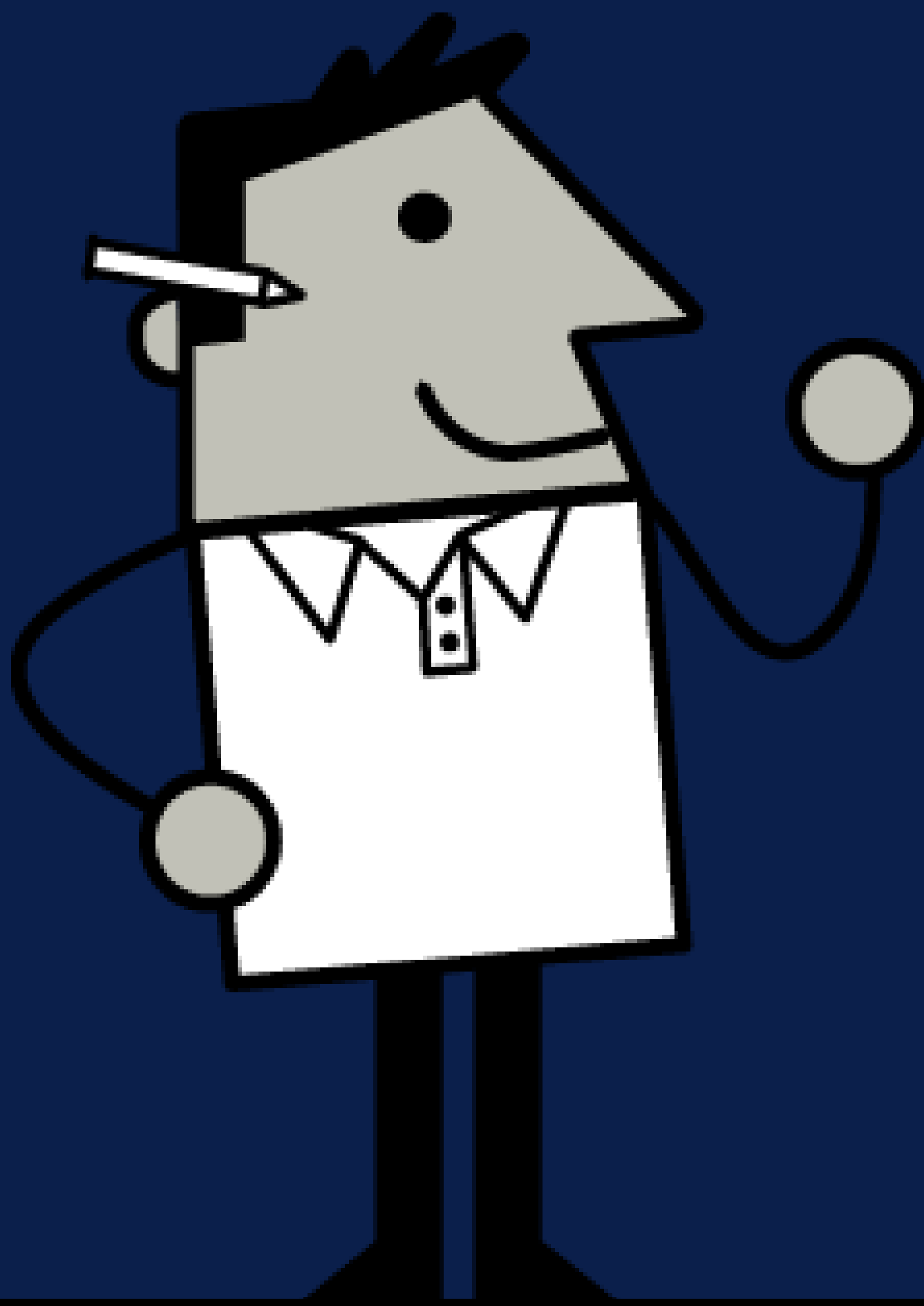


**HCDi\***

Human-Centred  
Design Institute

# LUMA Facilitator Certification Programme Guide

Become highly skilled and develop deep competency in planning and facilitating design thinking work sessions that get results.

