Canadian Certified Inclusion Professional (CCIP™)

Certification Handbook

August 2017



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About CCDI

CCDI has a mission to help the organizations we work with be inclusive, free of prejudice and discrimination – and to generate awareness, dialogue and action for people to recognize diversity as an asset and not an obstacle. Through the research, reports and toolkits we develop, and our workshops, events and workplace consultations, we're helping Canadian employers understand their diversity, plan for it and create inclusion.

CCDI's leadership has a proven model that has cultivated trust as an impartial third party. Our expertise is focused on topics of inclusion that are currently relevant in Canada, and regional differences that shape diversity.

As a charitable organization that thinks like a business, we have created a niche with our innovative research technology and data analysis that brings a deeper understanding of Canadian diversity demographics and mindsets at any given moment. We are grateful for the support of our over 120 Employer Partners across Canada.

About CCIP™

Background

Despite being relatively new, the Diversity and Inclusion field ("D&I") has gone through a significant evolution over the last twenty years. A Conference Board report released in 2008 stated that "focus has progressed from valuing differences, which was largely achieved through awareness training and multi-cultural celebrations, to strategic global business growth". A more recent report by Bersin-Deloitte (2014) confirms the increasingly strategic role of diversity practitioners.²

Despite the expansion of D&I functions and roles within Canadian organisations, **no professional designation** exists for D&I professionals. The Canadian Certified Inclusion Professional designation (CCIP™)³ intends to fill this gap. Standardizing what it means to be a D&I professional through designation is important, because it ensures employers, and others,

¹ Lahiri, I. (2008). Creating a Competency Model for Diversity and Inclusion Practitioners. Council Perspectives. Insights from the Conference Board Council on Workforce Diversity.

² Sherman Garr, S., Shellenback, K., Scales, J. (2014). *Diversity and Inclusion in Canada. The Current State. A Research Report by Bersin By Deloitte.*

³ Both "CCIP" and "Canadian Certified Inclusion Professional" are registered trademarks of CCDI.

that D&I practitioners are meeting rigorous standards when presenting themselves as D&I professionals.

What is CCIP™?

CCIP™ is a professional designation, not an educational program. *Educational* programs are designed to provide training and instruction to help participants acquire or enhance their knowledge or skills, whereas certification programs such as CCIP™ are designed to assess an individual's existing knowledge or skills against a set of pre-defined competencies. This is accomplished in a way that is completely independent from the provision of training or instruction.

The CCIP™ certification process is designed to assess the knowledge and experience of Diversity and Inclusion Professionals against the standard established by the CCIP™ Competency Framework.

Why get certified?

The CCIP™ designation will enable D&I professionals to obtain a formal and standardized acknowledgement of their knowledge, skills and experience in the D&I field.

By completing the requirements for the CCIP™ certification process, D&I professionals acquire the right to use the designation, Canadian Certified Inclusion Professional™, and the right to use the initials "CCIP" after their name.

A CCIP™ is a professional with expertise in organizational diversity, inclusion, equity and/or human rights and people management, who has met the requirement of the CCIP™ certification process.

A CCIP™ is an inclusive leader and a global strategic thinker who is passionate about developing inclusive workplaces.

CCIPs work throughout Canada in for-profit companies, public sector organizations, educational institutions, healthcare, non-profit organizations, or in private practices, in different capacities.

CCIPs provide:

- subject matter expertise and strategic support to internal and external stakeholders related to initiatives aimed at addressing issues of diversity, equity and human rights in the workplace and promoting inclusion within organizations.
- a holistic understanding of diversity, equity and human rights as it relates to the impact of the organization on its customers or clients, members and communities.



CCIPs operate within the mandates of established Canadian legislation related to employment equity, human rights, and accessibility, to provide services that improve the quality of workplaces for all Canadians.

By obtaining the CCIP™ designation, D&I professionals will be able to show employers and clients the breadth and depth of their experience and develop a competitive edge in a tough job market.

Please note that D&I is not a regulated profession in Canada. You are not required to have a licence to work in this field. As such, holding the CCIP™ designation is not a prerequisite for working in D&I.

