hours
	2	4 – 6 hours	3 through 6			
	3	3 – 5 hours	7 and 8			
	4	3 – 5 hours	9 through 11			
<b>Module 2</b> <b>*Required</b> Training/Leading Groups	1	1.5 – 2 hours	1 through 5	✓ Training Clients and Peers ✓ Helping Skills ✓ Consultation	7 - 11 hours	6 - 8 hours
	2	1.5 – 2 hours	6 through 10			
	3	3 – 6 hours	Transfer of Learning			
	4	1 hour	Summary of key concepts			
<b>Module 3</b> <b>*Required</b> Career Development Theory/Application	1	2 - 3 hours	1 through 3	✓ Career Dev. Models ✓ Assessment ✓ LMI and Resources ✓ Helping Skills ✓ Technology ✓ Consultation	11 - 17 hours	
	2	1 - 2 hours	4 and 5			
	3	5 - 7 hours	6 and 7			
	4	1 - 2 hours	8			
	5	2 - 3 hours	9			

NCDA FCD cont.	Instructional Block	Time to Teach	Learning Objectives	Competencies Covered	Total Teaching Time	Required Live Interaction
<b>Module 4</b> <b>*Required</b> Role of Assessment in Career Planning	1	2 – 3 hours	1 through 3	✓ Helping Skills ✓ LMI and Resources ✓ Assessment ✓ Ethical/Legal Issues ✓ Career Dev. Models	11 - 16 hours	
	2	2 – 3 hours	4 and 5			
	3	3 – 4 hours	6 and 7			
	4	2 – 3 hours	8 and 9			
	5	2 – 3 hours	10			
<b>Module 5</b> <b>*Required</b> Ethics and the Career Services Provider	1	2 hours	1 and 2	✓ Ethical/Legal Issues ✓ Helping Skills ✓ Consultation	11 - 14 hours	
	2	3 – 4 hours	3 and 4			
	3	3 – 4 hours	5 and 6			
	4	3 – 4 hours	7 and 8			
<b>Module 6</b> <b>*Required</b> Career Services for Multicultural Populations	1	2 – 3 hours	1 and 2	✓ Diverse Populations ✓ Helping Skills ✓ LMI and Resources ✓ Consultation	6 - 9 hours	
	2	2 – 3 hours	3 and 4			
	3	2 – 3 hours	5 and 6			
<b>Module 7</b> <b>*Required</b> Role of Career Information and Technological Resources	1	1.5 – 2 hours	1 through 3	✓ LMI and Resources ✓ Technology ✓ Employability Skills ✓ Legal/Ethical Issues	6 - 8 hours	
	2	3 - 4 hours	4 through 9			
	3	1.5 – 2 hours	10 through 12			
<b>Module 8</b> <b>*Required</b> Job Seeking and Employability Skills	1	3 – 4 hours	1 through 5	✓ Employability Skills ✓ LMI and Resources ✓ Technology ✓ Training Clients/Peers	8 - 11 hours	
	2	3 – 4 hours	6 through 9			
	3	2 - 3 hours	10 through 13			
<b>Module 9</b> <b>*Required</b> Designing/Implementing Career Planning Services	1	2	1 and 2	✓ Program Mgmt/Implementation ✓ Promotion/Public Relations ✓ LMI and Resources ✓ Consultation	8 - 10 hours	
	2	3 – 4 hours	3 and 4			
	3	3 - 4 hours	5 and 6			

NCDA FCD Cont.	Instructional Block	Time to Teach	Learning Objectives	Competencies Covered	Total Teaching Time	Required Live Interaction
<b>Module 10</b> <b>*Optional</b> Business Services and Employer Relations	1	1 – 1.5 hours	1 and 2	✓ Helping Skills ✓ Employability Skills ✓ Training Clients/Peers ✓ Program Mgmt/Implementation ✓ Promotion/Public Relations	3 - 4.5 hours	
	2	1 - 1.5 hours	3 and 4			
	3	1 - 1.5 hours	5			
<b>Module 11</b> <b>*Optional</b> Career Development Services for Clients with Disabilities	1	2 – 3 hours	1 through 3	✓ Helping Skills ✓ Training/Leading Groups ✓ Theory ✓ Ethics ✓ Technology ✓ Program Mgmt/Implementation	7 - 10 hours	
	2	2 – 3 hours	4 and 5			
	3	3 – 4 hours	6 and 7			
<b>Module 12</b> <b>*Optional</b> Career Development Services for Justice-Involved	1	3 – 4 hours	1 through 3	✓ Helping Skills ✓ Consultation ✓ LMI and Resources ✓ Assessment ✓ Ethical/Legal Issues ✓ Employability Skills ✓ Program Mgmt/Implementation	8 - 11 hours	
	2	3 – 4 hours	4 and 5			
	3	2 – 3 hours	6 and 7			