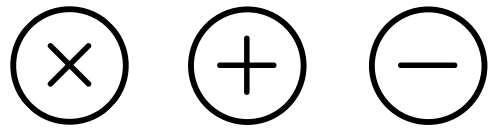


An Institute of:

**ngee ann**  
polytechnic

In partnership with:

**LUMA** INSTITUTE<sup>SM</sup>



# About HCDI

Singapore's first-ever Human-Centred Design Institute (HCDI), in partnership with global training institute LUMA, was set up to help organisations upskill their employees with Design Thinking skills.

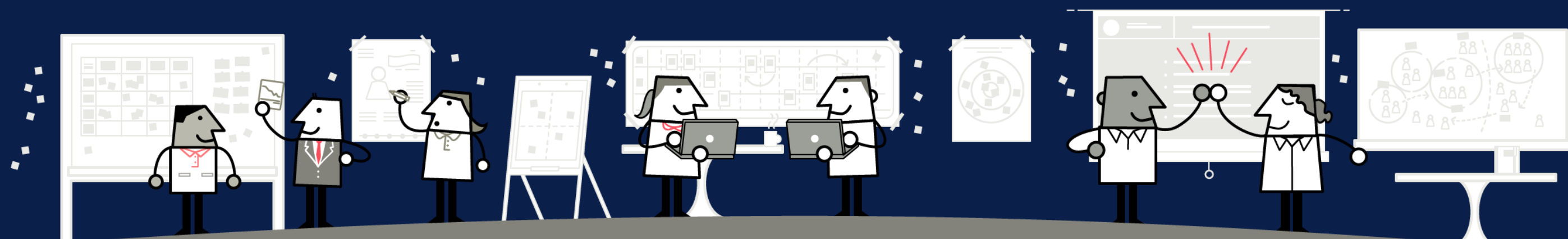
Human-Centred Design (HCD) is an effective training approach to develop critical core skills, and to meet the growing industry demand for HCD (also known as Design Thinking).

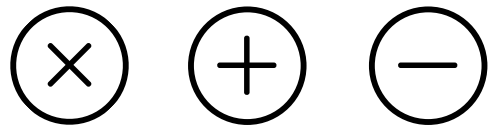
The HCD methodology helps its learners to develop skills such as:

- Decision-making
- Problem-solving
- Creative thinking
- Collaboration and communication
- Influence and customer orientation
- Building inclusivity and adaptability



Learners will have access to LUMA's comprehensive suite of practical tools and resources – such as planning templates and guides that translate HCD principles into easy-to-apply concepts, which they can use in their daily work.





# About LUMA

The LUMA System is a modular and adaptive skills framework of HCD methods that forms a shared language of collaboration across countries and cultures.

The LUMA System is organised by the principle and collective discipline of Looking carefully, Understanding deeply, Making resourcefully and Adapting in the service of others.



