

## BUSINESS IMPACT

**Reduced** classroom  
**time** by 25%

**Boosted** learner and partner  
**satisfaction** by 20%

**Increased ROI** by 30%

# CASE STUDY

## Creating a Modern Aviation Technician Training Program for EASA Certification



### SITUATION

Lufthansa Technical Training (LTT) is an independent global training provider for staff involved in the maintenance, repair, and overhaul industry for aircraft, engines, and components of civil aviation. When Adobe announced the discontinuation of Flash support by the end of 2020, LTT recognized it was critical to address the change and took the opportunity to refresh and enhance its overall approach to technical training design, delivery, and implementation, as well as ensure an exceptional learner experience.

### The Challenge

LTT was looking to upgrade their legacy technician training program to a modern learning solution. They needed the solution to have both web-based and mobile versions so that it was truly accessible anywhere, anytime. It also needed to cater to technicians at varying competency levels as described below.

- CAT A = Level 1 and 2
- CAT B1 = Level 3 (airframe and systems related)
- CAT B2 = Experienced – Avionics (LEVEL 3)

The intention was to reduce dependence on skills and competency classroom training, ensure consistency, and decrease trainer workload. It was crucial the training program covered all EASA Part-66 modules. This included 17 separate modules on aircraft maintenance, as well as additional modules on Fuel Tank Safety and Technical Aviation English for non-native speakers of the English language.

**Innovative BLENDED  
LEARNING** to  
support 1000+  
users a year



## GP Strategies® Solution

GP Strategies designed a comprehensive solution with multiple modules that not only catered to LTT's organizational requirements, but also provided holistic support to the LTT team for a blended approach. The learning, which was highly technical and complex in nature, also had to be engaging and impactful for learners. The portfolio of modules covered science and math concepts, aerodynamics, aircraft structures, components, and systems and provided knowledge on aircraft maintenance.

The key elements of the solution included:

- Approximately 400 hours of web-based training (WBT) that was housed in the LMS
- More than 5,000 immersive microlearning objects
- More than 150 minigames for Technical Aviation English
- Comprehensive media asset library that supported trainers in a classroom setup
- Mobile-ready content design and technology integration for access anywhere, anytime

## Business Impact

By upgrading their training, LTT has increased their overall training quality. With state-of-the-art animations and high-quality images, complex technical content is now explained in a much clearer manner. This saves training time and increases learner satisfaction.

- Reduced classroom time by 25%
- Boosted learner and partner satisfaction by 20%
- Increased ROI by 30%

This digital technical training program provides LTT learners the perfect opportunity to practice the technical skills required to work in the aviation industry.

To learn more about GP Strategies' BLENDED LEARNING STRATEGIES AND INNOVATIONS, visit <https://www.gpstrategies.com/solution/digital-learning/>

## About GP Strategies

Founded in 1966, GP Strategies delivers performance improvement programs that strategically align with your unique business objectives and differentiate your global workforce, leaders and salespeople to ensure business excellence. Our sole focus is performance improvement, and everything we do, from technical and compliance training to process improvement and human capital technology integration, is focused on helping your organization deliver meaningful results. Visit [gpstrategies.com](http://gpstrategies.com) for more information.

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