

▶ NEW TRAINING STRATEGIES AND INNOVATIONS

f o r a n e v o l v i n g d e m o g r a p h i c

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Manager Training Delivery
28 November 2017

Introduction to Airways NZ

- **New Zealand's Air Navigation Service Provider (ANSP)**
Military and civil, domestic and oceanic
- **World's first commercial ANSP**
State Owned Enterprise 1987
- **37m sq km – 7.5% world surface**
>1 million aircraft movements
16 Control Towers
800 Staff
- **Engagements in 75 countries**



Digital disruption

Exponential change

Learn like never before

Innovative teaching methods

The Research

\$140 billion in size

Disrupting higher education

Digital distribution

TIMES ARE CHANGING

Changing needs of our learners

- When, what, how and at their own pace
- On demand

Changing needs of our employers

- Flexibility, reduced costs



AIRWAYS

making your world possible

The Tool

Cloud based media rich interactive elearning tool

Mobile Optimised

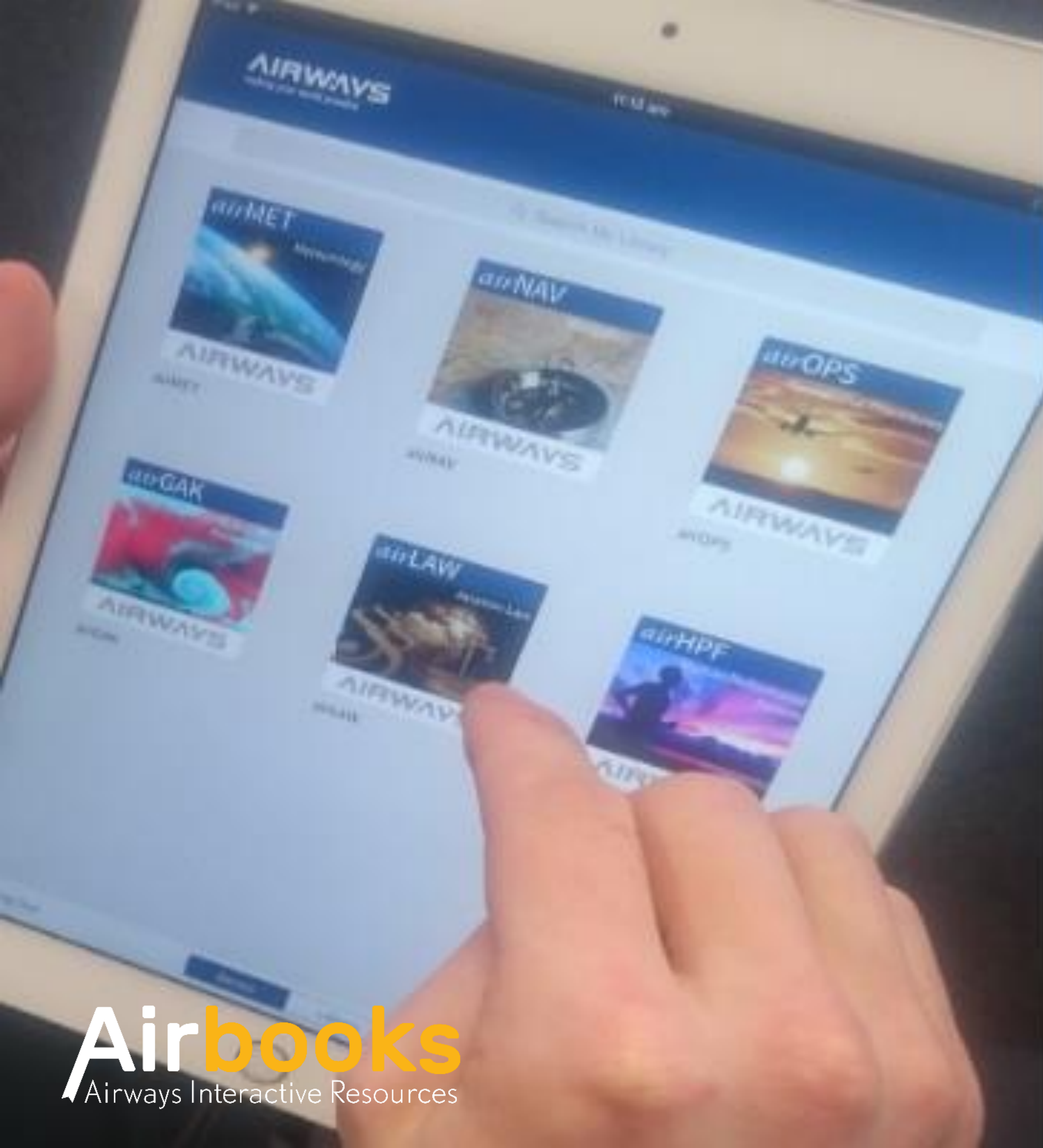
Include formative assessments with instant feedback.

