CDI/STD Meeting
17-19 October, 2016

Day 1 - TACTICS
Summary of Best Practices
Tactic 1
Perfect the Preliminary Study

Systems Approach to Identify KPIs
Tactic # 1- Solutions

Documents

- Use existing docs and guidelines
- Use existing records
- Clarification on organizational chart and job description
- Use competency frameworks proposed by ICAO
Tactic # 1- Solutions

**People**

- Use expert/SME
- Use field site observation
- Workshopping
- Have contact with all stakeholders
Tactic # 1- Solutions

Industry

- Bench marking
- Market analysis - beneficiaries
- Conduct cost/benefit analysis with industry participation
- Once solution has been received implement your plan with the buy-in of industry.
- By virtue of involving industry you are able to ensure sustainability and growth
Tactic # 2

Produce a Thorough Evaluation Plan Using KPIs
Tactic # 2- Solutions

Methods

☐ Proper identification of indicators based on symptoms
☐ Correct responsibility assignment
☐ Correct identification method
Tactic # 2 - Solutions

Management

- Pretraining for management side – it should be specific
- Standards should be established and should be well known by managers
- Indicate factors which should be measured
Tactic # 2 - Solutions

Reports

- Make use of report analysis e.g. complaints, reports, performance reports - QMS/Surveys

- Interview SME/ Questionnaire - pre-evaluation meeting to detail what the process entails.
Tactic # 2- Solutions

Expertise

- Communication with SMEs
- CDs visit operations and observe performance
- Benchmarking
Tactic # 2- Solutions

Feedback

- Educate supervisors on how to evaluate trainee performance and provide feedback
- Create policies and procedures to get the feedback you require
Tactic # 3
Assume the Importance of the DACUM Session
Tactic # 3- Solutions

Planning

- Management support
- Pre Dacum preparatory meeting
- Correctly identify the appropriate SMEs
- Identify competencies and currency of SMEs
- Get adequate number of SMEs
- Identify funding in advance for SMEs and validators especially from external
Tactic # 3- Solutions

Planning

- Define an adequate time frame for the DACUM session
- Appropriate enabling environment to carry out the DACUM session
- Confirmation from working site, peaceful environment, appropriate facilities
- CDs should work with SOPs
- CDs should familiarize with core values of the organization
Tactic # 3- Solutions

Working with SMEs

- Have a good relation between SMEs and CDU
- Establish and agree on communication process between the parties
- CDs should provide necessary guidance (focus) to the SME
Tactic # 3- Solutions

Working with SMEs

- CDs must have ability to ask the right questions, make the right connections
- Use an appropriate methodology in extracting correct information...appropriate sequencing method
- CDs should manage and identify relevant information from SME
Tactic # 4

Maximize the Training Course Report
Tactic # 4- Solutions

Integrity

- There is still greater need to sensitize trainees to be honest and factual in giving out the information.....aim to improve the program
- E-reporting from trainees that goes directly to course manager without any identity confirmed...no emailing.
- Evaluation of instructors should not be captured by themselves
- Sensitization of managers to get acquainted with the process, impacts and importance
Tactic # 4- Solutions

Report Content

- Ensure all areas are covered in detail and information received is able to translate into an effective implementation plan
- Electronic/Concise/standard questionnaire on central computer
- Devise an integrated system that can summarily address the trainees immediate concerns
Target Population

- Trainee acceptance mechanism should be developed/pre-requisites for attending courses
- Do pre-course assessment to ascertain the validity of documents and competency of levels
- Put an action plan in place to deter trainees who are not qualified to attend
- Set a standard according to the statistical/population analysis before delivering course