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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

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**Sustainable Human Resource Development in logistics services  
for ASEAN Member States**

# **“Instructors’ Workshop on Training Fundamentals”**

**Arnoma Hotel, Bangkok (Thailand)**

**01<sup>st</sup> November, 2014 (Saturday)**

**by Thomas SIM (Singapore)**

**Chairman – AFFA WGET**

TOT - Pedagogy & Andragogy



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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

# **Module 7 : Course Development**



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## Sustainable Human Resource Development in logistics services for ASEAN Member States

- **Introduction**
- **Module Objectives**
- **What do we mean by a Course ?**
- **Developing A Course**
- **Reflecting on this Module**







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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Introduction**

**Our Objective for this P&A training programme  
is to enable you to become a good Instructor  
in the Course on FIATA-Validated Programme**

**This training has been specially designed for  
the specific purpose of  
helping you to develop  
your competence in the  
area of teaching &  
training**





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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Introduction**

**You will need to develop a course to meet the  
Needs of learners you teach...**

**It will require a clear understanding of the  
Methodology used in Course Development**

**You may also need to  
revise a Course, adapt  
it to suit the special  
circumstances of the  
industry or academic  
environment here.**





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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Module Objectives**

**Upon completing of this Module, you should  
be able to :**

- identify the processes involved in the  
development of a Course...**
- enumerate the different phases involved  
in the course development process...**



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### What do we mean by 'a Course' ?

- is a planned learning experience for an identified group of learners...
- may involve anything from a 3-years' undergraduate degree in maritime management to a 6-week induction for a new navigational device...
- courses can vary greatly in terms & scope, duration & mode of delivery





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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **What do we mean by 'a Course' ?**

**No matter what course you are thinking of developing, the following broad essential questions/areas must be carefully addressed :**

- who is this Course for ?**
- what are the Aims & Objectives ?**
- what will be the Content & Structure of the Course ?**
- how will the Course be delivered & managed ?**



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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **What do we mean by 'a Course' ?**

**No matter what course you are thinking of developing, the following broad essential questions/areas must be carefully addressed :**

- what resources are needed to support the course ?**
- how will learning be assessed ?**
- how will the course be evaluated to gauge its effectiveness?**







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# Questions ?

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### Developing a Course

**The methodology for addressing these broad Questions/Area is outlined...**

**There is a requirement for collaboration bet.  
a Team composed of :**

- **subject-matter experts**
- **course developers**
- **technical specialists**



**Broad Objective – *develop an excellent Course  
that meets a specific needs of the industry !***



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### Developing a Course

#### “Systems Approach”

- the Methodology consists of 3 principal activities :

- Analysis
- Design & Production
- Evaluation

Feedbacks





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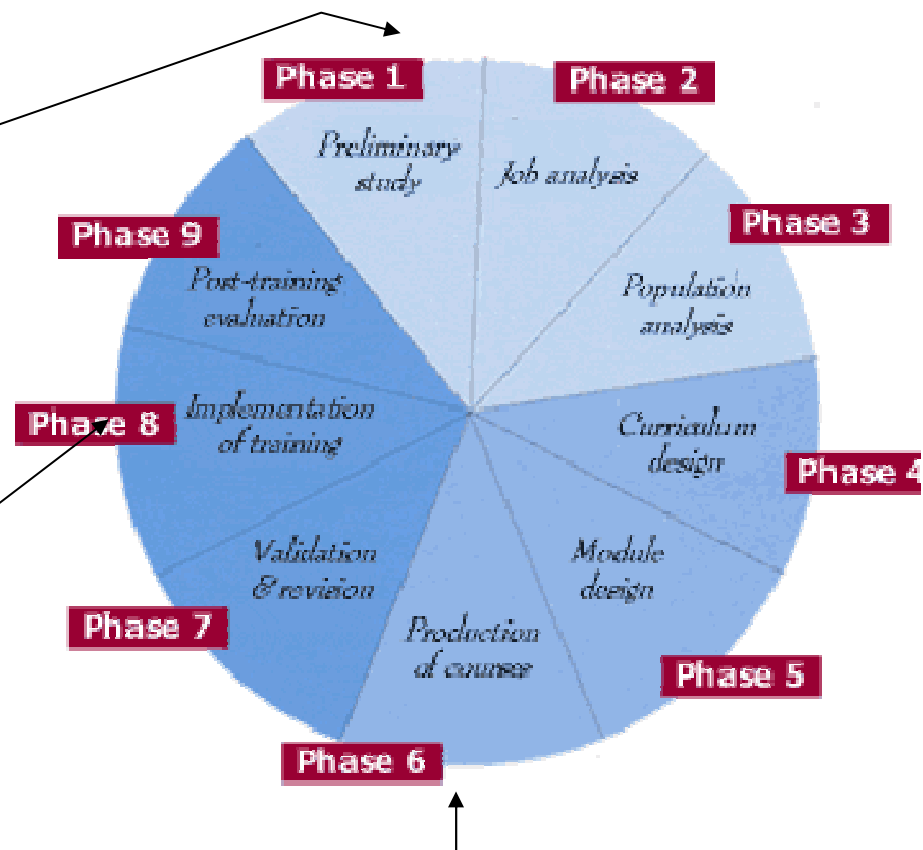
## Sustainable Human Resource Development in logistics services for ASEAN Member States

