



### **Flight Attendant Training Program developed for Qantas**

## Using e-learning to ensure better in-flight service

Qantas is the world's second oldest airline. It was founded in the Queensland outback in 1920 and is Australia's largest domestic and international airline. Qantas is also recognized as one of the world's leading long distance airlines, having pioneered services from Australia to North America and Europe. Qantas employs approximately 34,000 staff across a network, which spans 135 destinations in Australia, Africa, the Americas, Asia, UK/Europe, and the Pacific.

### **THE NEED FOR E-LEARNING**

Qantas abides by a philosophy that greatly values integrity, honesty, and ethical principles in the workplace and in society. They also emphasize training and grooming their staff members.

As a testament to their philosophy and their training goals, Qantas intended to create a refresher Web-based training program for 2000 Economy class Flight Attendants, and hence commissioned Tata Interactive Systems for designing the program.

#### HOW OUR SOLUTION HELPED

Tata Interactive Systems developed a self-paced, e-learning program for Qantas' Business and Economy In-flight Attendants on the domestic routes. The program was a training course on the new offering 'Galaxy', and was to serve as a refresher to the existing ILT course.



**The in-flight training program developed for Qantas is an effective example of how e-learning can be used to augment and reinforce instructor-led training.**

The program engaged the learners using case studies, scenarios, and exercises and reinforced their knowledge gained from the classroom-based "Exceptional Learning Course". The Web-based e-learning course had the following features:

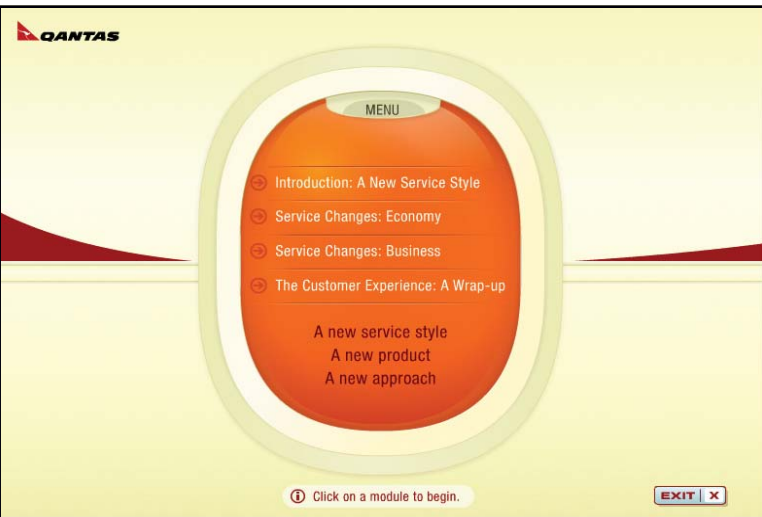
- It spanned over an hour of learning time.
- It was designed as an interesting and engaging web-based training program.
- Illustrations and images were used at all relevant places to clearly demonstrate and explain the subject matter.
- Scenarios were used to encourage the users to learn from their experience.
- A user-friendly interface allowed the learner to easily navigate through the course.
- Assessments were provided at the end of each module.

#### TECHNOLOGY USED

The training program was designed using Flash MX.

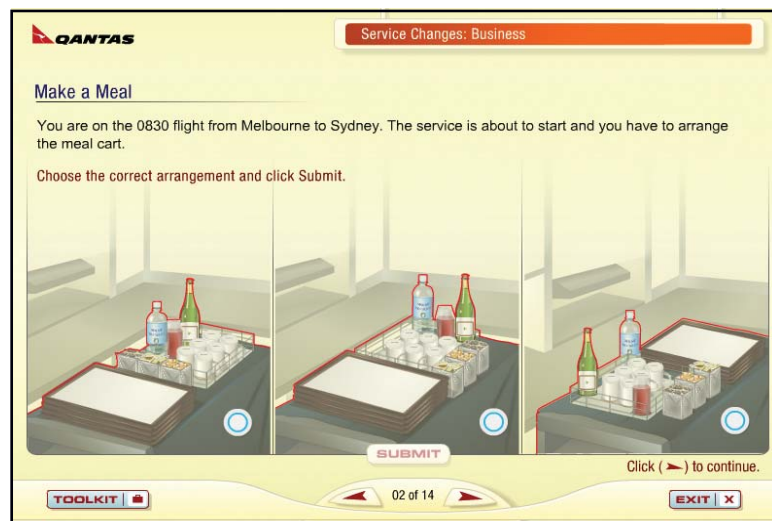
### SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of the Flight Attendant Training Program developed for Qantas. To experience our products at work, you may view our demos by registering online at [www.tatainteractive.com](http://www.tatainteractive.com).



Introductory screen showing the main menu.

Screenshot showing an exercise in the Service Changes module.



The quiz screen in the beginning of a module.

