

Enhancing Training Effectiveness



EATS November 2023
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Getting 1 percent better every day
counts for a lot in the long-run.

James Clear

Enhancing Training Effectiveness



I would like to share 3 stories of enhancing training effectiveness.

Context



2020



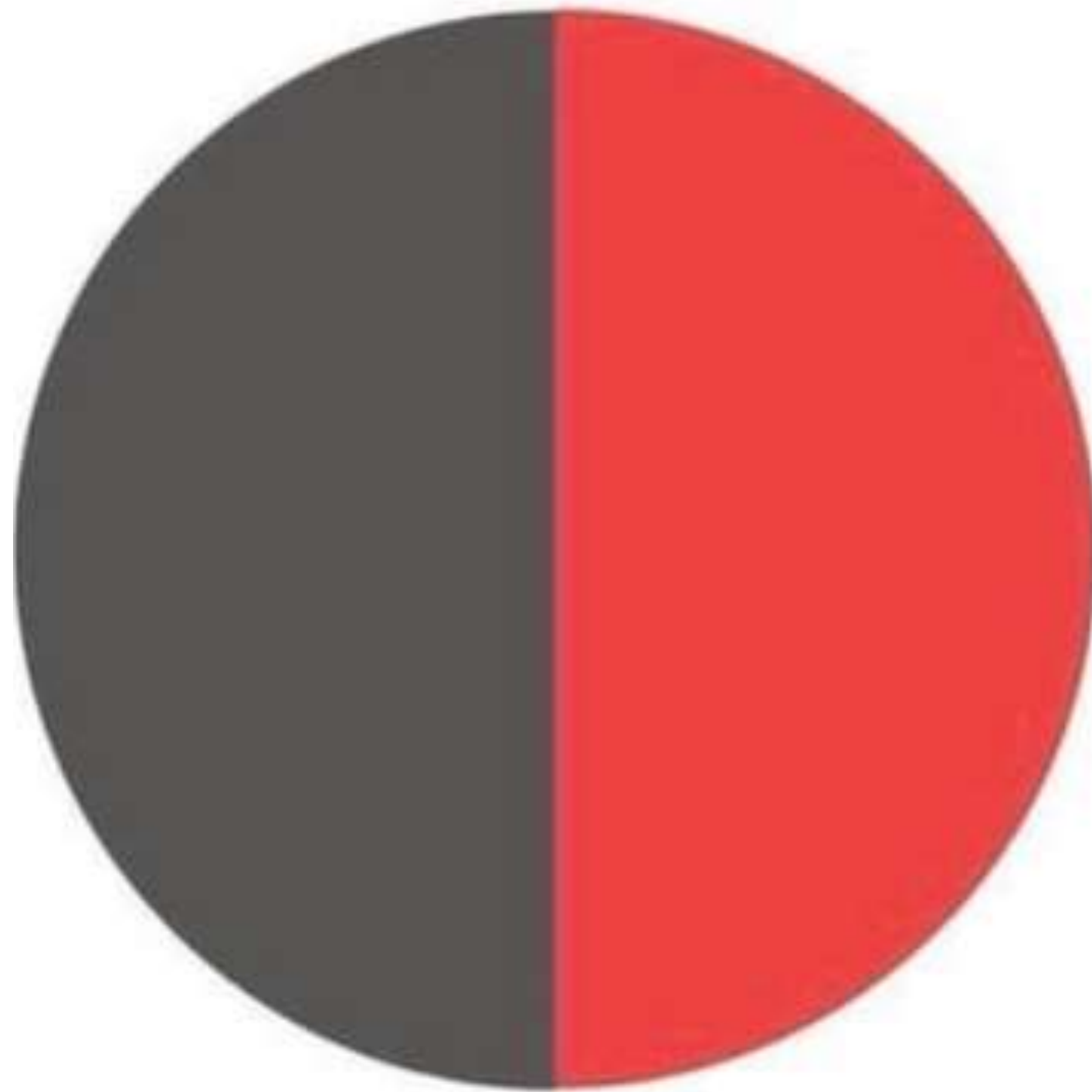


'Airline Industry Statistics Confirm 2020 Was Worst Year on Record'