Content is dynamic, up-to-date, interactive, and searchable.

Support achieving fast and cost-effective training

Cater for a new generation of learners

Cost effective



AIRWAYS



making your world possible

T h e S i t u a t i o n
In 2016 Airways were preparing to roll-out Performance Based Navigation (PBN) to a further 25 per cent of the New Zealand airspace.

T h e C h a l l e n g e
To deliver cost effective PBN training to 140 air traffic controllers within 3 months across different locations, while minimising disruption to rosters.

O u r T a r g e t s



SOLUTION

Digital, engaging, interactive learning – on demand



Learner Experience

- Self-studied theory online or offline
- At time and place convenient to them
- Undertook knowledge checks
- Quality time in the simulator
- Airbooks available during and after training
- No surprises when on position

Airbooks
Airways Interactive Resources

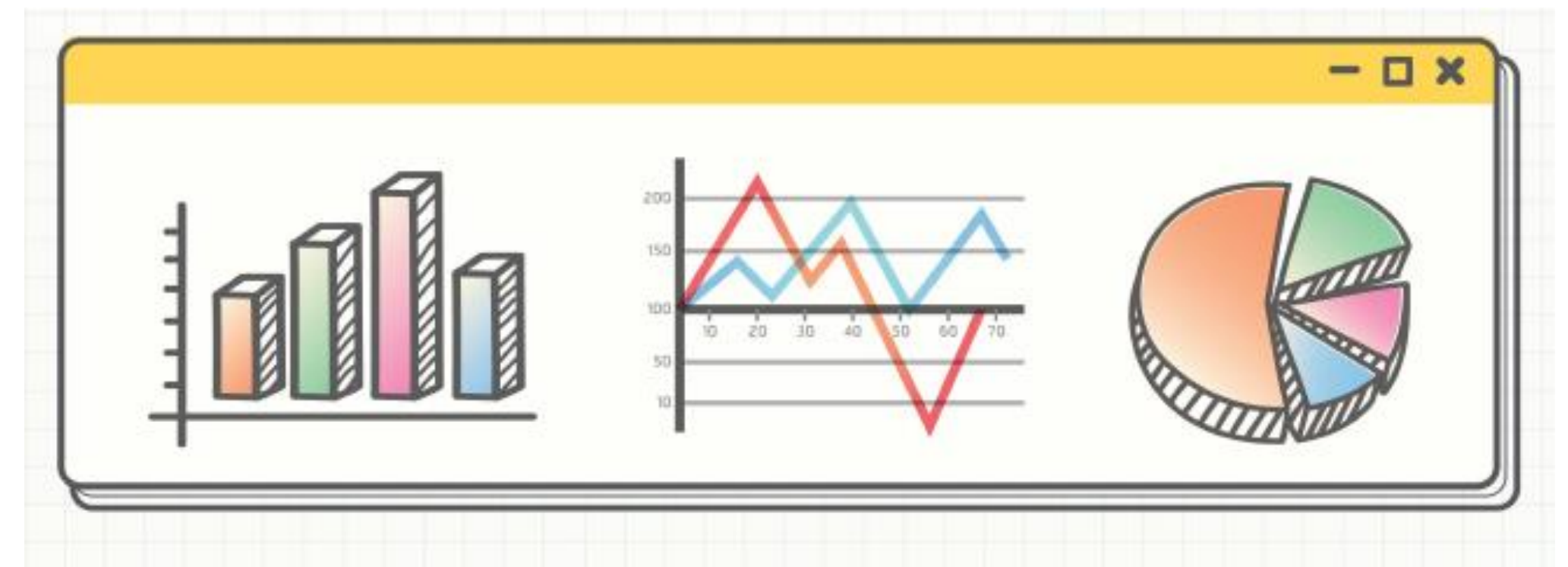
AIRWAYS



making your world possible

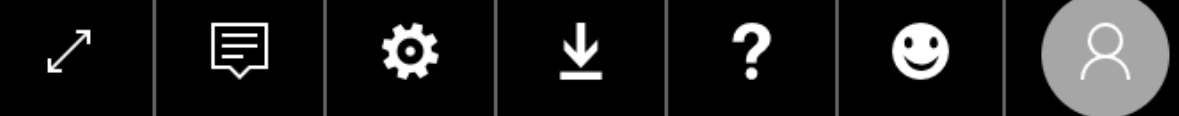
D A S H B O A R D

Traceability of learning, progress, and results



Manager Experience

- Consistency of training
- Assurance of quality (collaboration, pedagogy)
- Minimal disruption to the roster
- Dashboard to monitor progress
- Efficient rollout of PBN procedures at “Go Live”
- Better learning outcomes and kpis achieved