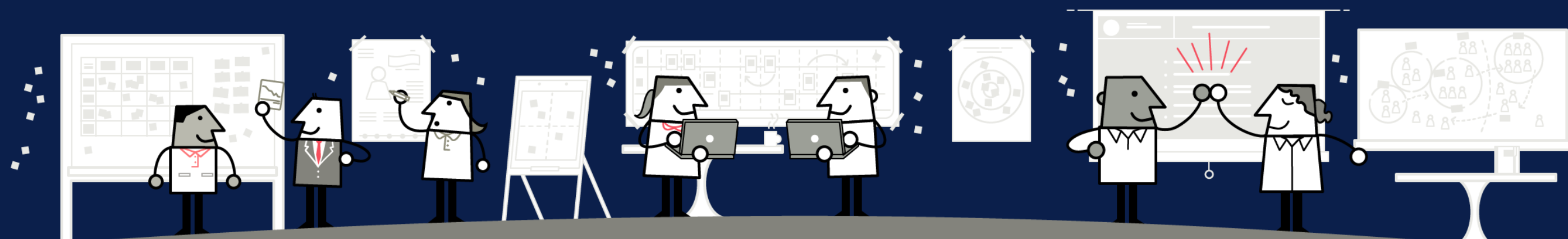
Looking

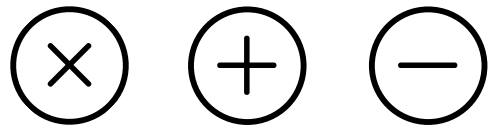


Understanding



Making



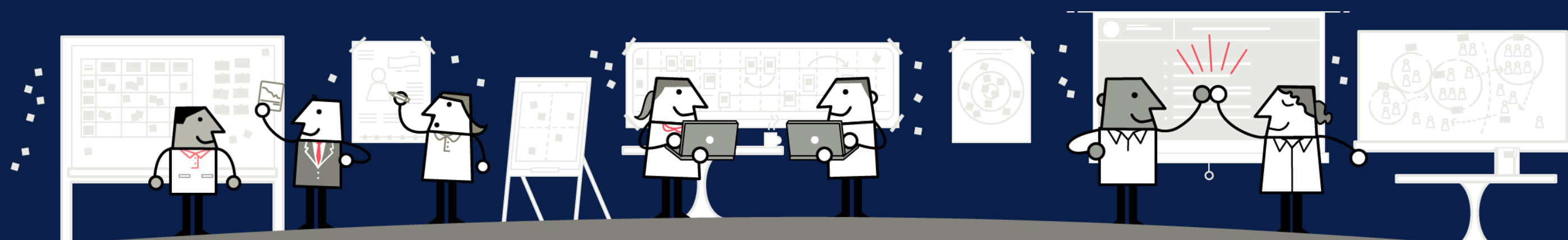


# About LUMA

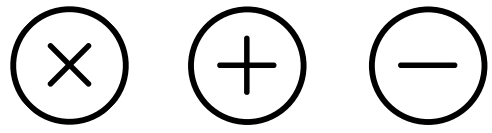
The LUMA System's structured yet flexible approach enables teams to heighten their Collaborative Intelligence; thereby increasing successful innovative and impactful work to deliver powerful results:

- Each method can be applied individually, for a focused approach to a specific question
- Multiple methods can be combined in different ways as needed for more complex challenges
- The methods can be used with any type of problem, in any type of setting

In addition, the LUMA System seamlessly integrates with processes like Agile or Lean Six Sigma to supercharge their impact. LUMA helps you work better, however you work.







# Who Is It For?

The Facilitator Certification Programme is for anyone who has completed our Practitioner Certification Programme and is interested in becoming highly skilled at planning and facilitating design thinking work sessions that get results.



Product Managers



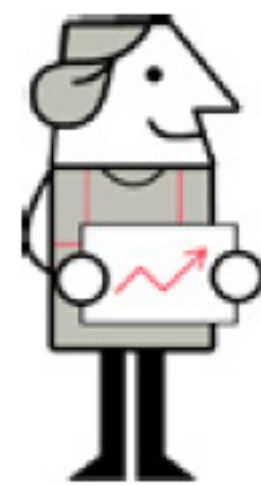
Designers



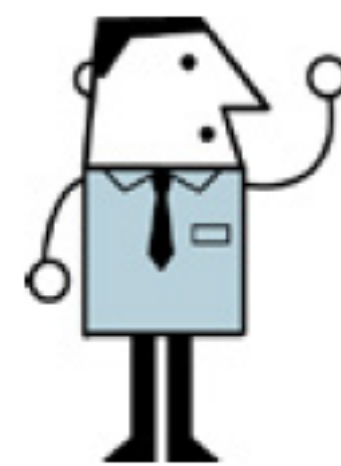
Researchers



UX Professionals



Marketers



Consultants



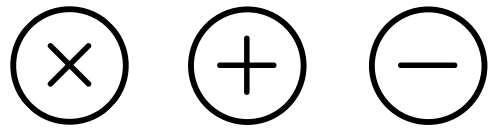
Engineers



Business Analysts



You!