THE APOCALYPSE

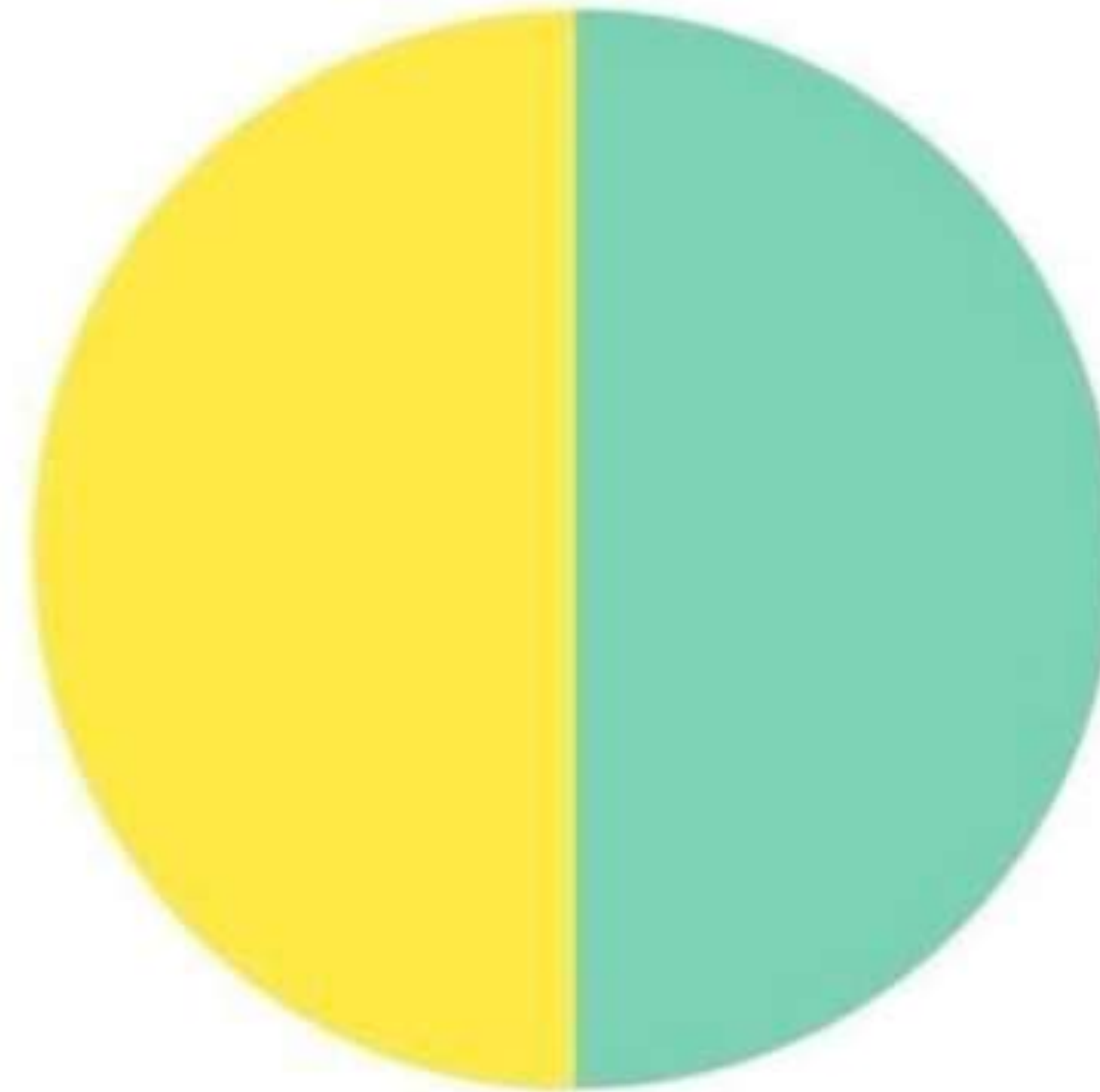
WHAT I EXPECTED



● **ANARCHY**

● **ZOMBIES**

WHAT I GET



● **HOMEOFFICE**

● **NO TOILET PAPER**

2023





‘...European carriers were able to return to profit in 2022. That profitability will strengthen further in 2023’.