Competencies for Diversity and Inclusion professionals

The CCIP™ Competency Framework is the body of knowledge for Diversity and Inclusion professionals. It has been created under the direction of a national Advisory Committee and through consultation with more than 200 Diversity and Inclusion leaders across Canada. It describes the core competencies of Diversity and Inclusion professionals who practice in Canada.

How to use this handbook

The certification handbook is the official source of information on the CCIP™ certification and a must-read for all candidates. By reading this handbook, candidates will gain a solid understanding of the requirements for the certification and the process to get certified.

Candidates must follow all policies, procedures and timelines outlined in this handbook. Upon registration on the CCDI website, candidates will be required to read and agree to the CCIP™ Terms of Use, Policies and Procedures.

This handbook is the property of CCDI. Permission must be acquired in writing from CCDI to reproduce its contents.

Overview of the Certification Process

How do I get certified?

Step 1: Assess your eligibility

You are eligible to undertake the certification process if:

- You are able to demonstrate a minimum of 3 years of relevant D&I work experience; and
- You have at least two references colleagues or supervisors who can speak to your work experience in diversity and inclusion.

Step 2: Prepare your documents

Prepare a resume and complete an <u>Assessment of Eligibility Form</u>. In the form, you are required to describe your D&I work experience and provide two references.

Step 3: Register online

Register on the CCDI website and upload your Assessment of Eligibility Form and resume. Once your payment and documents are processed, you will officially become a CCIP™ Candidate.

Step 4: Take the CCIP™ Exam

The exam will test your knowledge of the CCIP™ competencies with a multiple-choice examination that can be taken remotely. All you need is a laptop or PC and a reliable Internet connection.

Step 5: Prepare and submit your Professional Experience Dossier

After successfully writing the CCIP™ Exam, submit a <u>Professional Experience Dossier (PED)</u>. The PED is a collection of short essays that provide examples of practical work situations where you applied or demonstrated the competencies included in the CCIP™ Competency Framework.

You will also be required to identify an External Assessor who will review your submission against the CCIP™ Competency Framework.

Step 6: You officially are a Canadian Certified Inclusion Professional™!

Once your submission has been approved by your External Assessor you officially become a CCIP™. You can use the acronym (CCIP) in your signature and your name will be added to an online Registry of CCIPs on the CCDI website.

Step 7: Maintain the Certification

Maintain the certification by providing evidence of 20 hours of Continuing Professional Development per year.

Step-by-Step Guide to Certification

Step 1: Assess your eligibility

The first step is for you to establish that you are eligible to enter the CCIP™ certification process. You are eligible to enter the certification process if:

- You have 3 years of relevant D&I work experience.
 - At least two of the three years of experience must be relatively recent (i.e. acquired within the last six years).
- You have at least two references colleagues, supervisors or clients who can speak to your work experience in diversity and inclusion.

For the purposes of the Assessment of Eligibility, relevant work experience is defined as any professional experience that helps candidates develop the competencies included in the CCIP™ Competency Framework. Sample relevant tasks might include, but are not limited to:

- Develop/manage a D&I Strategy
- Develop/deliver training or learning solutions on D&I topics
- Develop/implement communication plans to support D&I strategic goals
- Design/implement D&I strategic initiatives (events, learning programs, talent programs etc.)
- Work with internal stakeholders (e.g. HR department, CSR department, Executives/Leadership team, People Managers, Recruiters, Project Managers) to support/promote the advancement of D&I goals and initiatives
- Work with external stakeholders (e.g. Community Partners, Government bodies etc.) to support/promote the advancement of D&I goals and initiatives
- Provide advice and support to external/internal client on D&I topics
- Create/implement/analyze metrics to assess impact of D&I initiatives on business outcomes
- Create/implement metrics to support D&I strategic planning
- Ensure compliance with applicable legislation related to diversity, equity or human rights
- Conduct/present research to support/advocate for D&I initiatives

Use the Eligibility Checklist to thoroughly verify whether you meet the eligibility requirements.