# You'll Learn

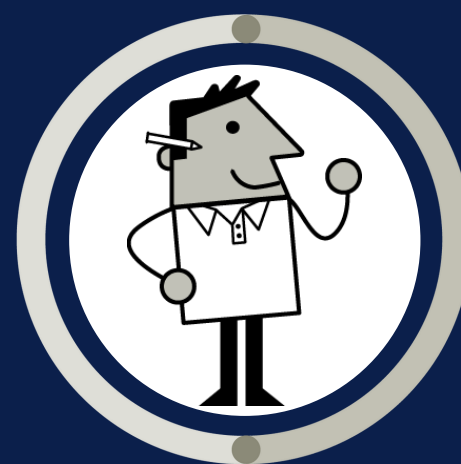
This programme enables organizations to foster innovation culture by designating individuals as skilled catalysts to lead teams in applying the LUMA System to business challenges.

The programme combines:

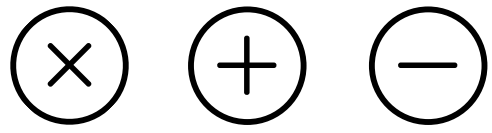
- Live learning sessions to give you a solid foundation in how to be a skilled and effective LUMA Facilitator, as well as a thorough understanding of the methods in the LUMA System
- Practice sessions where you'll be part of a small team and facilitate a session you design, plan and lead together, to give you hands-on experience that builds your skills and confidence
- Coaching sessions to give you individual feedback, guidance and coaching as you hone your new skills

# You'll Receive

- Expert instruction and coaching from 2 experienced LUMA instructors
- Hands-on practice that you can take from workshop to workplace
- A digital Facilitator Certificate
- A one-year subscription to LUMA Workplace®, a digital platform for learning and applying the LUMA System [www.lumaworkplace.com](http://www.lumaworkplace.com)



