



Human Resource Management

AC 4.1.

ACs

- Assess the contribution of training and development activities to the effective operation of a selected service business.
- Describe the procedures and systems used to maintain aviation personnel standards.
- Analyze different strategies for promoting the continuing development of individuals in the health and social care workplace.
- Evaluate the process of job evaluation and other factors determining pay

Training and Development

- It is any attempt to improve current or future employee performance by increasing an employee's ability to perform through learning, usually by changing the employee's attitude or increasing his or her skills and knowledge (Human Resource Management, 2012).

Link between induction programmes and training

Please watch the video and answer the following questions:

- What is the difference between induction programmes and training?
- What is the link between them?

Importance of Training and Development

- Help in addressing employee weakness
- Improve in worker performance
- Consistency in duty performance
- Ensuring worker satisfaction
- Increased productivity
- Improved quality of service
- Reduced cost
- Reduction in supervision (Research India Publications, 2014)n

Types of Training Activities

- Orientations
- Lecturers
- Case Study
- Role Playing
- Simulations
- Computer-Based Training
- Self-Instruction
- Apprenticeship

Types of Training Activities

- Audiovisual Training
- Team-Building Exercises
- Job Rotation

(Referenceforbusiness.com, n.d.)

Development Activities

- Succession Training
- Off-Site Training
- Contact with Supervisor

(Root III, n.d.)

Procedures and Systems that are used to maintain aviation personnel standards

- Safety management systems (risk assessment, intervention, appraisal, disciplinary procedures)
- Training (new skills, recurrency, behaviour)
- Feedback (from staff, from supervisors, from managers, from trade unions)

Safety Management System

- It is now becoming a standard throughout the aviation industry worldwide.
- It is recognized by various bodies and product/service providers as the next step in the evolution of safety in aviation.
- SMS is also becoming a standard for the management of safety beyond aviation.

Safety Management System

- There are similar management systems used in the management of other critical areas, such as quality, occupational safety and health, security and environment.
- They help to prevent accidents, minimize risks, help with decision making relating to risk management, promote safety and safety culture and with knowledge sharing.

(Faa.gov, n.d.)

Discussion

- How does compliance with legislation and company standards help protect staff and customers?

Strategies for Promoting Continuing Development

- This can be achieved through several ways:
 - Achieving competence
 - Training
 - Partnerships
 - Compliance with external requirements
 - Dedicated allocation of resources
 - Use of kitemarks (service quality certification)
 - Implementing a staff development training plan (in-house, using supervision and appraisal, external courses, action-centred learning, lifelong learning, coaching and mentoring, assessing competence)

Job Evaluation

- It is the process of analyzing and assessing various jobs systematically to ascertain their relative worth in an organization.
- It is an assessment of the relative worth of various jobs on the basis of a consistent set of job and personal factors, such as qualifications.

When to conduct a job evaluation?

- After completing a job analysis, but before creating a compensation program.
- It should be done for all new positions and when the job has changed substantially in order to reflect the current role. This is known as reclassification or re-evaluation.

Importance and Steps in Job Evaluation

Please watch the video and answer the questions below:

- What is the importance of job evaluation?
- What are the steps in job evaluation?

Other Factors Determining Pay

- Budget of the organization
- External equity
- Internal equity
- Relevant education
- Experience
- Skills

(Brown.edu, n.d.)

Case Study: Southwood School Training & Development

1. What stood out to you?
2. Would it be appropriate to use e-learning to deliver the performance management training? Explain your answer.
3. How can the trainer ensure skills transfer so employees apply the training to the workplace?
4. How can the trainer motivate the participants to learn?

Additional Reading

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