



The *Going-there* CDCP Designation

The world's first Certified Destination Consultant
Professional accreditation

At *Going-there* we believe in recruiting the best people and making sure they have all the support and training they need to become world-class professionals.

To help us achieve this goal, we have established GT Academy, our dedicated online training portal. With this innovative learning tool, our Consultants can access resources designed to help them maintain and enhance the knowledge and skills they need to practise as a professional in the Destination Services industry.



The aim of GT Academy is to enable *Going-there* to meet its commitment to the continued professional development of every individual in our global team, and to allow us to continue to innovate and set the benchmark for training standards across our industry.

CDCP Designation

Training created by Global Mobility Professionals for Global Mobility Professionals.

Our clients need to be assured of a uniform level of service from our Destination Consultants around the world. But how to guarantee this? We put our industry expertise to work and created the world's first and only certification programme for Destination Consultants – the **Certified Destination Consultant Professional** (CDCP) designation. This comprehensive programme - one of many that are accessible to our Consultants via GT Academy - ensures that every *Going-there* Destination Consultant understands excellence, is given the resources to achieve it, and has that achievement recognised.

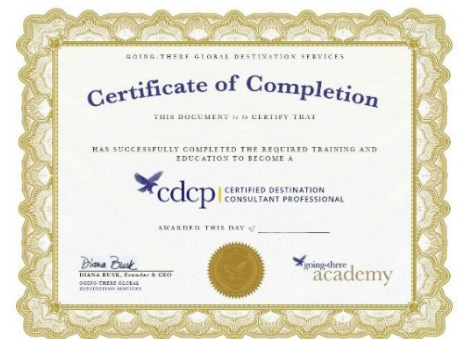
Successful completion of this training requires Consultants to demonstrate a wide range of skills covering the entire relocation process, as well as an understanding and a commitment to *Going-there's* high service quality standards.



Coaching and Training

Ensuring that we have a team of talented and committed Destination Consultants is vital to achieving service excellence. Our dedicated **Training & Development Division** is on hand to coach and guide Consultants as they work through the CDCP and continue their journey with *Going-there*.

Consultants' professional development continues throughout their career, including the requirement to update their CDCP designation annually with additional modules or training. Ongoing support is provided through regular learning opportunities, workshops, coaching sessions and access to our dedicated training portal, GT Academy.



CDCP Course Outline

Training is delivered online via the GT Academy learning portal. Our Consultants learn at their own pace and at a time that suits their professional and other commitments.

Learning is split into a series of modules at introductory and intermediate levels, which have been developed to give trainees an industry overview as well as specific details pertinent to their role as a *Going-there* Destination Consultant.

Training is monitored and assessed throughout the programme to ensure that each learning area has been fully completed and understood before the next becomes available.

Modules cover three key functional areas:

- 1 Destination Consultant Development** – understanding the relocation industry in general and the specific standards set by *Going-there*.
- 2 Customer Service Excellence** – understanding what we mean by world-class customer service and how to consistently deliver it.
- 3 Communication Essentials** – incorporating *Going-there's* verbal, written and unspoken communication guidelines.

The CDCP modules have a global focus which, when combined with *Going-there's* additional location-specific training, allows us to deliver a standardised programme of learning whilst also providing each individual with customised training for their location.

Destination Service Excellence

Going-there is committed to delivering industry-leading Destination Services that provide an exceptional relocation experience. We put our Consultants through a rigorous selection process to ensure they have what it takes personally and professionally to deliver our world-class service. Their in-depth training and certification means you can be confident that *Going-there* will deal with all the details of settling your assignees into their new city, so they can focus their enthusiasm and attention on their new assignment.

Location-Specific Training

To supplement their industry knowledge, all new Destination Consultants follow an in-depth city and region-specific training programme, equipping them to work with maximum effectiveness with assignees moving to their cities of expertise.

Consultants are required to complete around 60 detailed tasks related to topics of high priority for assignees, such as housing, schooling and other general settling-in concerns. Each task is designed to test both the Consultant's existing knowledge of their location, and their ability to research and present information that is accurate and relevant to assignees and their families.

Once completed, the Consultant's Manager provides an in-depth assessment which covers not only the accuracy and validity of the student's work, but also a review of research methodology, timeliness, attention to detail and overall performance. Managers are also able to fill in any gaps in the Consultant's knowledge and outline best practice in their city, ensuring they are fully prepared before they meet their first assignees.

For more information about the CDCP designation and all our training initiatives, contact:



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