



*Give your e-learning initiatives a smooth take off*

## Cutting-edge e-learning solutions for the aviation industry from Tata Interactive Systems

Tighter regulations, a globally dispersed workforce, skyrocketing maintenance costs, demanding flight schedules...welcome to the world of airlines! To provide a world-class traveling experience while juggling innumerable directives of various industry bodies like CAA, IATA, and JAROPS can weigh most airline companies down.

Fortunately, the solution is at hand.

### **Get off to a flying start with Tata Interactive Systems**

Tata Interactive Systems, a global pioneer in e-learning, has developed a full deck of best-in-class e-learning solutions for the aviation industry.

We have been meeting the needs of organizations like American Airlines, British Airways, Northwest Airlines, Qantas, and the United States Air Force. Our competence can be gauged from the fact that clients look upon us, not as vendors, but as partners in their success.

Our wide choice of e-learning offerings include several airline-specific programs like:

- Regulatory and compliance training on Flight Safety, Dangerous Goods Handling, Baggage Management, Aircraft Safety, Fire Fighting, among others
- Soft-skills training like Performance Management
- Functional or general activities—personal development courses like Leadership Training
- Training on routine operations such as using custom IT applications
- Technical training to cabin and flight crew
- Customized training to enhance the exclusivity of airline brands
- Consulting that includes value-added services like Training Need Analysis (TNA), Course Portfolio Management, Competency Mapping, Technological Support, and Requirement Analysis

Tata Interactive Systems has trained airlines personnel with diverse skill sets, employed in various capacities, including:

- Flight and cabin crew
- Customer-facing staff
- Cargo, ramp, baggage, and security personnel
- Administration, marketing, finance, and HR employees



Tata Interactive Systems' innovative solutions map effectively to user-profiles across functions within the aviation industry. Our effective and engaging spectrum of solutions include:

### Soft Skills Training

Introductory capsule on the Managing for Performance (MFP) program for British Airways



### Regulatory & Compliance Training

Web-based training program on Dangerous Goods for American Airlines



### Product Training

A refresher course on the Barplus retail management system for British Airways



### Game-based Learning Objects

GamBLs™ on Standard Operating Procedures at Qantas



### Regulatory & Compliance Training

Web-based program on cockpit operations for fire protection at Wicat



### New Hire Training

E-induction—aimed at creating a unique learning experience at Qantas, part of the Oneworld network.



## Soaring to new heights in e-learning

Tata Interactive Systems, a part of the \$14 billion Tata Group, is a global pioneer in e-learning. In the last 15 years we have created innovative, next-generation, custom workforce performance solutions for more than 300 blue-chip corporations, renowned educational institutions, and government bodies worldwide. Our wide spectrum of solutions is powered by:

- A global team of more than 950 multi-disciplinary specialists—project managers, software engineers, instructional designers, content developers, visual designers, and animators.
- Quality standards assessed at Level 5 in both the SEI CMM and P-CMM framework — the only e-learning organization in the world with this distinction.
- A quest for excellence, reflected in 22 prestigious industry awards.

With e-learning content developed across 950+ projects, Tata Interactive Systems' effective, custom e-learning offerings include:

- Simulations
- IT Application Training
- Regulatory & Compliance Training
- Adaptive Assessments
- Story-based Learning Objects
- Sales & Customer Service Training
- New Hire Training
- EPSS
- Business Processes & Skills Training
- Consulting

### A tradition of excellence

Not only have our projects won the appreciation of clients, they have brought international recognition by way of prestigious awards including:

- APEX 2005 Award of Excellence
- Media & Methods Magazine Award 2005
- Brandon Hall Excellence in Learning Award 2004
- Best Product Award at the British Educational Training and Technology (BETT) Show 2004
- APEX 2004 Award of Excellence
- Royal Mail Gold Vendor Award 2003
- Training Magazine's APX Award 2003 for Excellence in Courseware Design
- Best E-learning Provider, Best B2B Web Site, and Best Educational Total Comprehensive Solution at the SIIA Codie Awards 2002
- Online Resource 2002 at BETT

For custom aviation training programs that address your needs, call Tata Interactive Systems—and discover smooth take offs, every time.

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