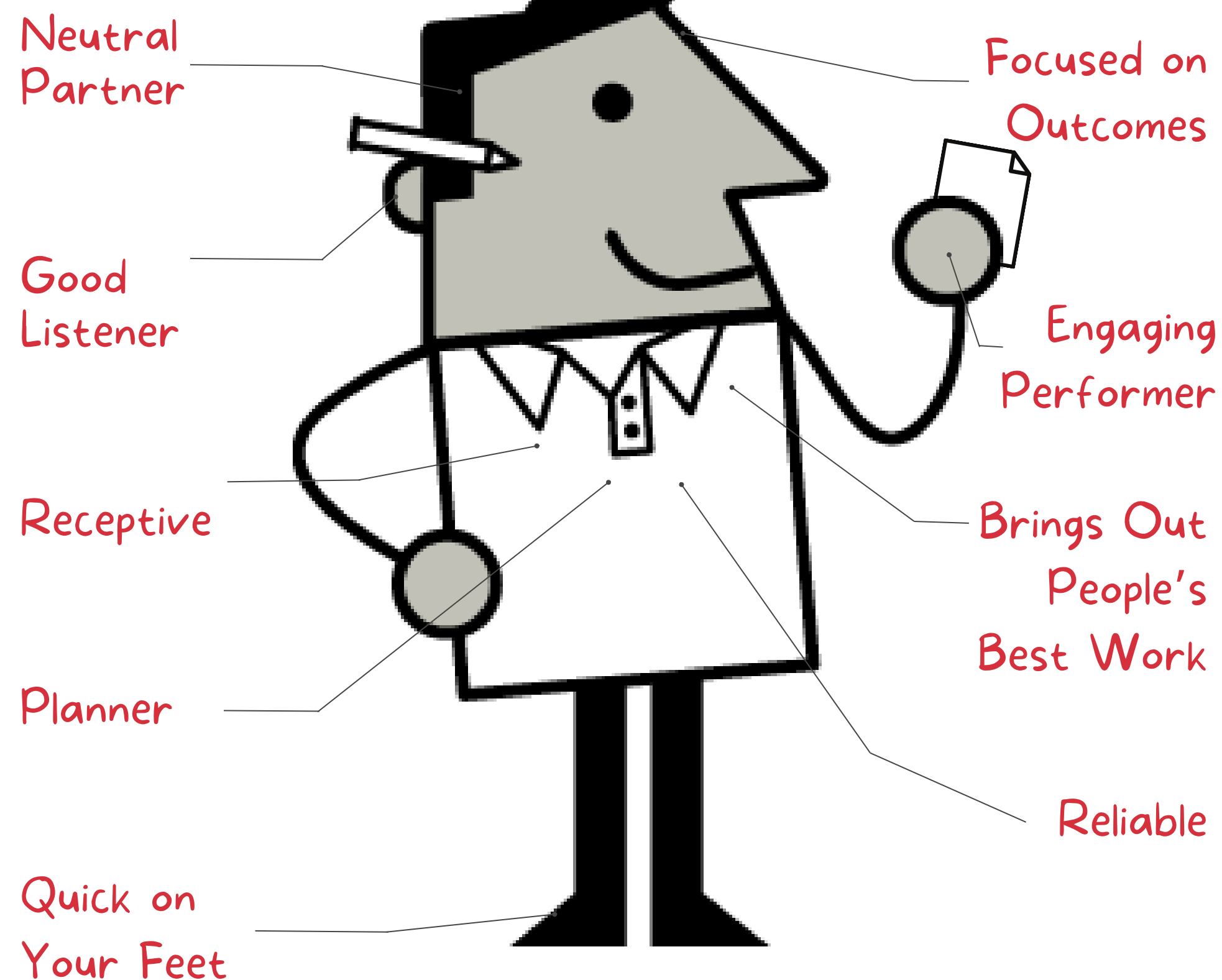
**LUMA Workplace**™

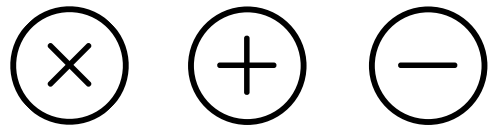


# Your Outcomes

- Participants leave this workshop able to lead teams through various types of facilitated sessions, and with enhanced confidence in the use of design thinking to drive innovation projects
- They gain a deeper knowledge of the 36 methods of the LUMA System and are able to design agendas tailor-made for the needs of their stakeholders
- The organization gains an amplified community of practice able to plan, run and document highly effective design thinking work sessions with clients and internal stakeholders

# Key Attributes





# Programme Overview

This programme will enable you to:

- Demonstrate the key attributes of a LUMA facilitator
- Help individuals and teams develop key behaviors that support innovation
- Plan agendas for effective work sessions and prepare by prototyping
- Run effective sessions that empower participants and energize the group
- Communicate session outcomes and evaluate the results to refine future efforts

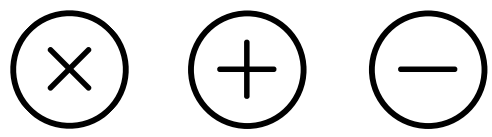
## Certification Requirements

Complete all 3 assignments and upload them for review. Be prepared to present and participate in the coaching sessions.



You can earn a Certification!





