



DEVELOPMENT TRAINING COURSE PORTFOLIO

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1 Introduction to Development Training

The skyguide training center (STC) is certified by the Federal Office of Civil Aviation (Regulator) and the Swiss department for professional education as European and nationally accredited training provider in Air Traffic Management (ATM).

The STC provides the whole range of initial-, unit-, competence- and development training for all staff and job profiles in operational ATM (ANSE, ATCO, ATSEP, expert functions).

The term 'development training' is used for all training activities delivered to people entering or carrying out a trainer function, either part- or full-time, in operational ATM environment. This includes On-the-Job-Training-Instructors (OJTI), Simulation-Training-Instructors (STDI), Classroom instructors, Assessors, Facilitators and Supervisors.

Furthermore, the portfolio of the development training team contains continuation training modules for all staff working in ATM-, or ATM-related organisations, e.g. personal effectiveness, team building, communication skills, leadership training, conflict-, and stress management, etc.

Focusing adult training, the development training team designs and delivers all trainings following these core principles and values:

- ⊗ Learning is a life-long process
- ⊗ Learning is a meaningful and self-directed process
- ⊗ Learning is objective-oriented
- ⊗ Learning is meshing 'the new' with the known
- ⊗ Learning is relevant to the participant's professional environment
- ⊗ Gaining experience, applying and reflecting learnt content is the core of a learning session

An activating and participative methodological approach in development training addresses different areas of competences with the aim to support a sustainable success in learning and training.

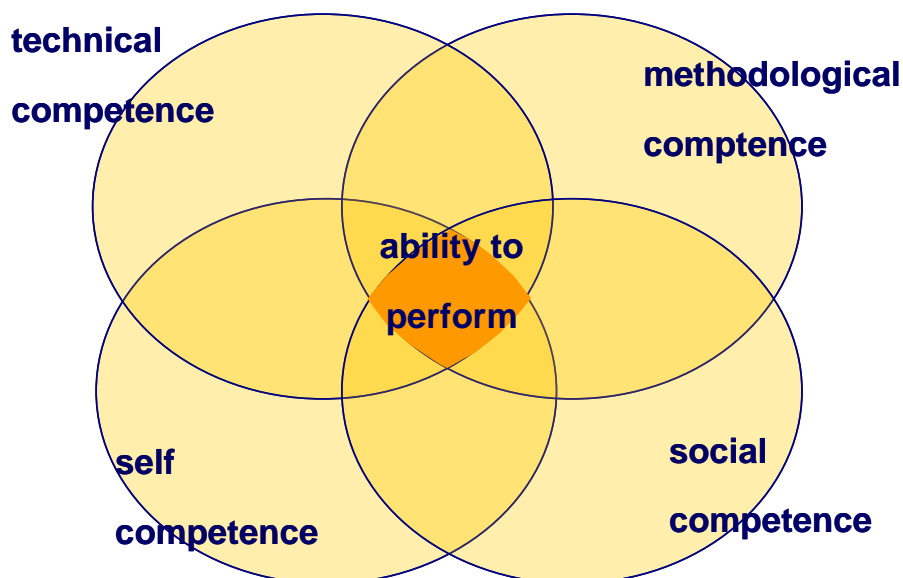


Figure 1: Competences model, skyguide training center

2 Portfolio Overview

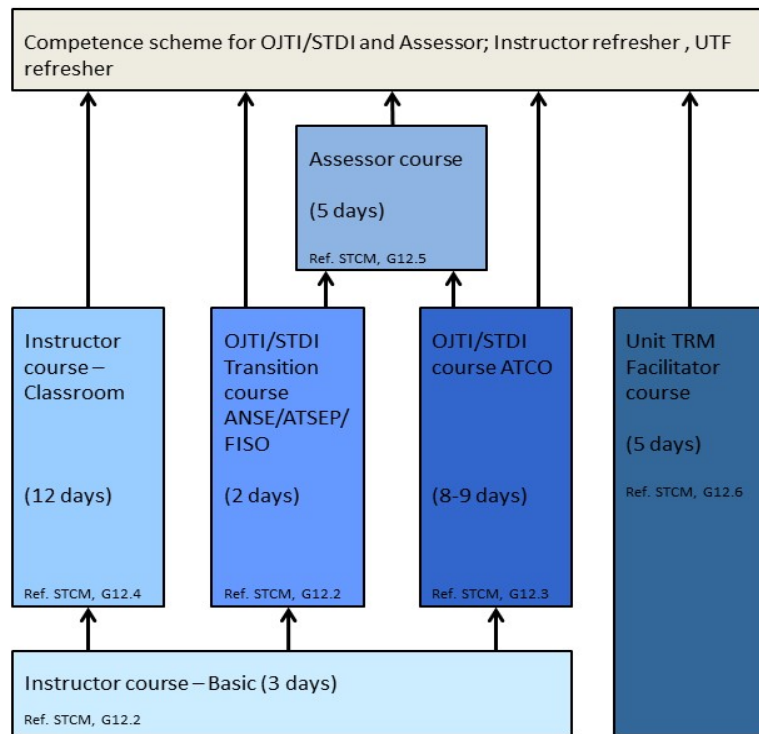


Figure 2: Course structure development training

All trainings may be organized at skyguide premises in Wangen or Geneva, at any convenient external location or customer site.

