

# Multimodal learning in Cabin Crew initial training

A CBTA perspective

Victor A. Potesta, Head of Commercial Aviation Program  
Columbia Institute - Lima, Perú

**Initial training for Cabin Crew is a time of immense happiness, but also a period where a lot of new information is learned and processed in order to become competent for the role.**



# Legacy training

## Any good?

- Most of us have survived too long, super technical, and full of information training sessions.
- No interaction other than asking questions for the participant.
- Training sessions centered on the instructor/facilitator, not the student.





# Active training


## New gens love it!

- We need to shift towards a more inclusive "I'm in" training mode.
- Utilizing sensory stimulation is key for meeting the active learning expectations of new generations.



# WHY?





**Not all of us learn the same way, so we must direct our training experience to be as sensory-stimulating as possible.**

# How do we learn?

V  
A  
R  
K





# