

Learning Management Systems to take Airline Training Programs to the Next Level

It is all About Taking Innovative Digital Initiatives





Background:

E-Learning in the Aviation Industry

The aviation industry has been adopting technological innovations as per the changing learning preferences and business requirements. A diverse range of training programs such as airport facilities, safety & security, cabin crew, soft skills, ground handling and many others help achieving varied organizational goals. E-learning helps the aviation industry thrive in today's digitized learning environment.

Existing Industry Trends

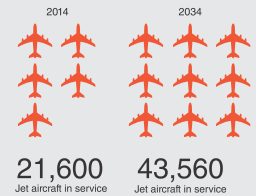
- ➔ The shift from the conventional to the modern learning experience helps the industry improve efficiency as well as the quality of service from flight operations down to the passenger experience.
- ➔ A significant investment is made by the industry to mothball their traditional classroom instruction to a modernized e-learning strategy.
- ➔ To meet ever-changing compliances of the aviation industry, employees have to be always updated with the latest information.
- ➔ The industry has to provide overall learning & development experience for the personnel in varied roles such as engineering, front-of-house or maintenance.

Training Challenges in the Aviation Industry

Huge workforce

There are around 2,092 airlines across the globe with a total fleet of around 23,000 aircrafts. Around 56 million people are employed and engaged in aviation activities and other related tourism. Of these, approx. 8.36 million work directly for the industry. So, training every employee from the pilot and crew members to the air hostesses about the changing norms, compliances and skills is a daunting task.

Worldwide fleet growth



Different employees work from different locations, so it is essential to provide online courses which are easy to access while on the go. Consequently, it allows the workforce to learn at its own pace and access relevant information at the point of need.

Diversified audiences

Regulatory concerns

With changing operations, compliance has become a major concern as the airline industries have to comply with government regulations. For effective and successful operations, collaboration between airport authority, airlines and equipment manufacturers must be managed. With changing industry regulations, it is crucial for companies to organize regular audits and create detailed reports with updated information.

Training the staff is one of the major challenges faced by this industry. Employees working in and around the airport need to identify which security measures can be adopted. Also, staff working under screening process must be trained on how to recognize items using metal detectors, X-ray machines and other procedures.

Security training

Attrition and Automated training

In case of attrition and hiring of new employees by airlines, it is important to automate workforce training and employee orientation programs with the best use of efficient and cost-effective online learning platform.

With advent of new learning technologies, it is crucial to embed new systems with the existing ones such as HRMS, HCM and others to facilitate the overall learning experience.

Integration of new learning systems into existing ones

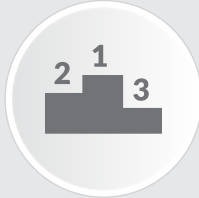
Role of **Technology** in Airlines Industry

The advent of new technologies in the aviation industry has brought a myriad of opportunities for innovations and operational efficiency. New developments including data analytics, cloud management and automation leave a huge impact on daily operations, traffic management, costs and other benefits.

Modern LMS

(Learning Management System)

- Customized interface
- Interactive videos, demos & audios
- E-commerce apps - credit card transaction, payment tracking
- Forums, virtual meetings, bulletin boards



- Motivate and engage
- Rewards and badges
- Point-based employee performance assessment

Gamification

Augmented Reality (AR)

- Drive e-learning strategies
- Penetrate airport and airline space in future
- Passengers can access detailed information.



- Devices that interact with users in human-like manner.
- Resolve queries in the form of voice or text.

Chatbots

Beacons

- Indoor positioning system to locate objects inside buildings.
- Delivery of customized services to passengers.



- Use of VTOL (Vertical Take-Off and Landing) vehicles.
- Embrace existing infrastructure such as parking rooftops as vertiports.

Drones

Virtual reality

- Simulations giving an illusion of reality
- Address real-life challenges at workplace
- Enhance organizational efficiency



- Automated orientation training programs
- Boost employee productivity

Automation

Mobile learning

- Information access on the go
- Mobile apps for Android and iOS



Building an E-Learning Solution

Several companies in the aviation industry are adapting to varied challenges of responding to the growing demands by incorporating innovative and efficient ways of training. Technological advancement and evolution in aircraft technology has brought new training approaches. E-courses are converted to digital content which is provided via LMS platforms to assess learners' performances. E-learning in the aviation industry follows different approaches which include:



➤ **User friendly solutions**

Courses accessed via learning platforms should be easy-to-navigate, making it effortless for users to move around the interface with amazing look and feel.



