

**SKILLS FRAMEWORK FOR AIR TRANSPORT
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Organisational Development					
TSC	Learning and Development					
TSC Description	Develop knowledge, skills and abilities of self or employees to support the capability development needs of the organisation					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	ATP-ORD-1002-1.1	ATP-ORD-2002-1.1	ATP-ORD-3002-1.1	ATP-ORD-4002-1.1	ATP-ORD-5002-1.1	ATP-ORD-6002-1.1
	Participate in opportunities for personal learning and development	Apply new learning and feedback from others to demonstrate improvements in performance	Administer training for team members to equip them with the skills and abilities to excel in their job roles	Review training needs and create learning opportunities for employees	Oversee implementation of learning and development programmes with the involvement of relevant stakeholders	Drive overall learning and development initiatives in alignment with business goals and objectives
Knowledge	<ul style="list-style-type: none"> • Concept of learning and development • Learning and development programmes offered by the organisation • Listening techniques 	<ul style="list-style-type: none"> • Concept of learning and development • Learning and development programmes offered by the organisation • Workplace learning methods • Listening techniques • Principles of giving and receiving feedback 	<ul style="list-style-type: none"> • Concept of learning and development • Learning methods and approaches • Workplace learning frameworks including structured and unstructured On-the-Job Training (OJT) • Workplace learning methods • Components of a workplace learning plan 	<ul style="list-style-type: none"> • Concept of strategic learning • Workplace learning frameworks including structured and unstructured On-the-Job Training (OJT) • Processes to design and develop workplace learning plans • Processes to evaluate workplace learning programme design • Coaching techniques • Processes to review and critique the quality of workplace learning blueprints • Trends and developments in workplace learning 	<ul style="list-style-type: none"> • Concept of strategic learning • Organisational goals and objectives • Collaborative tools to promote learning and development • Impact of organisational changes on learning and development • Techniques to measure learning effectiveness 	<ul style="list-style-type: none"> • Concept of strategic learning • Organisational goals and objectives • Collaboration tools to promote learning and development • Impact of organisational changes on learning and development • Techniques to measure learning effectiveness • New technological advancements in learning and development methods • Trends shaping learning and development strategies
Abilities	<ul style="list-style-type: none"> • Apply feedback from others to initiate one's learning and development • Use feedback from others to improve work activities and one's performance 	<ul style="list-style-type: none"> • Demonstrate flexibility and openness to suggestions and feedback • Adopt feedback from others for self-improvement 	<ul style="list-style-type: none"> • Identify areas for improvement in the team's overall skillsets • Develop workplace learning plans to ensure team members are equipped with the right 	<ul style="list-style-type: none"> • Conduct standard testing and needs analysis to determine potential improvements in learning and development programmes 	<ul style="list-style-type: none"> • Review and critique the quality of existing workplace learning blueprints • Lead the involvement of stakeholders to define and clarify learning needs of their teams 	<ul style="list-style-type: none"> • Set organisational goals for continuous learning • Helm strategic discussions with department heads to determine learning requirements, business

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	<ul style="list-style-type: none"> Participate in opportunities for learning and development 	<ul style="list-style-type: none"> Seek opportunities to develop self and grow expertise Demonstrate sustained improvements in one's performance as an outcome of learning and development interventions 	<p>skills to perform their roles</p> <ul style="list-style-type: none"> Facilitate workplace learning by administering training programmes for team members Provide clear and constructive feedback regarding learning progress of team members Provide guidance and advice to team members on their learning and development needs 	<ul style="list-style-type: none"> Design workplace learning blueprints for the teams Engage key stakeholders in the design of workplace learning blueprints to ensure their relevance Develop the required training materials for workplace learning programmes Evaluate effectiveness of workplace learning and mentorship programme design to meet organisational needs 	<ul style="list-style-type: none"> Redesign training programmes based on analysis Ensure adequacy of training resources to achieve optimal outcomes for the organisation 	<p>objectives, desired results and constraints</p> <ul style="list-style-type: none"> Establish learning and development needs in line with future strategies of the organisation Foster a culture of learning and development to close skills, knowledge and performance gaps Integrate technologies into the delivery of learning and development programmes for the organisation
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