# Helping Individuals Scale Design Thinking

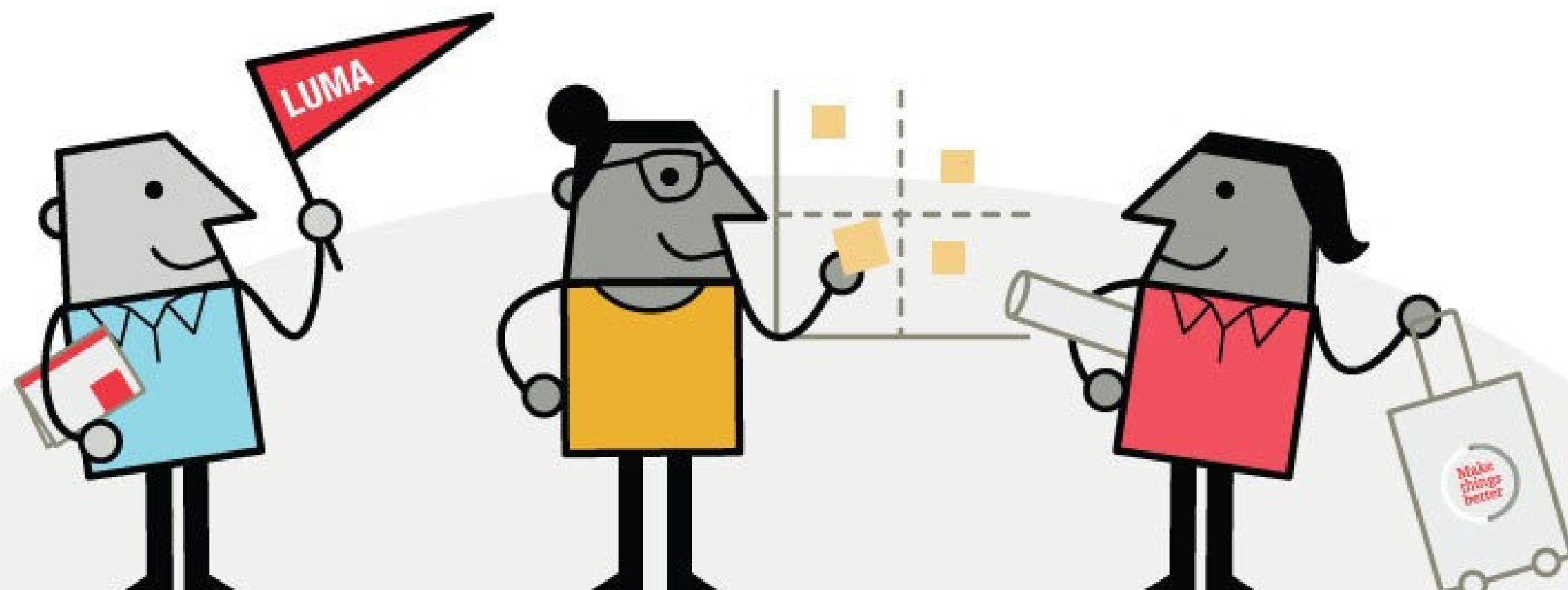
LUMA works with large organizations of all types, around the world, to help them scale design thinking within teams or across their workforce. We collaborate with you to co-design overall programmes that empower your teams to be more creative, collaborative and human-centered. To build that type of capability, we recommend a strategy of certification based on three key roles:

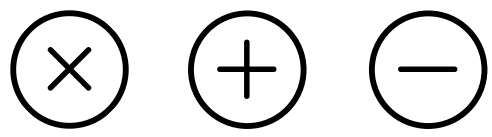
- Practitioners — front-line innovators who use design thinking in their daily work for creative problem-solving
- Facilitators — team members who are highly skilled at planning and facilitating work sessions that get results
- Instructors — individuals who teach design thinking and help colleagues develop new skills, to build internal capability

Practitioner

Facilitator

Instructor





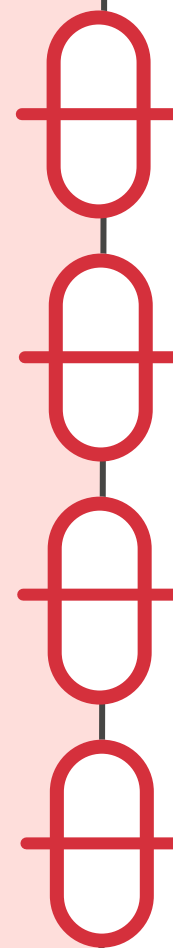
# Programme Elements

## Learning Sessions

Get a solid foundation as a facilitator in learning sessions consisting of four hours of instruction and hands-on activities, with a break.

