

## Certified Competent Facilitator (CCF) Certification – Application Process Guide

### 申请认证资深引导师- 申请过程指南

#### A. Before you apply for the Certified Competent Facilitator certification, 在你申请认证资深引导师之前，

1. You must have met the experience requirements for certification by documenting at least **7 ‘distinct’** relevant facilitated sessions over the **3-year period** prior to application.  
你必须符合认证的要求，那就是在申请认证资深引导师前的 3 年内记录至少 7 个清晰的实战引导案例。
2. You must submit **3 reference letters** from **3 different sponsors** (could be from same organisation but different departments).  
你必须提交 3 个不同保荐人的推荐信（保荐人可以来自同一个企业而不同部门）
3. You must provide a **written submission** that responds to questions about your knowledge and experience across each of the 30 sub-competencies of the INIFAC’s Certified Master Facilitator PAC<sup>3</sup>E competencies.  
你必须提供有关 INIFAC CMF PAC<sup>3</sup>E 引导能力及子能力的书面应答. 应答是描述自己相关的知识和经验。
4. You must submit a **written facilitation plan** and a **video** of you facilitating a session based on a given case.  
你必须根据某个案例提交你的书面实战引导计划表和你的引导过程录像。
5. At least 50% of documented sessions must be face-to-face sessions. And, if more than 50% of the attendees are not in the same room as the facilitator, then the location should indicate “Virtual”.  
会议记录至少有 50% 必须是脸对脸会议。并且，如果超过 50% 的参加者不与引导师在相同的房间内，那么会议地点应该表示为“虚拟”。

#### B. To meet the CCF requirements, 符合认证资深引导师的必备条件

1. You must score **2.5** or higher out of 5 in **EACH** of the 6 competency areas on both the knowledge assessment and the performance assessment and have documented at least 7 “distinct” facilitated sessions, with at least 50% verifiable.  
在每项资深引导能力范围, 你的知识评估和表现评估必须得到至少 2.5 的评分（满分 5 分）。你也必须记录至少 7 个清晰的实战引导案例，至少百分之五十是清晰的。

#### C. Application Process 申请过程

The application process comprises the following steps:  
申请过程包括以下步骤：

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<b>Step 步骤</b>	<b>Action 采取方式</b>
1	Submit via email to <a href="mailto:admin@fns.sg">admin@fns.sg</a> 通过电子邮件提交 a. CCF Application Form (see <b>Annex A</b> ) 认证资深引导师申请表格 (参阅附件A) b. Experience Record (see <b>Annex B</b> ) – 7 cases within 3 years prior to CCF application 经验记录(参阅附件 B)-在申请资深引导师认证前 3 年内记录 7 个清晰的实战引导案例。 c. Client/Sponsor Reference Letters/Emails 客户或保荐人的推荐信或电子邮件
2	Make payment of <b>SGD 1500</b> to FNS 新币 1500 支付给新加坡引导师协会 This fee excludes venue/seminar package for overseas applicants. 海外 CCF 申请者注意: 此费用不包括场地费用。
3	Submit via email:通过电子邮件提交 a. Written Competencies Form (see <b>Annex C</b> )资深引导能力书面表格(参阅附件 C) b. Facilitation Plan for a given case (see <b>Annex D1 &amp; D2</b> )根据案例准备的引导计划(参阅附件 D1 和 D2)
4	Book your video recording session. 预约录像时间 Recruit 5 participants to role play for your video recording. 邀请 5 位扮演你案例角色的参与者录像
5	Video record your facilitation session for the given case according to your submitted facilitation plan. 用录像记录你的引导过程 (必须依据你所提交的引导计划)
6	Submit via mail:通过电子邮件提交 a. Video of the facilitation case 你的引导案例录像 b. Signed participant forms 参与者签名的表格 Note: Videos submitted will not be returned. 注意: 所提交的录像将不退还
7	Receive assessment result from FNS in 4-8 weeks' time. 4 至 8 周内得到新加坡引导师协会的评估结果。 <i>Provisional CCF may be granted without the 7 experience record, which will have to be submitted within 1 year from the CCF application date.</i> 未记录 7 个清晰实战引导案例的申请者可授予临时认证资深引导师, 但须在申请认证资深引导师时间的 1 年内提交 7 个案例记录。
<b>Key Information 关键信息</b>	
Confidentiality 保密	Please be assured that any information you submit will not be distributed, released, copied or used for any other purpose. Once the CCF process has been completed all material other than contact information will be carefully destroyed or deleted. FNS expressly prohibits the use of candidate information for any other purpose than for certification evaluation. The CCF assessment report is strictly confidential to you and should not be circulated. Sharing your CCF assessment report with others may result in them being disqualified should they apply for CCF and found to have copied from your CCF assessment report. 请放心, 你所提交的资料不会被分发, 复制或有其他用途。一旦资深引导