### Developing a Course

**1. analysis stage :**  
preliminary studies, job  
analysis, population  
analysis

**2. development stage**  
: curriculum design,  
module design, course  
production

**3. implementation stage :** validation and  
revision, implementation  
of training, post-training  
evaluation





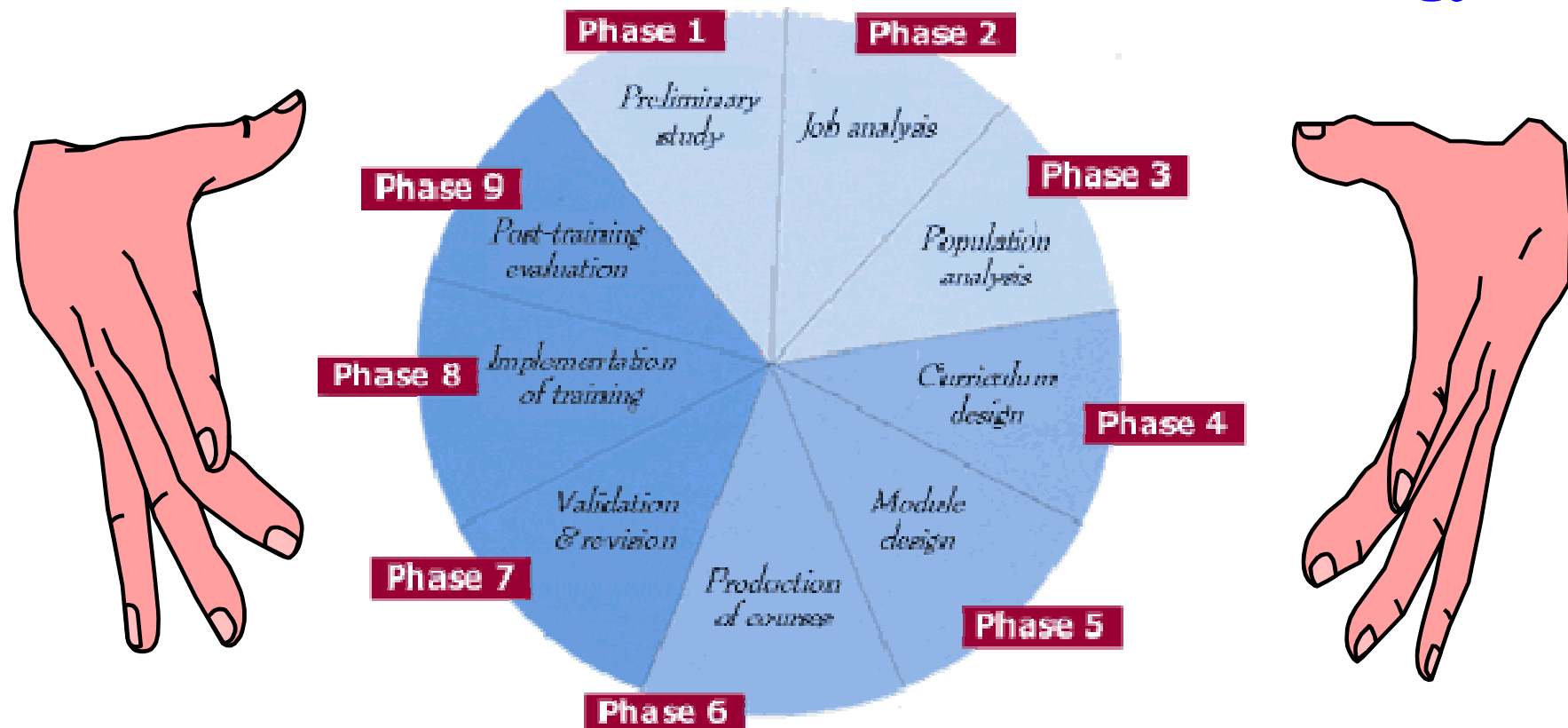
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### Developing a Course