## Practice

Allow time to prepare and rehearse for your live practice sessions delivery with your team mates.



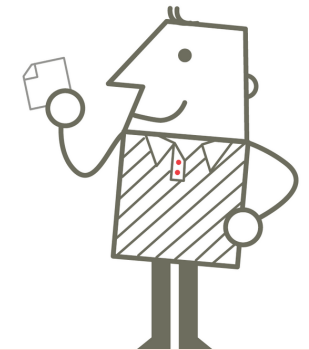
**Learning Session 1:**  
*Deep dive in the LUMA System and Method Mechanics*

**Learning Session 2:**  
*Recipe Creation and Planning for Facilitation*

**Practice Session 1:**  
*Envisioning Future Possibilities*

**Practice Session 2:**  
*Rapid Iteration*

**2 full days,  
8 hours per day  
(In-Person  
Sessions)**



**3 x 2 hours  
(Live Online  
Coaching)**

Application Assignment 1

**Coaching Session 1**

Application Assignment 2

**Coaching Session 2**

Application Assignment 3

**Coaching Session 3**

## Coaching and Application

Get expert coaching, peer feedback, and extended learning on applying the LUMA System to your work in 2-hour live sessions.

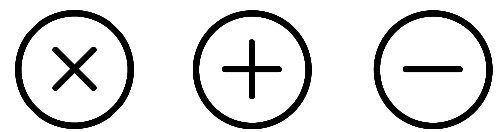
## Certification

+ **23 hours** Self-paced Online Learning

Total Duration: **45 hours**  
(Spread over 10 weeks)

**LUMA Workplace™**

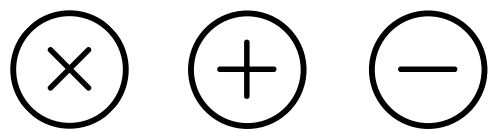
The programme includes a one-year subscription to LUMA Workplace®, a digital platform for learning and applying. [www.lumaworkplace.com](http://www.lumaworkplace.com)



# Course Fees

<b>LUMA Human-Centered Design Facilitator Course</b>	<b>Fees incl. GST (for 2023)</b>	<b>Fees incl. GST (starting from 1 Jan 2024)</b>
Full course fees after GST	\$3672.00	\$3706.00
Singaporeans aged below 40 qualified for SkillsFuture Funding	\$1091.40	\$1111.80
Singapore Permanent Residents & Long-Term Visit Pass Plus (LTVP+) + qualified for SkillsFuture Funding	\$1101.60	\$1111.80
Singaporeans aged 40 & above qualified for SkillsFuture Mid-Career Enhanced Subsidy	\$411.40	\$431.80
Singaporeans qualified for Enhanced Training Support for SMEs	\$411.40	\$431.80
Singapore Permanent Residents & LTVP+ qualified for Enhanced Training Support for SMEs	\$421.60	\$431.80
Others (and Repeat Students)	\$3672.00	\$3706.00

Fees shown are inclusive of GST and subject to review. Prevailing rates shall apply.  
For latest information, please contact [askHCDI@np.edu.sg](mailto:askHCDI@np.edu.sg).



# Make things better<sup>®</sup>



This new way of working is a collaborative discipline and not a one-off event.

It will help equip and build your capabilities both individually, as a team and as an organisation to support you as you navigate the future both personally and professionally.

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[askHCDI@np.edu.sg](mailto:askHCDI@np.edu.sg)