Step 2: Prepare your documents

If you believe you meet the eligibility requirements, prepare the documents you will need to submit as part of your online registration:



- 1. First, complete the <u>Assessment of Eligibility Form</u>, where you will be asked to describe your D&I work experience and provide two references.
 - Save the document as a PDF and name it as follows:
 YYYYMMDD Your Last Name Assessment of Eligibility
 e.g. 20170424 Nayak Assessment of Eligibility
- 2. Second, prepare a **resume**. List the roles/positions in reverse chronological order. For each role/position indicate Job Title, Name of the Organization, Time of Employment (start and end date), and job responsibilities. An example of what this looks like is provided below (Figure 1).
 - a. Save the document as a PDF or MS Word document and name it as follows:
 YYYYMMDD Your Last Name Resume
 e.g. 20170424 Nayak Resume

Manager, Diversity and Inclusion at Big Firm

March 2014 - Present

- Overseeing design, delivery, and evaluation of organization-wide in-person educational program on Respectful workplace. So far program has been delivered to 500+ employees across three locations with 95% of attendees expressing the intention to implement more respectful workplace behaviors as a result of the training.
- Spearheading and leading the creation of three Employee Resource Groups (Women, Indigenous People, People with Disability). Responsible for project initiation, budgeting, project planning and management, internal communication, programming coordination and program evaluation.
- Coordinating national calendar of grassroot initiatives organized and promoted by BigFirm
 Employees with a focus on D&I and Corporate Citizenship (e.g. fundraising events, research
 initiatives, community engagement initiatives); overseeing national allocation of resources; liaising
 with Communication and Marketing department to ensure internal and external promotion of
 events.

Figure 1. Example of role/position on resume

These two documents will allow the CCIP™ Staff to verify that you have acquired the necessary relevant work experience within the mandatory timeline. Have these two documents ready as you begin the online registration process.

Step 3: Register online

Go to the CCDI website (http://ccdi.ca/ccip-designation/) and register. As part of the registration process you will need to provide your contact information. You will also be prompted to upload both the Assessment of Eligibility Form and your resume.

When can you register?

Registrations open twice a year for a two-month window. Review <u>Exam Cycles and Key Dates</u> to verify registration open and close dates.

What happens after you register?

- 1. Immediately: if your payment has been successful, you will receive a confirmation of payment.
- 2. Within five business days after registration: your documentation will be reviewed by the CCIP™ Staff. If your documentation is complete and sufficient evidence has been provided detailing your relevant work experience, the CCIP™ Staff will send you an official confirmation of enrollment into the CCIP™ Certification. The confirmation will include the confirmed date of your CCIP™ Exam and a copy of the CCIP™ Competency Framework. If your documentation is incomplete, you will be contacted by our staff and required to provide additional information.

Once you have enrolled, you are expected to complete the certification within two exam cycles (see Policy on Certification Completion).

Step 4: Take the CCIP™ Exam

The CCIP™ Exam is comprised of approximately 100 questions and will test your knowledge with respect to Areas 1-12 of the CCIP™ Competency Framework. You are expected to be knowledgeable in all the twelve areas of the CCIP™ Competency Framework – even though you are not required to have experience working in all the twelve areas.

You will receive detailed information from the CCIP™ Staff about the logistics of your exam. The CCIP™ Exam is delivered online, so you will need access to a laptop or PC and a reliable internet connection to be able to complete the exam.

You will be immediately notified of your exam results following the exam. If you pass the exam you will be able to move on to the subsequent step of the certification, which is the submission of the Professional Experience Dossier. If you fail the exam, the CCIP™ Staff will provide you with directions on how to retake it. You will not be required to resubmit any documentation.

Exam Copyright

CCDI holds the proprietary rights and copyright for the CCIP™ Exam. Reproduction of any or part of the CCIP™ Exam is prohibited by law.

Step 5: Prepare and submit your Professional Experience Dossier

Upon successfully writing the CCIP™ Exam, you will need to prepare and submit a Professional Experience Dossier (PED).

CCIP™ Staff will provide you with a form to be used for the submission of your PED and will give you a deadline for submission of your completed PED. Should you wish to reschedule your submission, a rescheduling fee may apply (see Professional Experience Dossier Policy).



You will use the PED submission form to provide examples of practical work situations (or set of situations) where you applied/demonstrated the competencies included in the CCIP™ Competency Framework – in an essay format.

PED Requirements

As a CCIP™ candidate, you are not expected to demonstrate experience in all 12 areas of the CCIP™ Competency Framework. To become certified, candidates must provide evidence of competence in both Primary and Secondary Areas for a total of 50 points. A minimum score of 40 points must be obtained on Primary Areas, and a minimum score of 10 points must be obtained in Secondary Areas.