### The 9 Phases involved in this Methodology





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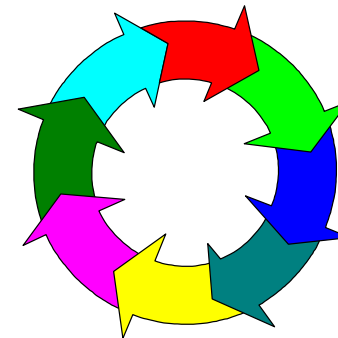
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### **Developing a Course**

#### **Phase 1 – Preliminary Study**

**Training is normally recommended as a result of  
Some changes at the workplace with the following  
Possible causes :**

- new developments taking place in the industry**
- new equipment**
- re-organization**
- policy changes**
- change in the workplace**
- performance problems**





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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Developing a Course**

#### **Phase 1 – Preliminary Study**

**This phase of Course Development of designed to  
develop answers to the following questions :**

- what exactly is the problem which training is expected to solve ?**
- what causes it ?**
- what could be the training solutions ?**
- are there any other management actions needed to make the training effective, including the provision of necessary resources ?**



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### Developing a Course

#### Phase 1 – Preliminary Study

**By the completion of this phase, as a result of this Analysis by the Course Development Team, the person-in-charge of human resource development will be in a position to make a balance Management Decision as to whether this training approach is justified and, if so, *what resources are required for the development of the Course Package...?***





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### Developing a Course

#### Phase 2 – Job Analysis

**The job is analysed systematically in order to determine the Performance Requirements...**

**From this analysis, the Skills, Knowledge & Attitudes required for good job performance are defined :**

- the importance of each task is determine in order to set Training Priorities & economize on the resources used...**
- Standards of Job Performance are also defined at this stage**



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### Developing a Course

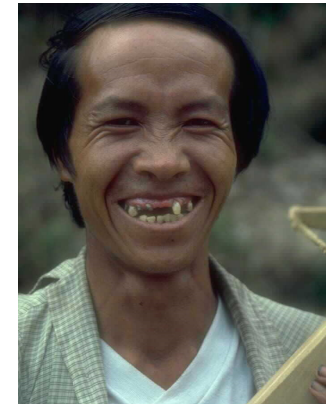
#### Phase 3 – Population Analysis

**This phase answers the questions –**

**“How many People need training ?”**

**“What do they already know ?”**

**“What kind of People ?”**





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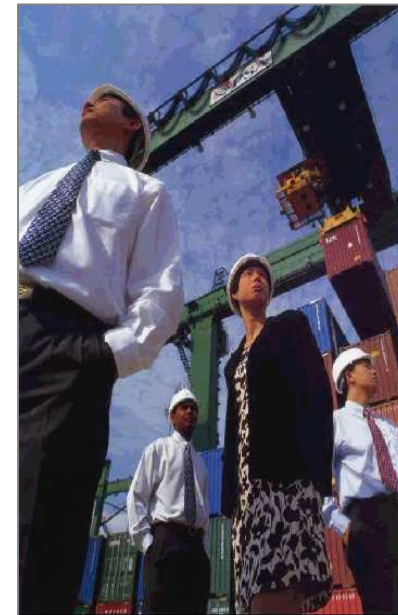
## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Developing a Course**

#### **Phase 3 – Population Analysis**

**Information is gathered on the intended  
Trainees :**

- **educational background**
- **preferred modes of learning ?**
- **how much knowledge & skill  
they already have ?**





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# Questions ?

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### Developing a Course

#### Phase 4 – Design of Curriculum

Learning experience designed to meet identified training needs must have specific ***Performance Objectives*** which directly relate to the desired competence needed in the workplace...

- this phase seeks to identify each of the skills that are to be taught &
- specify what level of performance will be expected of the trainee at the end of the course...



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## Sustainable Human Resource Development in logistics services for ASEAN Member States

### Developing a Course

#### Phase 4 – Design of Curriculum

**Mastery Test** are then designed which will allow the instructors to observe & measure whether each skill has actually been acquired, or the knowledge gained...

- these tests may take in the form of simulated performance in the training centre, exercises, games, etc...





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### **Developing a Course**

#### **Phase 4 – Design of Curriculum**

**Where on-the-job training is needed to achieve  
& test a skill, this is also specified...**

**Job aids, such as Checklists which the trainee  
will use on the job are also specified...**

- This phase also involves sequencing of the Training Objectives & grouping them into Training Modules to form a Curriculum...**
- Course programmes may be divided into a number of self-contained units or modules...(modular basis)**





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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Developing a Course**

#### **Phase 4 – Design of Curriculum**

**In designing a Course with a Modular format,  
it is important to identify & make decisions  
in relation to :**

- the number of modules to be included – compulsory & optional;**
- the relationship of modules to each other;**
- the organization & sequencing of modules...**