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	<p>师认证过程完成，所有的资料，除了联络资料以外，将被仔细地删除或毁掉。新加坡引导师协会明确禁止使用认证者的资料，除了是为认证评估所需。</p> <p>你应该把 CCF 评估报告严格保密，不应该分发。分享你的 CCF 评估报告可能导致你的 CCF 评估报告被别人复制. 这将取消他们申请 CCF 的资格。</p>
<p>Payment Mode 支付方式</p>	<p>You may pay online by credit card through Paypal. Please add 3% (S\$45) to amount for Paypal transaction fee. Please provide us your email, organisation and address for us to send you the payment request.</p> <p>你可在网上通过信用卡支付。请把你的电子邮件地址，机构名称和地址给我们，我们会把付款要求发给你。</p> <p>For payment by cheque, please make cheque payable in Singapore dollars to: <b>“Facilitators Network Singapore Pte Ltd”</b> and mail it to: 62 Ubi Road 1, #07-26 Oxley BizHub 2, Singapore 408734. 如要以支票支付，请用新元支票支付(抬头请写 “Facilitators Network Singapore Pte Ltd”)，支票邮寄往 62 Ubi Road 1, #07-26 Oxley BizHub 2, Singapore 408734。</p> <p>Overseas registrants paying by Bank Draft or TT, please add S\$30 for bank charges in Singapore. All bank transfer charges are to be borne by the remitting party. 海外申请者, 如要用银行汇票或电汇，请加新币 20 支付新加坡银行收取汇款的收费。</p> <p><u>Beneficiary Bank's Details 收款银行详细资料</u> DBS Bank, 6 Shenton Way, DBS Building, Singapore 068809 SWIFT Code: DBSSSGSG</p> <p><u>Beneficiary's Details 收款帐户详细资料</u> DBS Account Number: 7171-023-901294-9 DBS Account Name: Facilitators Network Singapore Pte Ltd</p>
<p>CCF Application Fee 认证资深引导师申请收费</p>	<p>The CCF application fee includes: 认证资深引导师申请收费包括:</p> <ol style="list-style-type: none"> <li>1. Analysis of your experience and verification of a sample subset (50%) 分析和确认百分之五十你的经验记录</li> <li>2. Verification of your Sponsors References 确认保荐人的推荐信</li> <li>3. Review and assessment of your Written Submission 检阅和评估你提交的书面文件</li> <li>4. Review and assessment of your Video Session and Facilitation Plan 检查和评估你提交的录像和引导计划</li> <li>5. An assessment report comprising written feedback on your written submission, written feedback on your video submission and detailed breakdown of your certification scores. 书面评估报告包含了对你的书面文件</li> </ol>

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	<p>和录像的书面反馈和对你的认证得分的详细划分。</p> <p>This fee excludes venue/seminar package for overseas applicants. 海外申请者注意: 此费用不包括场地费用。</p>
<p>Verification of Experience Record 经验记录的确认</p>	<ol style="list-style-type: none"> <li>1. FNS will review your Experience Record to ensure that each facilitation session meets the “distinct” requirements. Any session that does not meet the “distinct” requirements will be disqualified. 新加坡引导师协会将检阅你的经验记录以确保每个实战引导案例都符合清晰的案例所须的条件。</li> <li>2. FNS will select a random sample from the “distinct” sessions to verify that the session has occurred through email or telephone. 新加坡引导师协会会从你所提交的实战引导案例中随意选择一个样本，以电邮或电话方式确认引导案例确实发生过。</li> <li>3. A session will be considered unverifiable if a response is not received after 5 working days or if the contact person cannot verify that the session occurred. Your application will be disqualified if more than 50% of the random sample sessions are unverifiable. 如果在 5 天后没有收到回应或联络人不能确认引导案例曾经发生过, 那么这个引导案例将视为无法证实。如果无法证实的案例超过至少百分之五十，那你的申请资格将被取消。</li> </ol> <p>The verification process will typically require 2-4 weeks. 确认过程通常需要2到4周。</p>
<p>Weighted Average Rating 加权平均数</p>	<p>The weighted average rating for a competency is computed based on taking a weighted average of all sub-competencies scores for all assessed areas that fall under the competency. Videotape scores receive a weight of 2 and written submission scores receive a weight of 1. 每项引导资深能力的加权平均数是由各自的核心分能力加起来的加权平均数。录像得分的数值是2，而书面文件得分的数值是1。</p>
<p><b>Key Information 关键信息</b></p>	
<p>Assessment Results Notification 评估结果通知</p>	<p>The assessment processing will typically require at least 8 weeks. 评估处理过程通常需要至少8周。</p> <p>If you meet the requirements for the CCF, a certificate will accompany your mailed notification. 如果你符合资深引导师认证的必备条件，你将会收到邮寄通知和证书。</p> <p>To meet the CCF requirements, you must score <b>2.5 or higher in EACH of the six competency areas</b> on both the knowledge assessment and the performance assessment and have submitted at least 7 “distinct” facilitated sessions, with at least 50% estimated as verifiable. 为了符合资深引导师认证</p>