18.9 MILLION
PAX CARRIED IN AUGUST

Ryanair Group Cabin Crew Training Activity

2022



CCTO and New Cabin Crew Conversion courses

302

Number of CCTO and AOC students trained

4977

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A row of Ryanair aircraft is parked on a tarmac. The aircraft are white with blue and yellow accents, including the Ryanair harp logo on the tail. In the background, a control tower is visible against a clear blue sky.

Story #1: Initial Cabin Crew Training*

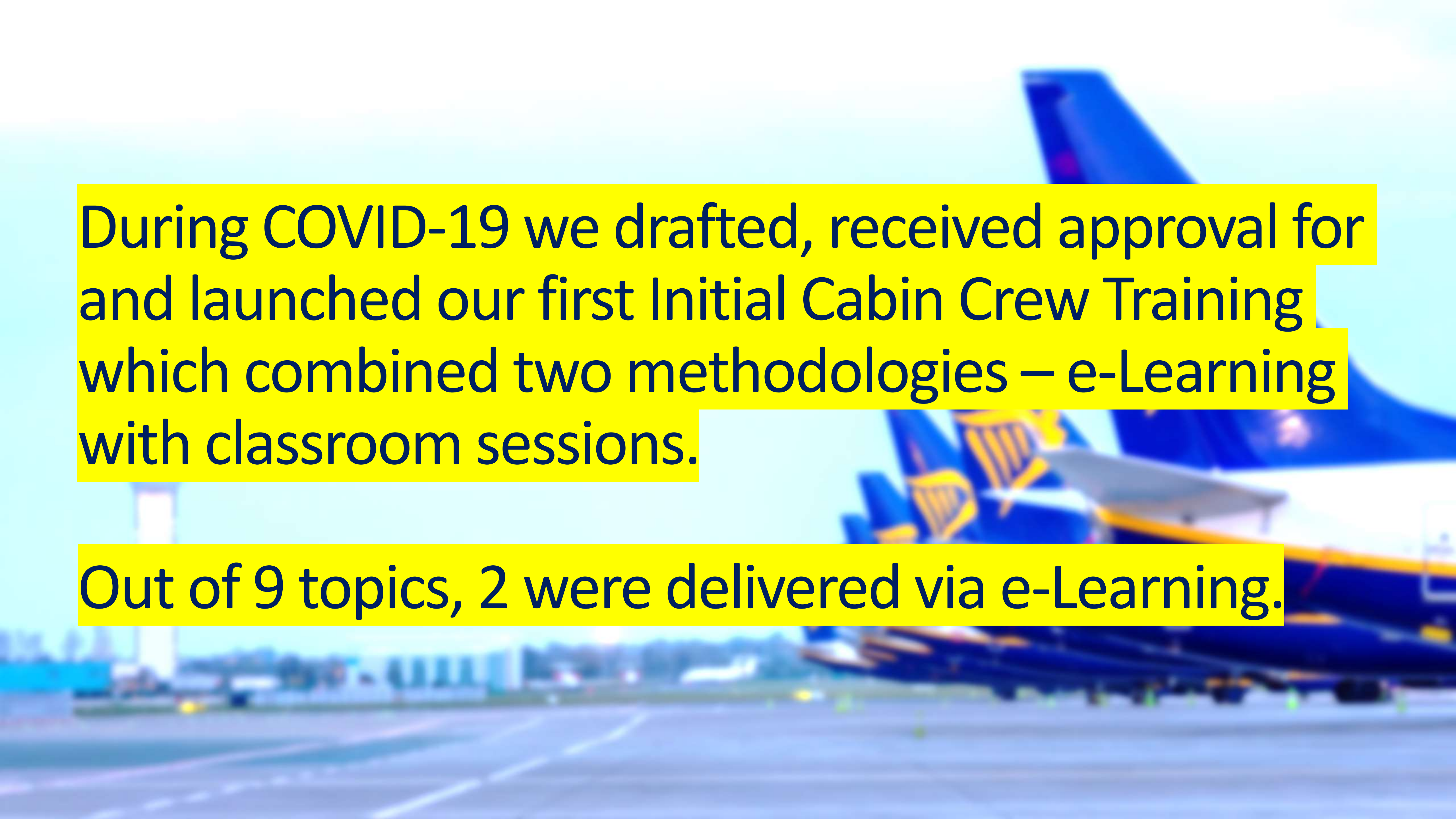
*Applies to Conversion too!