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### **Developing a Course**

#### **Phase 5 – Design of Modules**

**In this phase, a detailed plan of the Content & Training activities for each Module is designed**

- for the 1<sup>st</sup> time in the process, the detailed Content of each of the subjects which have been identified as necessary, is now considered, as well as the Mode of Delivery & Instructional Methods to be used...**



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## Sustainable Human Resource Development in logistics services for ASEAN Member States

### Developing a Course

#### Phase 5 – Design of Modules

**In this phase, a detailed plan of the Content & Training activities for each Module is designed**

- only those areas which are relevant to achieving the required performance are included, thus *substantially cutting training time & resources used*, in comparison with the traditional method of considering the detailed syllabus first !**



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## Sustainable Human Resource Development in logistics services for ASEAN Member States

### Developing a Course

#### Phase 5 – Design of Modules

The design process involves the followings :

- **organizing & sequencing the Module Content in a clear & logical structure**
- **deciding on appropriate Modes of Delivery, Training Techniques & activities to meet the specific Performance Objectives for the Module**





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### **Developing a Course**

#### **Phase 6 – Production & Development Testing**

**This involves decisions about what types & amounts of resources are needed to ensure that participants have good opportunities for effective learning...**

- resources can involve a wide range of areas, from training personnel, equipment, technician support, specialist rooms to teaching/learning materials**
- failure to plan, budget & ensure access in this area can prove costly to the effectiveness of the programme and learner satisfaction**



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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Developing a Course**

## **Phase 6 – Production & Development Testing**

**At this stage, the Training Materials are produced to Guidelines & Standards on Format, Readability, Visual Aids & all other Relevant factors...**

**Detailed Lesson Plans for the guidance of Instructors, Trainee Handouts, AV Materials, etc. are all prepared, ready for initial Test of the Course...!**



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# Questions ?

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### **Phase 7 – FIATA Validation & Revision**

**The 1<sup>st</sup> delivery of the complete package is carefully monitored to ascertain whether the Trainees achieve the *Performance Objectives* that were set !**

- trainees' & instructors' opinions are recorded**
- tests before, during & after completion of the course are compared & revisions (if any) are made to rectify defects or deficiencies...**
- it is necessary that a further delivery of the course takes place before it is considered for validation !**



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## Sustainable Human Resource Development in logistics services for ASEAN Member States

### Developing a Course

### Phase 7 – FIATA Validation & Revision





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## Sustainable Human Resource Development in logistics services for ASEAN Member States

### Developing a Course

### Phase 7 – FIATA Validation & Revision







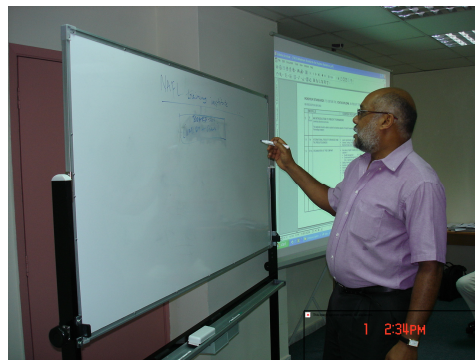
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### Phase 8 – Implementation

Arrangements are made in this phase for  
the Course to be delivered regularly...





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### **Phase 9 – Evaluation & Continuous Re-Training**

**The long term effectiveness of the on-going  
Course is evaluated by answering 4 questions :**

- did the trainees react in the classroom as they were expected to react ?**
- did the trainees performed as they were expected in the Mastery Tests ?**
- was there the desired improvement of their performance when they returned to their jobs ?**
- did the training programme solve the operational problems that gave rise to it ?**



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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Developing a Course**

#### **Phase 9 – Evaluation & Continuous Re-Training**

**Continuous Re-current Training  
of Trainers, Instructors & Facilitators  
is necessary to maintain & elevate  
the Quality & Standards,  
as well as the latest trends & developments  
in the area of Vocational Training  
& Andragogy !**



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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

**“The Illiterate  
of the 21<sup>st</sup> Century  
Will NOT be the one  
Who cannot Read or write;  
but the one  
Who cannot Learn,  
Unlearn & Relearn...!”**



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# Questions ?

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## **Sustainable Human Resource Development in logistics services for ASEAN Member States**

### **Reflecting on this Module 7**

- **this final module has provided you with a framework on how to design & develop a course**
- **the various activities involved in Course Development have been scrutinized in detail...**





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**It is our hope that this TOT training programme  
has provided you all :**

- **clear directions on training fundamentals**
- **increase your training effectiveness...**
- **make training meaningful for both you &  
your trainees  
in your respective  
countries !**





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## Sustainable Human Resource Development in logistics services for ASEAN Member States

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## Sustainable Human Resource Development in logistics services for ASEAN Member States

# THE END



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## Sustainable Human Resource Development in logistics services for ASEAN Member States



# Questions ?

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