



**CDI/STD Meeting
17-19 October, 2016**

**Day 2 - Strategies
Summary of Best Practices**





Strategy # 1

Establishing the CDU as an Organizational Strategy



Strategy # 1- Solutions

Management

- Convince the Mgt that CDU is a core business of a training centre
- Sensitize the management on the benefits of having a vibrant CDU in place – attending such forums as this is key
- Allocate enough financial resources for CDU developments
- Employ and train enough staff for CDU operations
- Get CDU in the an org structure

Strategy # 1- Solutions

Personnel

- Have qualified personnel
- Engage expertise
- Employ and train enough staff for CDU operations
- Professionalism devoid of org politics
- Continuous communications on emerging needs
- Include a succession plan



Strategy # 1- Solutions

Research

- Benchmark with the industry on best practices
- Seperate the two entities
- Funding the CDU & SME and ultimate buy in from the organization.
- Forecast on cost/benefit profit projection.
- Use of training needs analysis
- Integration of new technology and multiple devices



Strategy # 1- Solutions

Collaboration

- Collaboration with other training centres for course, human resources, equipment
- ATO/CATC should share what courses they have to offer with each other
- Integrate non-English speaking countries
- Join Global Family –TRAINAIR PLUS
- Market and promote the CDU internally and externally



Strategy # 2

Leverage the Post-training Evaluation



Strategy # 2- Solutions

Design

- Link evaluation with performance
- Address the task description form
- Indicate the learning curve
- Prepare guideline to be used the during evaluation
- Management sensitization and support.
- Identify who is responsible for collecting data - trainees, supervisors and line managers in obtaining correct data
- Evaluation constructed and agreed upon by parties.



Strategy # 2- Solutions

Proactive CDU Role

- Data collection methods developed by CDU
- CDU workshop with the managers on how to implement the tool
- CDU and line managers agree upon how often and time interval to conduct evaluation.
- Participate in decision for individual trainee whether to retrain, retain, or transfer.



Strategy # 2- Solutions

Methods

- Appoint competent assessors
- Check on the compliance
- Check on the non- compliances to improve on the training and bridge the gap.
- Do practical tests to check if what was learned is in line with course objectives and KSAs
- Compare the findings with well defined KPIs using statistical tools.
- Include evaluation cost on training fees
- HR and HODs to conduct periodic assessments



Strategy # 2- Solutions

Summary

- Explain importance to management.
- Identify KPIs to prepare evaluation plan
- Appoint competent assessors
- Ask for FB from OJTIs
- Prepare guidelines for evaluation.
- Involve SMEs in Evaluation
- Invite Managers to be part of training and then evaluation
- Involve line managers supervising using surveys- questionnaires
- Educate managers
- Use testing (ATC examiners)
- Check Compliance
- Involve HR



Strategy # 3

Maintain Instructor Competencies



Strategy # 3- Solutions

Qualifications

- Instructor should be licenced and certified
- Annual profficiency checks for theory and practical-based programs
- Assess the level of instructor competencies against the ICAO Competency Framework
- Instructors to keep up with the learning styles of new demographic- young trainees
- Use a Senior instructor to train instructors (trainer of trainers)
- Familliarity with trainee work,operational environment
- OJTI



Strategy # 3- Solutions

Instructional Techniques

- ❑ Addressing the generational gap and quickly adopting new technology
- ❑ Retraining, sensitization of instructor on latest technology
- ❑ Practicals/Simulation/Demonstration exercises using new technology for training – smartboards, mobile devices



Strategy # 4

Benefit From Cooperative Organizations

Strategy # 4- Solutions

Methods

- ❑ Identify resources you dont have - facilities, human, financial
- ❑ Identify your needs and **who** to collaborate with
- ❑ Get a third party to asses common deficiencies
- ❑ Identify specific areas of collaboration, organize meetings frequently
- ❑ Determine type of collaboration:
 - ➔ Horizontal to extend activities
 - ➔ Vertical to extend the collaboration



Strategy # 4- Solutions

Partnership

- Develop MOU
- Draw required boundaries
- Exchange of resources, facilities expertise and personnel
- Standardize training
- Create sustainability and values
- Establish one stop shop
- Exchange programs
- Engage in CSR



Strategy # 4- Solutions

Think *Community*

- Develop programs that meet the community needs
- Allocation of different competencies to different regional centers
- Recognition & application of competencies from different institutions (global sharing)
- Establish one-stop-shop
- Sensitize the community on the CDU/organization operations
- Marketing the CDU/Organization programs
- Engage in CSR



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THANK YOU