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	<p>的必备条件，在每项引导资深能力范围，你的知识评估和表现评估上必须得到至少 2.5 的评分。你也必须记录至少 7 个清晰实战引导案例，至少百分之五十是可确认的。</p> <p>Successful candidates will receive a certificate and will be listed on FNS website as long their certification is maintained. 成功的申请者将会获得证书并被列入新加坡引导师协会的网站, 在证书有效期内。</p>
<p>Refunds, Resubmission, Deferral &amp; Cancellation Policy 退款, 重新提交, 延期和取消申请的政策</p>	<ol style="list-style-type: none"> <li>1. For a candidate who failed due to disqualified sessions, the applicant may, on a one-time basis, submit additional sessions for verification within 30 days of notification by FNS. The fee for the additional submission is SGD100. 如果申请者因实战引导案例不能被确认而不合格，申请者将有一次的机会在 30 天内提交另外的实战引导案例让新加坡引导师协会确认。确认收费是新币 100。</li> <li>2. For a candidate who receives the Provisional CCF (passed the written competencies and video assessment) may, on a one-time basis, re-submit the experience record with additional sessions and the fee for verifying the additional sessions is SGD100. 获得临时认证资深引导师的申请者（引导资深能力书面和录像都合格），可有一次的机会重新提交更改过的经验记录让新加坡引导师协会确认。确认收费是新币 100。</li> <li>3. A candidate who failed the written competencies and/or the video assessment will be given a deferral. A deferred candidate could, on a one-time basis, re-submit the written competencies and/or repeat steps 3b to 6 of Section C for a new video case at a fee of SGD750 (50% of SGD1500) within 1 year from the date of the result notification. Thereafter, you will have to re-apply and pay the full application fee. 如果申请资深引导能力书面或录像不合格，他将获得延期。获得延期的申请者可有一次的机会，在结果通知之日起的 1 年内，重新提交引导资深能力书面应答和 / 或重复 C 部分的步骤 3b 至 6 的新录像案例。收费是原价（新币 1500）的一半，新币 750。此后，须重新申请认证并支付全部收费。</li> <li>4. Cancellation Policy: SGD100 non-refundable administrative fee. Balance of fee is fully refundable upon written request within 30 days of application date. 50% of application fee is refundable up to 3 months of the date of your application. The application fee is good for 1 year from the date of application. After 1 year, you will have to re-apply and pay the full application fee. 取消政策：不可退还的行政费用是新币 100。剩余的费用将在提出书面申请取消的 30 天内全数退还。在申请认证日期的 3 个月内，可获得退还数额是申请认证费用的一半。申请认证费用有效期是在申请认证日期的 1 年内。过了 1 年，你就得重新申请认证并支付全部收费。</li> </ol>
<p>Distinct</p>	<p>A <b>distinct</b> facilitated session must meet the following five criteria: 清晰的实战</p>