The COVID-19 period led to more widespread implementation of e-Learning and Virtual Classroom Training.



The industry re-learned the value of classroom time, which, in the case of annual recurrent training was primarily dedicated to CRM and practical elements.





During COVID-19 we drafted, received approval for and launched our first Initial Cabin Crew Training which combined two methodologies – e-Learning with classroom sessions.

Out of 9 topics, 2 were delivered via e-Learning.

Then, suddenly...





Initial Training for Cabin Crew

EASA Guidelines on the conduct of Initial training

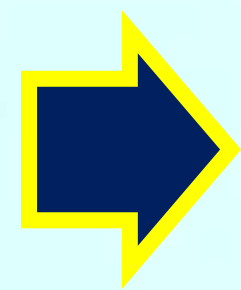
Our initial Cabin Crew training is changing again.



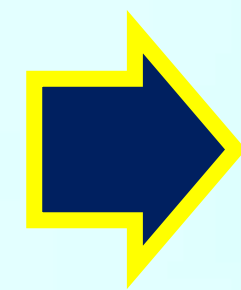
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Initial Cabin Crew Training

Initial Cabin
Crew
E-Learning



Classroom
theory



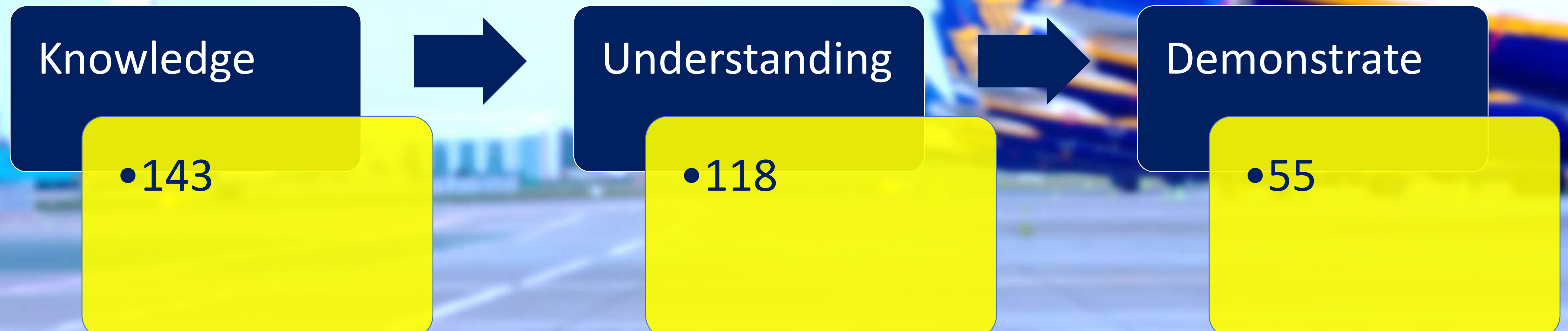
Classroom
practical
element –
REPEATED!




Competency
check for
each student

Obvious?

