



**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





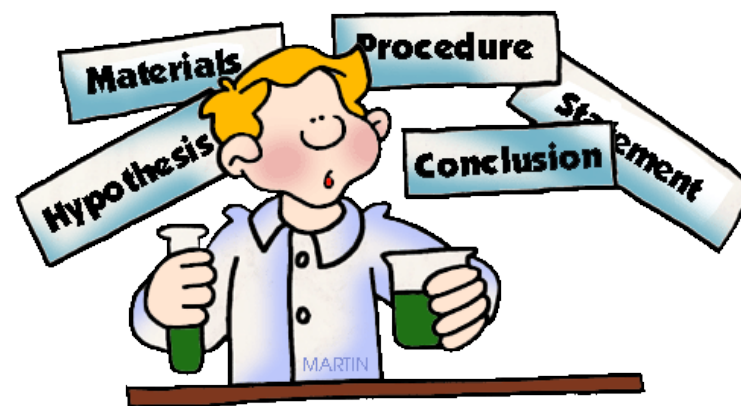
Tactic # 2

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

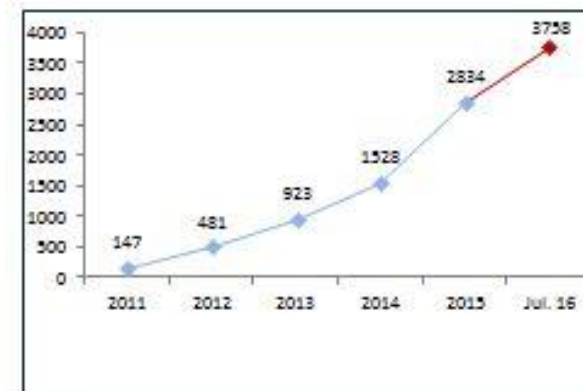
- Pretraining for management side – it should be specific
- Standards should be established and should be well known by managers
- Indicate factors which should be measured



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

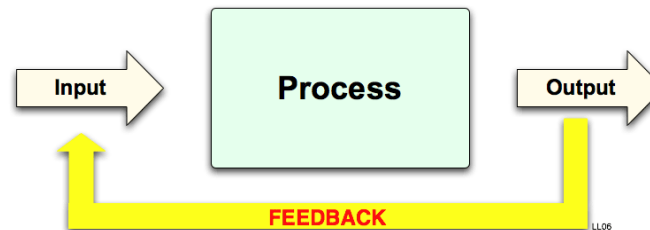
- ❑ Communication with SMEs
- ❑ CDs visit operations and observe performance
- ❑ Benchmarking



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 intergrated system that can summarily address the trainees immediate concerns

Tactic # 4- Solutions



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



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