This combination of competencies ensures that the breadth of knowledge demonstrated through the CCIP™ Exam is complemented by a depth of skills and experience in specific areas.

The following two tables illustrate how many points can be obtained on the PED for each area:

Primary Areas	Points on PED
Area 1: Make the Case for Diversity and Inclusion	10
Area 4: Stakeholders' Engagement	10
Area 8: Measurement and Organizational Success	10
Area 9: Legislation and Compliance	10
Area 10: D&I Organizational Structures and Support	10
Area 11: D&I Subject Matter Expertise	20

Secondary Areas	Points on PED
Area 2: Build a D&I strategy	5
Area 3: Implement a D&I strategy	5
Area 5: Workforce Planning	5
Area 6: HR Practices	5
Area 7: Training and Development	5
Area 12: Cultural Competence	5

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You are encouraged to provide evidence of competence for as many Areas as you wish. Any combination of Areas is acceptable if a minimum score of 40 points is obtained on Primary Areas, and a minimum score of 10 points is obtained in Secondary Areas.

For each Area that you select, you will be required to write a brief essay to provide a performance example i.e. a situation (or set of situations) where you successfully demonstrated the competencies and skills in the selected Area. A detailed description of the requirements for your essay is included in the Professional Experience Dossier Submission Form.

Once you have completed the PED Submission Form, you must save the form as a PDF and name it as follows:

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YYYYMMDD – Your Last Name – PED Submission e.g. 20170424 – Nayak – PED Submission
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The form should then be emailed to the CCIP™ Staff at ccip.certification@ccdi.ca, who will forward it to the elected External Assessor for review and validation.

PED External Assessor

As part of the submission of the PED form, you will be required to provide the name of an **External Assessor** who will review and validate the PED submission. The External Assessor must meet the following criteria:

- Good general understanding of the D&I space. The External Assessor does not necessarily have to be a Diversity and Inclusion professional, but they must have a clear understanding of the candidate's current or past work responsibilities and outcomes as they relate to the skills/abilities required to become a certified CCIP™.
- Direct knowledge of your D&I work experience. The External Assessor has worked with you closely (as a supervisor/manager/co-worker) for at least 6 months and must be able to substantiate your expertise and experience as they relate to the skills/abilities required to become a certified CCIP™.
- Direct or indirect knowledge of the roles/experiences that you might have referenced in the PED submission. The External Assessor should know you well in a professional capacity, and be able to speak intelligently about your skillset, career progression and work ethics.
- Independence. The External Assessor must not be your direct report nor your relative –
 in principle, the External Assessor should be able to assess your submissions without a
 conflict of interest.
- Time availability. The External Assessor should be able to commit to the approximately 60 minutes required to provide input to support your certification process. Also, the External Assessor should be willing to be contacted by the CCIP™ Staff as required.



The External Assessor can be one of the two references that you provide as part of your Assessment of Eligibility Form.

The External Assessor will be required to review each essay and compare it against the skills/abilities required to perform the competencies included in each of the selected Areas. The External Assessor will then be asked to score the essay based on its alignment with the competencies in the Area. Three options will be provided to the External Assessor:

□ Full marks (10 or 20 points for Primary Areas, 5 points for Secondary Areas)
□ Partial marks (5 points for Primary Areas, 3 points for Secondary Areas)
□ No marks (0 points)

Finally, the External Assessor will also be asked to complete a Leadership Assessment to confirm that you possess most of the attributes that are included under Area 13 of the Competency Framework (Visionary and Ethical Leadership).

Once the External Assessor has completed the evaluation of the Professional Experience Dossier, the External Assessor submits the PED back to CCIP™ Staff via email.

PED Results

If the score provided by the External Assessor meets the required passing score of 50 points and the Leadership Assessment is positive, you will become eligible to be certified and will receive an official notification of certification from CCIP™ Staff.

If the score provided by the External Assessor does not meet the required passing score of 50 points *or* if the Leadership Assessment is negative, you will be asked to resubmit the PED within the subsequent exam cycle. A re-submission fee will apply (see Professional Experience Dossier Policy).

Step 6: You are officially a Canadian Certified Inclusion Professional™!