➤ **Increased and automated communication flow**

With the emergence of robust and automated technologies, it has become important to deliver updated training programs for new as well as existing airline personnel.



➤ **Roster management**

Airlines create online rosters in alignment to the crews' preferences which includes information related to on-duty time, rest time, days off and more.



➤ **Simulation training**

It is helpful for pilots so that they understand how different parts and features of cockpit works.



➤ **Scenario-based learning**

It is provided to present real-time situations and how to address them using interactive features and information exchange between the learner and e-courseware.



➤ **Safety management systems**

These are developed to update the staff with latest health compliances, safety checks and performance protocols.



What Learners **expect from Training?**

Those were the bygone days when airline companies knew everything and customers knew nothing. With the utilization of personalized mobile devices, customers can now foster their relationship with airlines, that offer more efficient and meaningful transparency. With the increasing scope of e-learning and LMS, learners expect the following training outcomes:

- ➔ Modern learners want to learn at their own pace.
- ➔ E-courses should be developed as per customized learning needs, styles and preferences.
- ➔ Learners want to access e-courses per their convenience of time and location.

How G-Cube LMS Overcomes Aviation Training Challenges

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|---|--|
| ➔ World Class User Experience — Intuitive and User-friendly interface | ➔ Our LMS integrates with third party systems to provide seamless information flow. |
| ➔ G-Cube provides an easy-to-use online learning platform to align with the needs of employees with different job roles. | ➔ Our LMS automates the employee orientation training programs. |
| ➔ On the Go learning - G-Cube LMS provides courses via interactive mobile apps for iOS and Android platforms. | ➔ We provide configurable templates to impart compliance and regulatory board trainings. |
| ➔ Our LMS has controlled Assessments with comprehensive features to manage the entire evaluation process | ➔ G-Cube LMS helps building a virtual classroom environment. |
| ➔ G-Cube LMS supports gamified approach to boost learner engagement. | ➔ Our LMS is 508 Compliant and courses can be accessed by users with disabilities. |
| ➔ G-Cube LMS comes with blended learning approach that helps organization mitigate costs associated with infrastructure, logistics and so on. | |

Our Experience:

Case Study on Indigo

Client Requirement

- Client wanted to impart-learning courses on personalized mobile devices.
- They needed a robust platform which caters to the customized needs of all.

Challenges

- Ability to train the workforce irrespective of their different demographics and learning needs.
- To provide e-courses on newly deployed airplanes and update the personnel on new compliances.

Solution

- We offered mobile-enabled training courses via interactive mobile apps for Android and iOS.
- G-Cube LMS was capable of handling scenario-based, simulation and safety trainings per learners' convenience.
- Information can be broadcasted using an integrated webinar tool like WizIQ to improve collaboration amongst peers.
- Integration with Lync helped to provide a more interactive virtual classroom experience.

Conclusion

The use of an LMS has exponentially increased the scope of digital learning rather than traditional classroom approach. With increasing aerospace congestion and technological advancement, the learning and development needs of aviation sector have evolved. For training to be more engaging and effective, airlines are now radically thinking, how new strategies can be adapted to cater to pertinent learning needs.

Suggested Further Reading:

<https://www.webanywhere.co.uk/enterprise/sites/default/files/Webanywhere%20White%20Paper%20Aviation%20Industry.pdf>

https://gmrationacademy.org/wp-content/themes/GMR/pdf/3.Amitabh%20Khosla_IATA%20Presentation.pdf

<http://www.wns.com/insights/articles/articledetail/62/5-trends-for-the-global-airline-industry>

<https://www.halldale.com/files/halldale/attachments/Deployment%20of%20eLearning%20in%20the%20Airline%20Industry.pdf>

https://www.pwc.com/us/en/industrial-products/publications/assets/pwc_2015_global_airline_ceo_survey.pdf

https://www.icao.int/publications/journalsreports/2014/icao_training_report_vol4_no2.pdf

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