The number of words related to theory vs practice in the current initial cc training guidelines:



A row of Ryanair aircraft is parked on a tarmac at an airport. The aircraft are white with blue and yellow accents, featuring the Ryanair logo on the tail. The background shows a clear blue sky and airport buildings.

How can we introduce more practical exercises into our training?

By prioritising practical exercises – using every opportunity to practice.



By using portable equipment after each break and between modules




Each student shall complete a competency check for each piece of equipment.




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Story #2: Senior Cabin Crew Member Training

A row of United Airlines aircraft is parked on a tarmac. The aircraft are white with blue and gold accents, including the United logo on the tail. The background shows a clear sky and some airport buildings in the distance.


Our SCCM theoretical training in 2022 consisted of 1 day of e-Learning and 1 day of classroom training.

A row of aircraft tails, likely from a low-cost carrier, parked on a tarmac. The tails are blue with a yellow harp logo. The background shows a clear sky and airport infrastructure.

Verbal feedback from instructors included the information about the level of students' knowledge appearing 'uneven'.

We had to do something.

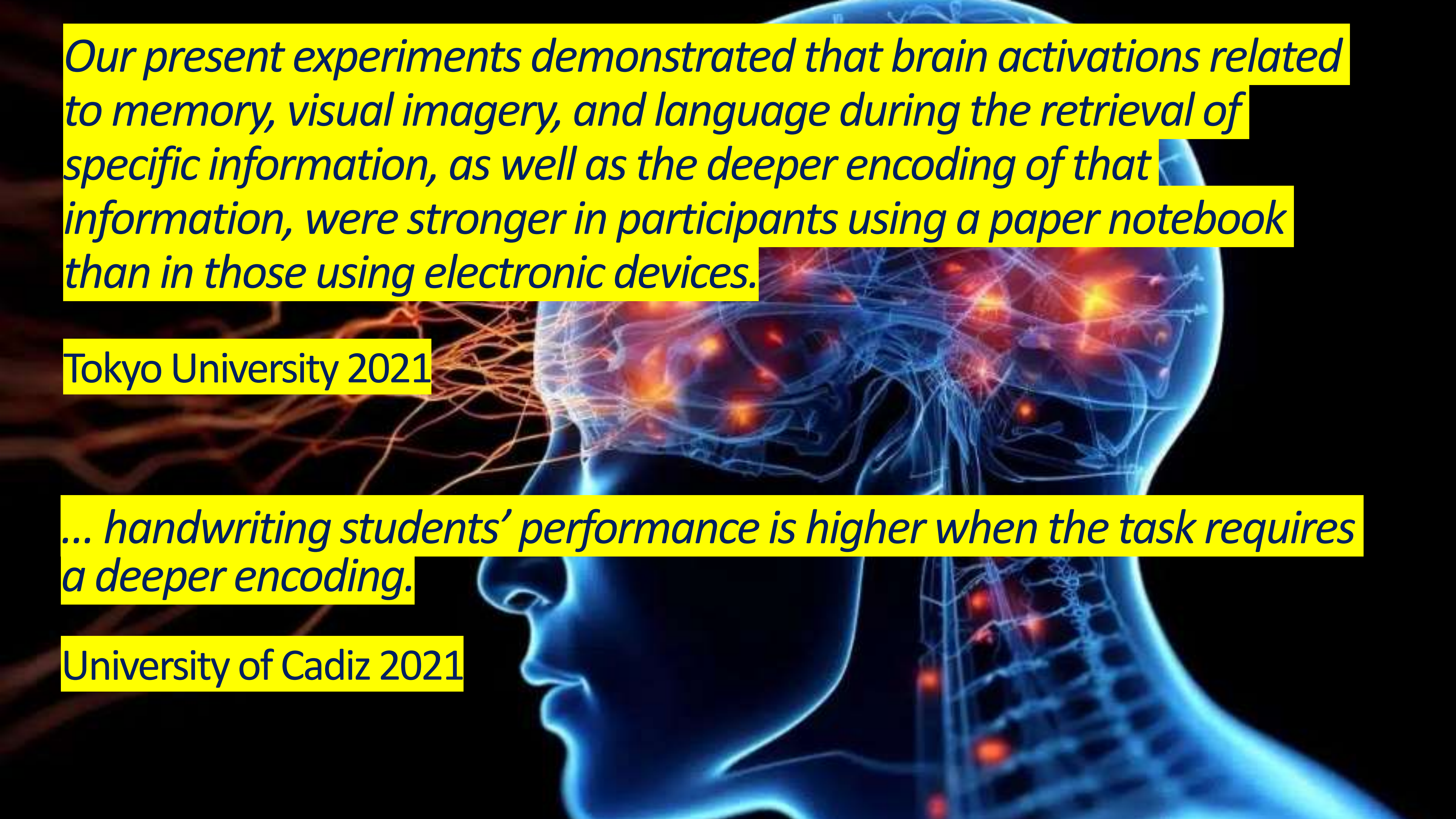


A row of Ryanair aircraft is parked on a tarmac. The aircraft are white with blue and yellow accents, including the Ryanair logo on the tail. The background shows a clear sky and some airport buildings in the distance.

We decided to enhance the e-Learning element and combine it with a training pack, which must be completed by hand.

Why?





Our present experiments demonstrated that brain activations related to memory, visual imagery, and language during the retrieval of specific information, as well as the deeper encoding of that information, were stronger in participants using a paper notebook than in those using electronic devices.

Tokyo University 2021

... handwriting students' performance is higher when the task requires a deeper encoding.

University of Cadiz 2021

How?





CHECKING IN

- As the CSS, what documentation do you need to check from the CC?
- Why is this important?