Once you receive your official notification of certification from CCIP™ Staff, you will be a Canadian Certified Inclusion Professional™. Certified professionals can use the CCIP™ acronym in their signature and their name is added to an online public Registry.

The Registry will allow employers to verify the credentials of potential candidates for employment, while enabling CCIPs to showcase their expertise as recognized by a knowledgeable third-party entity.

Certified CCIPs will be removed from the Registry if they fail to maintain the Certification as required.

Step 7: Maintain the Certification

CCIPs will be required to maintain the certification through professional development activities and continuing education activities.

Certification maintenance activities will allow certified CCIPs to:

- Enhance and strengthen essential skills and knowledge in the D&I field;
- Acquire new knowledge and skills in the D&I field;
- Be up to speed with respect to new issues and trends in the D&I field.

CCIPs are required to obtain **20 hours of Continuing Professional Development (CPD) each year**, after the first year of certification.

For example, if you receive your certification between January 1 and December 31 2017, the CPD cycle will start on January 1, 2018 and you will be required to submit evidence of completion of 20 CPD hours by December 31, 2018.

You will provide evidence of completion of 20 CPD using the CPD Activity Log. You will fill in the CPD Activity Log and submit it by December 31st of each year to ccip.certification@ccdi.ca along with payment of a CPD Submission Fee.

Failing to submit the CPD Activity Log will result in suspension of your certification and removal of your credentials from the online Registry of certified professionals. You may reactivate the certification by providing evidence of continuing professional development for all the months/years of suspension.

Certification Fees

Fee Schedule	Full	Employer Partners (15% discount)	Individual Practitioners (10% discount)
Registration fee	\$1,199	\$1,019	\$1,079
Exam retake (if candidate fails exam)	\$99	\$84	\$89
Exam reschedule fee (if candidate reschedules exam with less than 20 business days' notice)	\$99	\$84	\$89
PED reschedule fee (if candidate reschedules PED submission with less than 20 business days' notice)	\$99	\$84	\$89
PED resubmission (if PED does not meet requirements)	\$99	\$84	\$89
Re-registration fee (if candidate fails to complete Certification within two exam cycles)	\$799	\$679	\$719
CPD Submission - Annual Fee	\$99	\$84	\$89

Payment Options

All CCIP™ services must be purchased online using a credit card for payment. Payment must be made in full at time of purchase.

Confirmation of Payment

Upon payment, you will receive confirmation of registration and payment by email.

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Certification Policies

Certification Completion

After registration, you will have two exam cycles (approximately 18 months) to successfully complete all the requirements of the CCIP™ certification.

An exam cycle begins when registration opens for the CCIP™ Exam, and ends with the subsequent PED Submission and Approval. This is the sample structure of an exam cycle:

January 01 – Registration Opens for the CCIP™ Exam.

April 15 – Exam is delivered.

June 30 – PED submission is due.

August 30 – PED is approved and candidate is officially certified.

In this example: if you register in January, you will have the opportunity to complete the requirement of the exam during the cycle you are registered to – that is by August 30.

If you fail the exam or you reschedule one of the components of the certification process (i.e. exam or PED), you will be able to complete the requirement(s) by the end of the following exam cycle.

If you do not complete the certification requirement within the two-cycle timeframe, you will have to re-register and a fee will apply.

See Appendix 1 for more details on the upcoming Exam Cycles and Key Dates.

Exam

As part of the online registration process, candidates will be required to select their CCIP™ Exam date.

You can reschedule the exam up to 20 business days before your exam date without cost by emailing ccip.certification@ccdi.ca. In the 20 business days before the exam, you will need to pay a rescheduling fee (see Certification Fees).

Professional Experience Dossier

Upon passing the CCIP™ Exam, you are automatically enrolled to submit your Professional Experience Dossier during the first available submission window.

The submission window opens on the day of the Exam and closes approximately two months later.



You can reschedule the submission of your Professional Experience Dossier without cost up to 20 business days before the PED submission deadline by emailing ccip.certification@ccdi.ca. If you reschedule your submission within 20 business days before the PED submission deadline, you will need to pay a rescheduling fee (see Certification Fees).

See Appendix 1 for more details on the upcoming Exam Cycles and Key Dates.

Withdrawal Policy

You can withdraw from the certification process at any time by emailing ccip.certification@ccdi.ca.

