



COURSE DESCRIPTION

Instructor's Guide COURSE DESCRIPTION	Course Code: CJSC03020
	Duration: 3 Working Days
	Issued: 2020
Course Title : TRAINING NEEDS ANALYSIS	
Course Purpose: The course is designed to allow participants to be able to do the following: <ul style="list-style-type: none">➤ Determine the purpose and objective of a training needs assessment.➤ Identify steps to conduct a systematic TNA exercise.➤ Apply information-gathering techniques for observable and non-observable tasks.➤ Analyse data collected.	
Target Population: The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.	
Topics that will be covered: <ul style="list-style-type: none">• Why perform training needs assessment?• Fundamental steps in conducting a systematic training needs assessment.• 3 approaches in conducting training needs assessment.• TNA Techniques:<ul style="list-style-type: none">○ Observation (direct/indirect)○ Interview○ Questionnaire• Problems associated with each TNA technique• When to use each technique• Designing questionnaires• Planning TNA exercises• Reporting TNA findings• Formulating the training plan	