Case study ŘLP ČR, s.p.

ŘLP ČR, s.p. By introducing a new educational method, and standardising and distributing information by means of e-Learning, ŘLP ČR, s.p. successfully fulfilled strict requirements for educating and maintaining qualification of its employees and increased the quality and safety of air navigation services provided.

Customer description

The primary task of ŘLP ČR, s.p. is to provide safe environment for air traffic in the dynamically developing civil aviation and ever changing conditions in the international air transport. ŘLP ČR, s.p. provides public aviation services to users of the Czech Republic airspace at airports in Praha-Ruzyně, Brno-Tuřany, Ostrava-Mošnov and Karlovy Vary in accordance with the legal regulations and international civil aviation standards. ŘLP ČR, s.p. needs highly competent and qualified personnel in order to provide safe and professional air navigation services.

Education development project in ŘLP ČR, s.p.

ŘLP ČR, s.p. is required to carry out prescribed training and education to verify the competence of its aviation personnel in accordance with the following taxonomy stipulated by *Eurocontrol Standards for Regulators*:

Level	Categories of learning
0	be aware
1	knowledge
2	comprehension
3	aplication and low level skill
4	aplication and higher level skill
5	aplication and higher level skill and analysis

learning

Until 2000 the required training, education and testing of the aviation personnel's competence was organised in the form of lectures, lessons, independent study of regulations, practical training on simulators and on-site training at worksites providing operational aviation services. Only a small number of tuition modules were available from the LMS Eurocontrol server. These methods covered the study levels 0, 1 and 5. However, no suitable tuition methods were available at ŘLP ČR, s.p. for the required study levels 2, 3 and 4. CBT, WBT, Individual Simulation and Structured Briefing forms were not available. These forms of study for the study levels 2, 3 and 4 were fully addressed by e-Learning. The Build-in-house method was used in view of the required interactive qualities of tuition modules and based on the completed analysis of suitable tuition

distribution form. TMD (Training Module Developer) were trained and tuition was designed as a turnkey contract using internal resources of ŘLP ČR, s.p. This approach helped to ensure timely distribution of teaching modules and accuracy of the specialised content.

E-learning project under way

In 2000, the company decided to introduce E-learning at the Operational Division.

ŘLP ČR, s.p. purchased the Toolbook Instructor software from Kontis, s.r.o. and used the software to program individual lessons.

The tuition used the CBT form; the courses were distributed for individual PCs directly on HD.
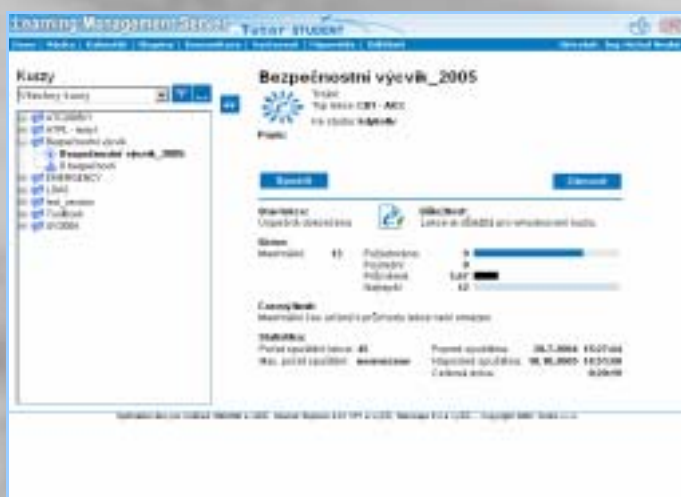
In 2001, ŘLP ČR, s.p. was considering introducing E-learning in training at all regional airports in the Czech Republic (Karolovy Vary, Brno, Ostrava).

Řízení letového provozu
České republiky
(Air Traffic Control Czech Republic)
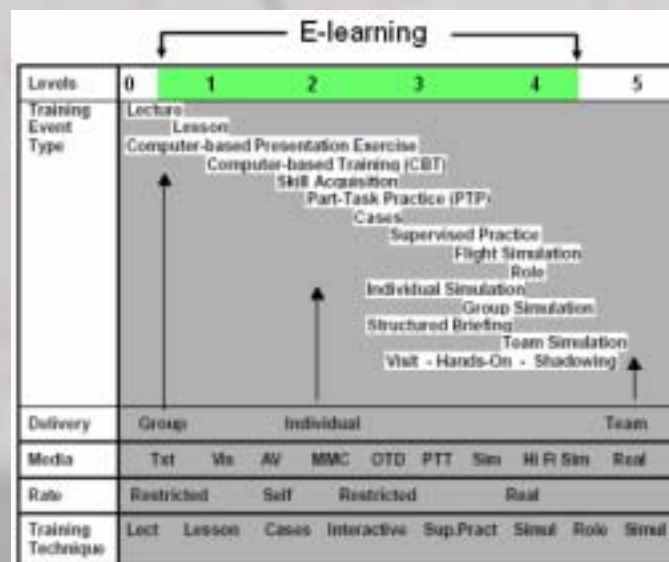
Case study ŘLP ČR, s.p.

KONTIS
e-LEARNING

Subsequently, an analysis of the time required for design and in particular administration of lessons for these regions was completed and the findings showed that using LMS, i.e. the WBT form for E-learning will significantly reduce the time demands of allocation and administration of individual lessons and simplify distribution of training lessons. This is why in 2003 the company decided to establish their own LMS based in Prague and connect all regional airports to this education system.

i-Tutor, a product of Kontis s.r.o. was selected as the control software for the training server especially due to its full compatibility with Eurocontrol and the Toolbook Instructor development environment.

The graphics of i-Tutor were modified for the needs of ŘLP ČR, s.p. to comply with the organisation's graphics manual and the product was successfully launched after three months of test operation.

ŘLP ČR, s.p. currently owns 8 development licences for the Toolbook SW for designing lessons and LMS for distributing these lessons and archiving results. The company uses LMS i-Tutor to administer 670 student accounts, including regional airports. There are 15 electronic education modules designed by the TMD (Training Module Developer) group of eight developers formed by integrating specialists from individual air traffic control worksites. Including technical system support worksites in the process management of training is planned in future.

Owing to their experience with a functional E-learning project (with the assistance of the i-Tutor server) ŘLP ČR, s.p. currently cooperates with IATA (International Air Transport Association) on the ASSET project (Aviation Standards & Solutions in E-training).

Statement by the Project Manager

E-learning is a very broad term with an ambiguous definition. However, in essence it represents application of information technology to the process of learning and education. IT influences all industries and teaching is no exception. Future development in IT will be accompanied by development of E-learning. This is why our company established its close and successful cooperation with Kontis, s.r.o.

Jiří Řehoř
E-learning Project Manager
Operational Division
ŘLP ČR, s.p.