NCDA FCD Cont.	Instructional Block	Time to Teach	Learning Objectives	Competencies Covered	Total Teaching Time	Required Live Interaction
<b>Module 13</b> <b>*Optional</b> Career Development Services for K-12	1	2 – 3 hours	1 through 3	✓ Helping Skills ✓ LMI and Resources ✓ Assessment ✓ Diverse Populations ✓ Career Dev. Models ✓ Employability Skills ✓ Training Clients/Peers ✓ Program Mgmt/Implementation ✓ Promotion/Public Relations	5 - 8 hours	
	2	2 – 3 hours	4 and 5			
	3	1 – 2 hours	6			
<b>Module 14</b> <b>*Optional</b> Workforce/Career Development History	1	2 – 3 hours	1 and 2	✓ Helping Skills ✓ Assessment ✓ Career Dev. Models ✓ Training Clients/Peers ✓ Program Mgmt/Implementation	3 - 5 hours	
	2	1-2 hours	3 and 4			

## LAUNCH PLAN WORKSHEET FOR DELIVERING NDCA FCD TRAINING

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You may have excellent training design and delivery but if people don't know about it, enrollment will suffer. Marketing involves promoting the benefits of training and the importance of having experienced, well-trained career professionals. Demonstrating return on investment is very important to organizations, profit and non-profit alike. Using a multitude of marketing strategies is more effective than relying on just one. Strategies might include in person contact, social media posts, website information, etc. It should be an active rather than passive process.

### **Facilitating Career Development Training Program Training Launch Plan**

Name of Instructor:

State/Region/Country:

#### **1. Target Audience**

- ☐ Identify who needs trained instructors (e.g., school districts, career centers, etc.)
- ☐ Describe their key characteristics, needs, and preferences

#### **2. Course Overview**

- ☐ Course title and description
- ☐ Learning objectives and outcomes
- ☐ Target audience for the course
- ☐ Course duration and format (e.g., in-person, online, hybrid)
- ☐ Prerequisites or requirements for participants

#### **3. Unique Selling Proposition (USP)**

- ☐ Highlight the unique benefits and value of your course
- ☐ Explain how it addresses the needs and challenges of your target audience
- ☐ Differentiate your course from competitors or alternative training options

#### **4. Marketing Strategies**

- ☐ Identify the most effective channels to reach your target audience (e.g., email, social media, professional networks)
- ☐ Develop a mix of marketing tactics, such as:
  - ☐ Targeted email campaigns
  - ☐ Social media posts and ads
  - ☐ Webinars or informational sessions
  - ☐ Partnerships with relevant organizations or influencers
  - ☐ Content marketing (e.g., blog posts, videos, infographics)
- ☐ Create a marketing timeline and budget

#### **5. Marketing Materials**

- ☐ Course brochure or flyer
- ☐ Website or landing page
- ☐ Email templates
- ☐ Social media posts and graphics
- ☐ Testimonials or case studies from previous participants (if available)

## **6. Pricing and Registration**

- ☐ Determine the pricing structure for your course (e.g., per person, group rates, early bird discounts)
- ☐ Set up a registration process and platform
- ☐ Establish payment methods and policies

## **7. Partnerships and Influencers**

- ☐ Identify potential partners who can help promote your course (e.g., professional associations, educational institutions)
- ☐ Reach out to influencers or thought leaders in your field who can endorse or recommend your course

## **8. Measurement and Evaluation**

- ☐ Set measurable goals and key performance indicators (KPIs) for your marketing efforts
- ☐ Track and analyze metrics such as website traffic, email open rates, registration numbers, and conversion rates
- ☐ Gather feedback from participants and adjust your marketing strategy as needed

## **9. Follow-up and Retention**

- ☐ Develop a plan for following up with participants after the course
- ☐ Offer additional resources, support, or ongoing training opportunities
- ☐ Encourage participants to refer colleagues or share their experiences
- ☐ Collect testimonials and success stories to use in future marketing efforts

## **Appendix:**

- ☐ Marketing contacts and needs assessment
- ☐ Funding sources and budget
- ☐ Personal development plan for the instructor
- ☐ Resources and support needed
- ☐ Data collection and management plan

## **ACTION PLAN TEMPLATE for IMPLEMENTING FCD TRAINING**

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**Purpose:** To create a template to help implement a training program.

**Directions:**

1. Using this form as a template, develop a plan for each goal identified through the needs assessment process.
2. Modify the form as needed to fit your unique context.
3. Print a copy and keep it visible in your office or home as you work.
4. Ask a colleague for their input as you begin your journey.

**Goal:**

**Outcome:**

<b>Action Steps</b> <i>What Will Be Done?</i>	<b>Leader</b> <i>Who Will Do It?</i>	<b>Timeline</b> <i>By When? (Day/Month)</i>	<b>Resources</b> <i>Resources Available Resources Needed (financial, human, political &amp; other)</i>	<b>Potential Barriers</b> <i>What or Who might hold me back? How?</i>	<b>Communications Plan</b> <i>Who is involved? What methods? How often?</i>
1.					
2.					
3.					
4.					
5.					

**Making Progress** (*How will you know that you are making progress? What are your milestones?*)