

Client Requested Customization of Sofema Aviation Services Training Courses

Presented by Sofema Aviation Services (www.sassofia.com)

Sofema Aviation Services together with Sofema Online Offer over 1000 Courses of varying lengths.

When asked to differentiate between our products we share the following information.

Q - Why do I see course different levels available for same course - What is the difference?

A - For many of our online courses, we offer various levels.

Here's how they differ:

- **Introductory** - Perfect for those seeking a basic introduction to the subject matter. These courses are particularly relevant for new Administration staff seeking to gain familiarization.
- **Foundation** - Provides a deeper exploration than the Introductory level but still covers the basics. Ideal for newcomers or those needing a general overview of the topic.
- **Full Course (Basic Training)** - Equivalent to several days of classroom training. Designed to address all key elements within the subject matter. Ideal for Post Holders, Business Area Managers and practitioners.
- **Recurrent** - Designed for individuals who have already completed basic training and require mandatory or vocational refresher training. Recurrent Course enables an update on changes to the Regulatory Landscape.
- **Essentials** - Focuses on delivering core knowledge to cover the fundamental aspects of the subject matter. Essentials Courses are ideal for the Accountable Executive and Leadership Team.

Q - Why do I see the same self-paced e-learning course equivalent to 1-day, 2-day, 3-day, 4-day, and 5-day formats? What's the difference?

A - Our self-paced e-learning courses come in 1-day, 2-day, 3-day, 4-day, and 5-day formats to accommodate different learning needs and depths of content. Here's how they differ:

- **1-Day Course** - This format is typically a concise overview or essentials course. It provides a broad introduction to the topic, covering key elements quickly. Due to the shorter duration, the depth of material is more general.

- **2-Day or 3-Day Courses** - These formats offer more comprehensive content, including detailed practical guidance and industry best practices. They address specific challenges and solutions in greater detail, allowing for a deeper understanding.
- **4-Day or 5-Day Courses** - These extended formats include additional interactive components such as simulations, case studies, and exercises. They are designed for more complex subjects where a thorough exploration of all elements, including regulatory and organizational aspects, is beneficial for complete mastery.

Consideration Redacting a 5 Day Course to 3 Days to Meet the Clients Objectives

This document aims to discuss the provision of Sofema Aviation Services' typical 5-day training courses, redacted to meet client-specific needs, as well as the potential risks associated with such customization. Special focus is given to the challenge of catering to students at different stages in their learning journey and the unintended consequences of shortening a 5-day course.

Clients occasionally request course customization, which may include reducing the duration to align with specific organizational needs or student availability.

While customization offers flexibility, it also introduces challenges, particularly in ensuring that all learning objectives are met without compromise. Consider the Following Points:

- **Benefits of Course Redaction**
 - Customizing a standard 5-day course provides several advantages, including allowing the course to be more focused on the client's immediate requirements, ensuring content relevance and direct application.
 - Reducing the course length saves time for employees, minimizing the disruption to day-to-day operations, while also potentially reducing costs.
 - Adapting to the client's schedule and specific needs can lead to greater satisfaction and improved alignment with organizational goals.
- **Challenges of Customization**
 - Despite these benefits, redacting a course to meet client needs presents several challenges, particularly for students at different stages of their learning journey.
 - A typical class consists of students with varying degrees of experience and understanding.
 - Redacting a course to suit specific needs may lead to Knowledge Gaps

- Advanced learners may find the redacted course too basic, while beginners may struggle to keep pace, especially if foundational content is skipped or condensed.
- Course materials and teaching methods that aim to cater to a wider audience may dilute their effectiveness, leaving some students disengaged and unable to benefit from the course.
- Shortening the course duration reduces time for interactive sessions, such as Q&A and group discussions, which are essential for clarifying doubts and enhancing understanding.
- **Unintended Consequences of Course Redaction**
 - Shortening a 5-day course to 3 days or less can have unintended consequences, including Incomplete Coverage of Essential Topics
 - Removing or condensing certain topics to fit a shorter schedule may result in critical gaps in knowledge.
 - Students may leave the course without understanding key concepts, which could hinder their ability to apply what they have learned effectively.
 - Shorter courses leave less time for in-depth exploration of complex topics, which may result in superficial understanding.
 - Critical skills and knowledge may be glossed over, impacting long-term competency.
 - Attempting to condense five days' worth of material into three days can overwhelm students, leading to cognitive fatigue. This, in turn, can negatively affect retention and application of the course material.
- **Mitigating the Risks to Support Sofema Clients**
 - To minimize the potential downsides of course redaction, several strategies can be employed including Conducting a pre-course assessment of students' current knowledge and experience levels can help instructors tailor the course content more effectively.
 - This ensures that essential topics are covered for beginners, while more advanced students are still challenged.
 - Sofema Invites the clients to choose the particular course elements which are to remain in the program – simple process to redact the contents list
 - Based on the client request Sofema will redact the material and advise the current length of the redacted material
 - The process can continue and once the material will be prepared and presented to the client in the normal way

Post-Course Support

Sofema is pleased to provide ongoing post-course support, such as access to an online forum, follow-up Q&A sessions, or additional coaching, can help bridge any knowledge gaps that may arise from course redaction. This can be particularly beneficial for students who need more time to absorb complex material.

While customizing an existing Sofema Aviation Services course to fit client needs offers several advantages, it is crucial to be mindful of the potential downsides, especially for students at different stages of their learning journey. A well-thought-out approach, incorporating pre-course assessments, modular learning, supplementary materials, and post-course support, can mitigate these risks and ensure that the ultimate learning objectives are met.

Ultimately, any decision to redact a course should carefully weigh the benefits of customization against the risks of incomplete or uneven learning outcomes.

We support our clients to enable them to take proactive steps to address these challenges, in doing so SAS can continue to deliver high-quality, effective training that meets both client needs and educational standards.

Next Steps

Please see www.sassofia.com for questions & comments email team@sassofia.com