- Favorites
- Recent
- Apps
- Shared with me
- Workspaces
- Training Reports

Training Summary Dashboard

100

Total Users

81%

Average Final Assessments

45%

% Passed



Date

01/01/2015 31/12/2019

- Department
- Accounting
 - Business Development
 - Engineering
 - Human Resources
 - Legal

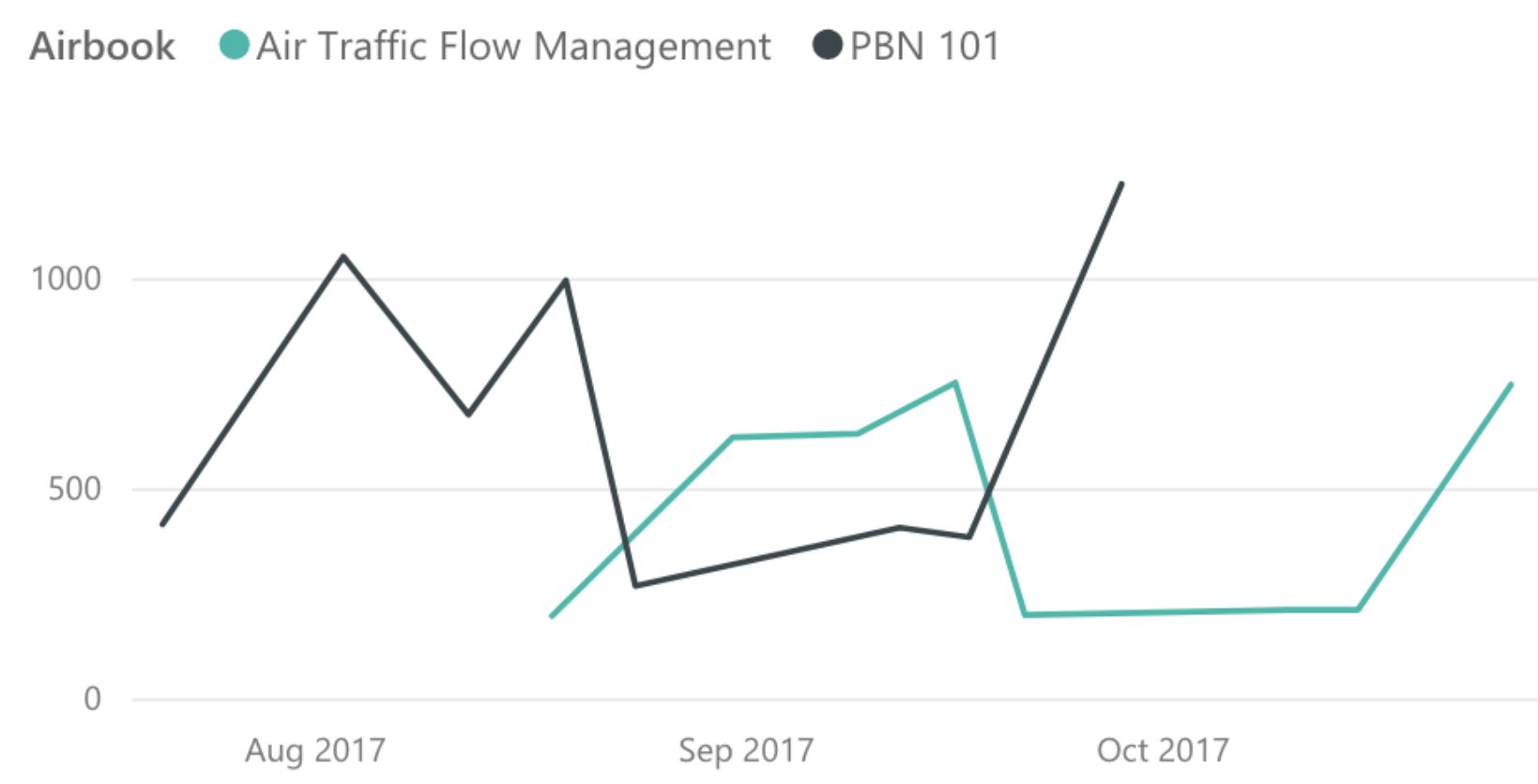
- Manager
- Adair Trask
 - Anthony Celle
 - Asher Varne
 - Cassie Klimpke
 - Colet Maskall

- Learner
- Abdul Buyers
 - Adair Trask
 - Allan Pond-Jones
 - Alphonse Grover
 - Alvin Plumbley
 - Alwyn Brandrick
 - Anson Richard

