

Refresher Training Case Study

Efficient training using digital technology



AirBooks
Interactive digital learning

Challenge

Effectively delivering a consistent training package to air traffic controllers across different locations, while managing disruption to rosters.

Results

- ▶ Fast and efficient delivery of training materials
- ▶ Staff self-studied content
- ▶ Minimal disruption to rosters
- ▶ Optimised time in the simulator
- ▶ No surprises for staff on position

Feedback



“By investing in a high quality tool like AirBooks, we are showing our staff that we take their training seriously.”

Jon Craig — Airways Deputy Team Leader Enroute

The customer

Airways New Zealand is responsible for 30 million square kilometres of airspace, handling over 1 million air traffic movements a year. They invest in new technology that enhances safety and delivers real economic and environmental benefits.

The situation

Airways is at the forefront of Performance Based Navigation (PBN), with an advanced implementation programme in place. In 2016, they were preparing to roll-out PBN to a further 25 per cent of the airspace and wanted to explore new ways to train staff.

The solution

Airways developed PBN 101 — an Airbook built to provide ATC staff with the necessary background before undertaking sessions in the TotalControl simulator. PBN 101 is ICAO (Doc 10056) and EASA aligned.

Using AirBooks online meant fast, consistent delivery of the material and allowed ATCs to learn at a time convenient for them, regardless of location. Team leaders reported a key benefit of using AirBooks was the improvement in the quality of time spent in the simulator.

All ATCs' successfully completed the training needed to go live with PBN in the operational environment within three months. The ATCs engagement and understanding of PBN content was validated through practical exercises in the simulator and via AirBooks theory assessments.

A series of bespoke, airspace sector specific PBN AirBooks were also developed for use at Airways. They provided useful information specific to an operational sector, which staff can refer back to at any time.

60% 

reduction in theory training time

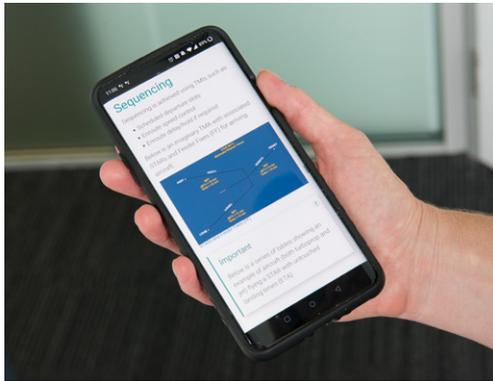
3 months 

for staff to complete

160 

PBN AirBooks used

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The value

The ability to self-study and refer back to interactive Airbook content, resulted in staff engagement with the material and reduced training times (as face-to-face training in a classroom or one-to-one with a team leader was not required).

Having a better understanding of PBN theory meant ATCs were able to experience a number of unique and complex scenarios in the simulator. Once back on position they reported, “nothing was a surprise” when PBN rolled out.

The PBN 101 Airbook course resulted in a 60% time saving compared to face-to-face delivery of PBN theory. Analytics enabled transparency on completion to date, and therefore it was straight-forward for managers to issue reminders to staff. All ATCs successfully completed the training required to go live with PBN in the operational environment within three months.

The combination of AirBooks and TotalControl simulation technologies ensured that all staff were comfortable and confident by the go-live date, contributing to an efficient roll-out of PBN procedures.



AirBooks Library

Become part of an ATC digital learning community by subscribing to the AirBooks Library — access ready-to-use training, or work with us on shared development or bespoke topics. AirBooks Library includes:

- ▶ Ab initio training e.g. ICAO/EASA Basic
- ▶ ATC refresher/continuation training e.g. PBN101
- ▶ Compliance e.g. security awareness, SMS101
- ▶ Induction for non-operational staff e.g. ATC101



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