3 Accreditations and Certifications

After successful completion of a course a personal confirmation of attendance or certificate is issued by the STC proving the knowledge and skills acquired.

ATSEP / ANSE / FISO OJTI license endorsement
Instructor course - Basic + OJTI Transition Course ANSE/ATSEP
ATCO OJTI/STDI license endorsement
Instructor course - Basic + OJTI/STDI course - ATCO
Federal SVEB I accreditation
Instructor course - Basic + Instructor course - Classroom
ATCO Assessor license endorsement
Instructor course - Basic + OJTI course - ATCO + Assessor course
ATSEP / ANSE / FISO Assessor license endorsement
Instructor course - Basic + OJTI Transition Course ANSE/ATSEP + Assessor course

4 Instructor Course – Basic

Objectives:

At the end of the course the participants...

- ✓ have a basic understanding of organisations
- ✓ are able to deal with roles in organisations
- ✓ become acquainted with different aspects of communication
- ✓ know the basics of giving and receiving feedback
- ✓ experience, reflect upon and understand group-dynamic processes
- ✓ have a basic understanding of coaching
- ✓ know the basics of three main learning theories (behaviourism, cognitivism, constructivism)
- ✓ know the basic principles of learning psychology and perception and understand how those principles influence their teaching

Contents:

Basic principles of teaching & learning;
Role models;
Facilitating groups in a learning process, coaching techniques;
Social & personal competences;
Interaction (Communication, Feedback, Conflicts)

Methods:

Classroom-based theory sessions;
Group work followed by plenary sessions;
Case-based exercises and role plays;
Self-study sessions (material available on web-based learning platform)

Promotion requirements:

Min. 80% attendance

Duration:

3 days

Course language:

German, English

5 OJTI Transition Course ANSE/ATSEP

Objectives:

At the end of the course the participants...

- ✓ are able to set appropriate objectives
- ✓ are able to conduct briefings and debriefings
- ✓ are able to address low performance standards
- ✓ apply feedback rules
- ✓ apply coaching techniques such as
 - demonstration
 - student involvement
 - monitoring
 - questioning techniques
- ✓ understand reasons for differences in working styles of novices versus experts

Contents:

OJTI role and expectations

Setting objectives

Coaching Techniques

Difficult Feedback

Methods:

Classroom-based theory sessions;

Group work followed by plenary sessions;

Case-based exercises and role plays;

Promotion requirements:

Min. 80% attendance and a passed oral assessment lead to the course confirmation and proof the issue of the OJTI license endorsement for Air Navigation Service Employees (ANSE).

Duration:

2 days

Course language:

German, English

6 Instructor Course – Classroom

Objectives:

At the end of the course the participants...

feel confident to apply the teaching planning model independently
are familiar with various methods and media
understand how the use of different methods and media affects the teaching
are aware of their roles as teachers and possible role-conflicts
are able to formulate and check oral and written test questions for their orientation to the prescribed learning objectives
are able to apply the learning taxonomy according to Bloom
have conducted their teaching exercise
have enhanced their confidence in teaching situations and increase their pleasure while teaching
have experienced giving and receiving feedback
have conducted a teaching exercise which is not their own
are able to estimate what significance closing situations have in adult education
are capable to develop criteria for a meaningful evaluation of a course
know what factors have an influence on the transfer of what has been learned to practical work
understand the principles of education and andragogy
be able to identify conflicts and resistances within groups and implement initial measures
understand group formation, roles and processes in a learning and teaching environment

Contents:

Leading groups, Roles & Responsibilities
Methodology-Didactics (structure, objectives, methods)
Methodology of oral & written assessments
Working in a instructor's team
Practical instruction training

Methods:

Classroom-based theory sessions;
Group work followed by plenary sessions;
Case-based exercises and role plays;
Lesson delivery followed by group feedback;
Self-study sessions (material available on web-based learning platform)

Promotion requirements:

Min. 80% attendance and the successful submission of a practical assessment lead to a course certificate. With the proof of the necessary practical classroom experience (2 years, 150 h of instruction), a SVEB certificate may be requested.

Duration:

12 days incl. 1 individual preparation day.

Course language:

German, English

7 OJTI/STDI Course – ATCO

Objectives:

At the end of the course the participants...

- ✓ know the essential legal, methodical, and didactical basics for the application of on the job training of trainees or students (knowledge),
- ✓ be aware of the importance of their task and act with social competence (behaviour) and
- ✓ transfer the achieved behaviour and knowledge in practical training (skills).

Contents:

Roles & Responsibilities;
Motivation;
Set-up of coaching sessions;
Teaching psychology;
Stress and conflict management;
Evaluation of performance;
Observation and evaluation of behaviour;
6 steps of problem solving, corrective actions;
Legal requirements

Methods:

Classroom-based theory sessions;
Group work followed by plenary sessions;
Case-based exercises and role plays;
Part Task Trainer / SIM training

Promotion requirements:

Min. 80% attendance and successful submission of a theoretical and practical assessment lead to a course certificate and proof the issue of the OJTI/STDI license endorsement.

