

A-CDM Train The Trainer & E-Learning

A-CDM Coordination Group, 17 November 2010,
EUROCONTROL Brussels



A-CDM Train The Trainer Course

- **Pilot course**
 - **Location:** Vienna airport, 6 to 8 September 2010
 - **Participants:** Austro Control, Austrian Airlines, VIE (airport operator), handling agents
 - 16 training staff for full 3 days
 - **EUROCONTROL instructors:** Dave Hogg, Michael Huhnold, Dave Booth & Caroline Schmeits



A-CDM Train The Trainer Course

- **Pilot course**
 - **Programme**
 - Day 1: basic Airport CDM, presenting & interaction skills
 - Day 2: training methods, conflict mitigation, adapting available material
 - Day 3: delivering training modules

A-CDM Train The Trainer Course

- **Pilot course**
 - **Feedback from participants**
 - Michael Koegler (Austrian Airlines): *“The CDM train-the-trainer course was really worthwhile for me. On one hand it explained the true value of CDM to me and on the other hand we got an introduction to training skills. The trainers were very competent and every question was answered immediately”*
 - Manuela Knotek (Vienna Airport): *“The information session was very educational and informative. The intensive course (day 2+3) covered a lot of interesting points and ways to bring the issue of CDM among the participants. I also enjoyed the way of presenting this subject”*

A-CDM Train The Trainer Course

- **Pilot course evaluation results**
 - Course objectives achieved & training content: **90%**
 - Instructional team: **96%**
 - **Overall result: 91%**
- **Conclusions**
 - Pilot course well received
 - Advantages of onsite training
 - Couple Train The Trainer & e-learning courses
 - Train The Trainer Courses to be continued at other airports



A-CDM E-Learning Course

- **Purpose**
 - Provide airport operational staff with fundamental information about the Airport CDM concept
 - Teach the Trainee what his / her role is in an Airport CDM environment
 - In a user-friendly, easy to use material suitable to all airports



A-CDM E-Learning Course

- **Structure & characteristics**
 - 7 modules
 - Common module
 - ATCO module
 - Pilot module
 - Aircraft operator's ground staff module
 - Airport operator module
 - Ground handler module
 - Concluding module
 - 20 to 30 min. / module
 - Self assessment test at the end of each module

A-CDM E-Learning Course

- **Current status**
 - **Important delay in the storyboard delivery**
 - **New development team**
 - Final update of the storyboards – **Ongoing**
 - Development of the course interface – **Ongoing**
- **Next steps**
 - Screen-by-screen development of the modules – **Planned**
 - Stakeholders' feedback (workshop) – **Planned**
 - Integration and finalisation of the course – **Planned**
- **Target delivery date: end Q1 / beginning Q2 2011**

A-CDM E-Learning Course

Module Introduction | What is Airport CDM? | The Challenges Of Change

1 | 2 | 3 | 4

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Demo Page 01 glossary

This page demonstrates a one column text area with an area for an activity on the right.

Use the 'continue' button opposite to complete this page and move onto the next page.

This is an example of a **further study window**.

This is an example tooltip: **ATC**.

This is an example title for an abbreviation requested: TOBT.

Air Traffic Control ✖

Air Traffic Control (ATC) is a service that gives guidance to aircraft, to prevent collisions and manage efficient traffic flow. Operated by the appropriate authority, it promotes the safe, orderly flow of air traffic.

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**Thank you for your attention!
Any questions?**

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