If you withdraw within 10 business days from registration, your registration fee will be reimbursed but you will be subject to a withdrawal fee equivalent to 15% of your registration fee. If you withdraw after ten (or more) business days from registration, no reimbursement will be provided.

Terms of Use

You are expected to review and accept <u>CCIP™ Terms of Use</u> upon registration through CCDI website.

Privacy Policy

You are expected to review and accept CCIP™ Privacy Policy upon registration through CCDI website.

Frequently Asked Questions

How much does the CCIP™ certification cost?

The registration fee to enroll in the certification process is \$1199. A 15% discount applies to employees of CCDI Employer Partners. A 10% discount applies to CCDI Individual Practitioners.

Is the CCIP™ certification a course/degree?

No, the Certification is not a course, nor is it a degree. It is not an educational program and it does not require any class time. The Certification is a rigorous process through which the knowledge and experience of Diversity and Inclusion Professionals are assessed against the standards established by the CCIP™ Competency Framework.

What is the difference between a Certificate and a Certification?

Certificate programs are designed to provide training and instruction to help participants acquire or enhance their knowledge or skills, whereas certification programs such as CCIP™ are designed to assess an individual's existing knowledge or skills, in a way that is completely independent from the provision of training or instruction.

What is the goal of the CCIP™ certification?

The goal of the CCIP™ Certification is to set formal national standards, which currently do not exist, for the Diversity and Inclusion profession as practiced in Canada, thereby raising the standards and national profile of the D&I profession in this country.

Why get certified?

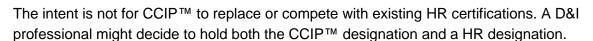
The Certification will enable D&I professionals practicing in Canada to obtain a formal and standardized acknowledgement of their knowledge, skills and experience in the D&I field.

By obtaining the CCIP™ designation, D&I professionals practicing in Canada will be able to show employers and clients the breadth and depth of their experience and develop a competitive edge in a tough job market.

How is this certification different from HR certifications?

The CCIP™ Competency Framework has been designed to describe the competencies of D&I professionals. These competencies only partially overlap with the competencies of HR professionals.

The goal of the CCIP™ Certification is to support D&I professionals who feel the need to increase their professional profile *specifically* as D&I professionals, regardless of whether they have an HR background or hold a HR designation.



I already hold a professional designation: can I get another one?

Yes. If your experience, knowledge and skills meet the requirements of the CCIP™ certification process, you can get certified.

Are there any education requirements to enter the CCIP™ certification process?

There are no education requirements to enter the certification process. However, three years of experience in the D&I field are required.

How can I prepare for the CCIP™ Exam?

The CCIP™ Exam does not have a textbook nor an official preparation course. Candidates, once registered, will have access to the CCIP™ Competency Framework which constitutes the foundation of the certification.

February 12, 2018

March 30, 2018

April 27, 2018

June 22, 2018

September 14, 2018

September 17, 2018

October 16, 2018

November 30, 2018

December 31, 2018

January 31, 2019

February 22, 2019

June 1, 2018

Appendix 1 – Exam Cycles and Key Dates

Exam Cycle 00 - Pilot

Registration opens for candidates July 5, 2017 Registration closes for candidates October 13, 2017 **November 21 2017**

Exam Date - E00

Result provided to candidates

Last day to reschedule PED Submission P00 without penalty

PED Submission Deadline - P00

Deadline for External PED Assessors - P00 Final Results communicated to candidates

Exam Cycle 01

Registration opens for Exam E01 July 9, 2018

Registration closes for Exam E01

Last day to reschedule Exam E01 without penalty

Exam Date - E01

Last day to reschedule PED Submission P01 without penalty

PED Submission Deadline - P01

Deadline for External PED Assessors - P01

Final Results communicated to candidates -P01

Exam Cycle 02

Registration opens for Exam 02 Registration closes for Exam 02 March 8, 2019

Last day to reschedule Exam E02 without penalty

Exam Date - E02

Last day to reschedule PED Submission P02 without penalty

PED Submission Deadline - P02

Deadline for External PED Assessors – P02

Final Results communicated to candidates -P02

January 7, 2019

March 12, 2019

April 9, 2019

June 3, 2019

June 28, 2019

July 31, 2019

August 23, 2019

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