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<p>Facilitated Session 清晰的实战引导案例</p>	<p>引导案例必须符合以下的 5 个条件：</p> <ol style="list-style-type: none"> <li>1. last at least two hours;需持续至少两个小时</li> <li>2. include a minimum of five participants, not counting the facilitator;除了引导师以外，需包括 5 个参与者</li> <li>3. result in a shared deliverable (e.g., action list, decision, priorities, next steps) created by participants through interaction;通过参与者的交流而达成共识的成果 (例如行动清单, 决策, 重点, 后续计划)</li> <li>4. involve the participants speaking at least 2/3rds of the time;至少三分之二的时间是让参与者交谈和讨论的时间</li> <li>5. involve the facilitator leading the session by guiding participants through each agenda item.由引导师从头到尾引导参与者完成每项议程项目</li> </ol> <p>A session with essentially the same participants over multiple days would be considered a single session, unless there is at least a 24-hour break between the end of one session and the start of another. 如果该实战引导案例用了几天进行而包括相同的参与者，这将被当作是一个案例；除非之间至少有 24 小时的间断，就可被当作两个不同的案例。</p>
<p>Primary Facilitator 主要引导师</p>	<p>In cases of multiple facilitators in a session, the CCF candidate would be considered the “primary” facilitator if:如果在一个案例里有多于一个引导师，认证资深引导师申请者被视为是主要引导师的要求是：</p> <p>The CCF candidate is leading the group for 50% or more of the facilitated portions of the session if there are two facilitators and 40% or more of the facilitated portions of the session if there are more than two facilitators; and 如果有两个引导师，认证资深引导师申请者所带领的实战引导部分须至少百分之五十。如果有超过两个引导师，认证资深引导师申请者所带领的实战引导部分须至少至少百分之四十。</p> <p>The CCF candidate led the discussions/dialogue with the client and contributed 50% or more to the design of the session. 认证资深引导师申请者须带领与客户讨论的会议并且对实战引导设计的贡献有至少百分之五十。</p>
<p>Project Sponsor 项目保荐人</p>	<p>A project sponsor is defined as the person of highest authority responsible for the outcome of the session.To achieve 5 different project sponsors, you must count only one sponsor per session. 项目保荐人被定义为负责实战引导案例成果的最高权利人。</p> <p>Project sponsors who are no longer with their organisation can still be indicated as long as current contact information is provided.已经离开机构的项目保荐人，如果留下他们目前的联络方式，还是可以做为项目保荐人。If the project sponsor cannot be located, a different contact name can be provided as long as that person (a) was a participant in the session or (b) is currently with the sponsoring organisation and is knowledgeable about the</p>

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	<p>session. 如果无法联络项目保荐人，可提供另一个项目保荐人的名字，只要他有参与那项实战引导案例或还在那家企业工作并了解那项实战引导案例。</p>
<p>Client / Sponsor Reference Letter/Email 客户或保荐人的推荐信或电子邮件</p>	<p>The CCF must submit 3 client reference letters written by 3 different clients/sponsors from 3 different organisations or departments among the 7 sessions listed in the Experience Record. 认证资深引导师申请者须提交 3 封由 3 个不同企业或部门的 3 个不同的客户或保荐人所写的推荐信。必须是从提交的经验记录里的 7 个实战引导案例的其中 3 个。</p> <p>Each letter/email should answer these questions: 每封推荐信或电子邮件应该回答以下的问题：</p> <ul style="list-style-type: none"> <li>• What was the purpose of the session? 会议的目的是什么？</li> <li>• What role did you play in the session? 你在会议里扮演什么角色？</li> <li>• How well was the purpose achieved? 会议有达到目的吗？</li> <li>• Overall how satisfied were you (the client) with the session? 你（客户）对会议流实战的满意度如何？</li> </ul> <p>A copy of a letter on the organisation’s letterhead signed by a Contact Person who is either the sponsor, a session participant or a current member of the organisation for whom the work was performed. The letter must be dated within 3 years from the date of CCF application. 推荐信必须使用企业的信头并有联络人的签名。联络人可以是保荐人，参与者或是企业的现任雇员。推荐信的日期须在认证资深引导师申请日期的 3 年内。</p> <p>Alternatively, a copy of an email from the Contact Person will suffice. To qualify, the email address of the Contact Person must be shown and be clearly associated with the name of the organisation (e.g., <a href="mailto:jsmith@xyzcompany.com">jsmith@xyzcompany.com</a>). 或者，企业联络人的电子邮件也可以，但是电子邮件必须清楚显示联系人企业电邮地址，例如<a href="mailto:jsmith@xyzcompany.com">jsmith@xyzcompany.com</a>。</p>