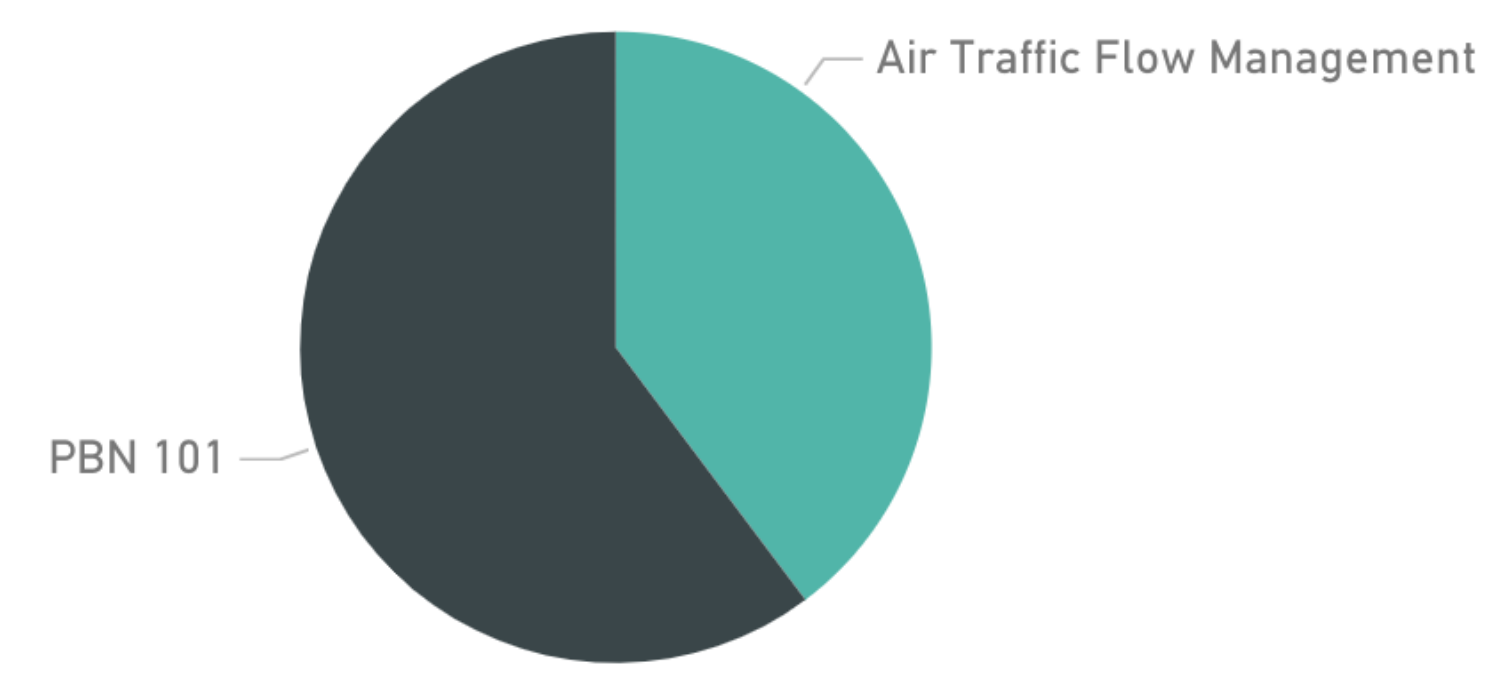
Results

Airbook	Enrolled	Passed	In Progress	Failed	% Passed	% In Progress	% Failed
Air Traffic Flow Management	58	42		16	72%		28%
PBN 101	87	69		18	79%		21%
Security Smart	100		100			100%	
Total	245	111	100	34	45%	41%	14%

Reading Mins by Date and Airbook



Reading Mins by Airbook





W H Y D I D I T W O R K

Engaging



Audio, video, images, games, easy to use

Accessible



Anytime, anywhere, re-usable, dynamic updates, re-check

Buy-In



Satisfaction and up-take by controllers

Learner

Reach



Available to all ATC's at once

Traceability



Dashboard, Analytics, Knowledge Checks,

Results



Fast, effective, targets achieved

Manager

60% 


reduction in theory
training time

3 months 

for staff to complete

140 

PBN Airbooks used

\$55K 

saved

Airbooks

CHRISTCHURCH AIRPORT

P PAY

2017 and Beyond



“Resources for ops training, initial training, compliance training, and reference manuals”



MORE INFORMATION

OPERATIONAL TRAINING

[http://refresher-
training.airbooksinteractive.com/](http://refresher-training.airbooksinteractive.com/)

INDUCTION/GENERAL STAFF TRAINING

[http://induction-
tools.airbooksinteractive.com/](http://induction-tools.airbooksinteractive.com/)

AB INITIO TRAINING

[http://atc-
candidates.airbooksinteractive.com/](http://atc-candidates.airbooksinteractive.com/)

“By investing in a high quality tool like Airbooks, we are showing our staff that we take their training seriously and meeting the needs of not only the next generation of learners, but all our staff”

JON CRAIG – AIRWAYS DEPUTY
TEAM LEADER ENROUTE