First and foremost – the CSS must be certain that all CC are qualified to operate. If there are SNYs present, they must be identified as such.





PRE-COURSE STUDY PACK

1. If you did not know the reporting location (or alternative location, e.g. late A/C), where can you find this out?
2. As the CSS, what documentation do you need to check from the CC? Why is this important?
3. What do you need to ensure is updated on the CC's VPOS? What would you do if somebody's VPOS was not updated?

I confirm I have answered
these questions in the CSS PCSP

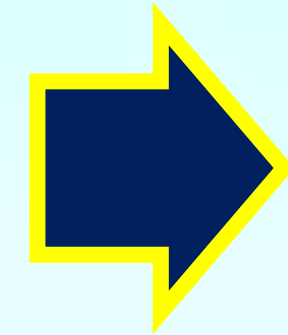
Tick
here to
confirm



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SCCM Training

E-Learning



Handwritten
answers



Online exam for
each student



Classroom exam



Classroom check
of handwritten
answers

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Story #3: Instructor Training



A row of Delta Air Lines aircraft is parked on a tarmac at an airport. The aircraft are painted in the airline's signature blue and yellow livery, featuring the Delta logo on the tail fins. The background shows a clear sky and airport infrastructure.

In the past 24 months we have recruited, trained, assessed and approved over 80 new instructors.

A row of Delta Air Lines aircraft is parked on a tarmac at an airport. The aircraft are painted in the airline's signature blue and yellow livery. The tail fin of the closest aircraft is prominent, featuring the Delta logo. The background shows a clear sky and airport infrastructure.

Part of the process is an authority assessment in one of the domains delivered by our instructors.

Occasionally, some instructors would fail this assessment.



We had to do something.



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Instructor Training

Classroom
training for
instructors



Virtual
Classroom
presentation



Authority
assessment in
classroom

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1. E-Learning and Competency Assessment - Initial CC Training

Consider increasing the amount of classroom practical training.

2. Handwritten Elements in e-Learning - SCCM Training

Consider using handwritten tasks.

3. Virtual Classroom for Instructor Assessment - Instructor Training

Consider additional virtual classroom checks.

OBRIGADO! THANK YOU!



Let's chat on LinkedIn 😊