Duration:

8-9 days

Course language:

German, English or French

8 Assessor Course

Objectives:

At the end of the course the participants...

- ✓ know the basics about exam techniques in order to conduct an assessment with students or trainees.
- ✓ are aware of their role as assessor and behave themselves accordingly.
- ✓ are able to transfer their knowledge and behaviour as an assessor into practice (skills.)

Contents:

Roles & Responsibilities;
Observation methods;
Reliability and validity of exams;
Human judgement and perception; Workload and stress management;
Communication and feedback;
Focus on practical assessment structures and methodology

Methods:

Classroom-based theory sessions;
Group work followed by plenary sessions;
Case-based exercises and role plays;
Part Task Trainer / SIM training

Promotion requirements:

Min. 80% attendance and successful submission of an assessment lead to a course certificate and proof the issue of the assessor license endorsement.

Duration:

4.5 days

Course language:

German, English or French

9 Unit TRM Facilitator course

Objectives:

At the end of the course the participants...

- ✓ understand the essential content of TRM – Topics such as communication, team, situational awareness, decision-making, stress and fatigue as well as human error
- ✓ are aware of the role and functions of a facilitator (attitude)
- ✓ are familiar with the didactical and methodological basics of the preparation and implementation of a TRM workshop (knowledge/skills)
- ✓ make experiences in practical use of different presentation techniques (skills /attitude)

Contents:

Role of the facilitator;

Methods of facilitation;

Eurocontrol basic TRM package and TRM history in aviation;

Methods:

Classroom-based theory sessions;

Group work followed by plenary sessions;

Facilitation exercise followed by group feedback;

Self-study sessions (material available on web-based learning platform)

Promotion requirements:

Min. 80% attendance and successful submission of an assessment lead to a course certificate.

Duration:

5 days

Course language:

German, English

10 Supervisor management course

Objectives:

This course is designed to facilitate the transition of ATS staff into supervisory roles. The course enables supervisors to follow a systematic process that gives appropriate consideration to all aspects of their role and links their performance to the internal and external environments.

Contents:

Personal and team effectiveness;
Communication;
Motivation; Leadership, decision making;
Stress and conflict management;
Safety culture;
Managing change

Methods:

Classroom-based theory sessions;
Group work followed by plenary sessions;
Case-based exercises and role plays;
Self-study sessions (material available on web-based learning platform)

Promotion requirements:

Min. 80% attendance leads to a course certificate.

Duration:

3 days

Course language:

German or English

11 Refresher and competence training

11.1 Scope and application

Dedicated refresher trainings for classroom instructors or TRM facilitators may be developed upon internal or customer needs.

The content and methods of these trainings do not underlay any license relevant regulations, however values and principles of the pedagogical standards in adult training serve as a basis.

The competence scheme is applicable to ATM or ATS personnel carrying out safety related tasks (SRT) as OJT/STDI or Assessor and is compulsory for the renewal of the appropriate license endorsement.

It shall consist of:

- Competence training
- Theoretical competence assessment
- Practical competence assessment

11.2 Competence Assessment

A competence assessment is composed of a theoretical and a practical part. This may be achieved by either two separate assessments divided in knowledge and skills or one assessment in the form of a scenario interview.

A dedicated skills assessment may be planned as simulation or live skills assessment.

11.3 Principal objectives

Competence and refresher training is established to maintain and increase competences in order to grant safe training and assessment in the operational environment by strengthening the knowledge, skills and behaviour in:

- Task competences
- Self-competences
- Social competences
- Methodological competences

11.4 Training plans

The contents and methods of each competence or refresher training are specified in a dedicated competence or refresher training plan.

Each training plan consists of the following items:

- Course subject(s)
- Course objective(s)
- Target audience
- Detailed lesson plan defining topic(s), lesson objectives, methods and media
- Objectives and methods for, as well as evaluation of assessments

12 Quality focus

Our quality loop focuses on sustainability and applicability of learning, efficiency and thoroughness in training design and a high level of professionalism in training delivery.

12.1 Co-operations

Well-known partners complete our portfolio, e.g.:

- ✿ SWISS International Airlines Ltd. / SWISS Aviation Training
- ✿ ZHAW Center of Aviation / Institut for applied psychology
- ✿ DFS Academy (German ANSP)

12.2 Trainer – Team

Our team counts up to 15 internal trainers throughout Switzerland, each of them with his/her dedicated fields of expertise in Aviation, Air Traffic Management/Control, Educational science, People-, Team- or Organisational development.

Especially in the fields of applied psychology and andragogy, highly skilled external experts support us in training design and/or training delivery.

Document properties and contact

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13 References

Be part of our success. We currently provide training to the following companies or partners in Europe:

- ⚙ skyguide, operational ATM-units Zurich, Wangen and Geneva
- ⚙ skyguide, technical departments
- ⚙ skyguide military and regional towers
- ⚙ International clients
- ⚙ Flugschule Grenchen (CH)
- ⚙ Samedan Airport (CH)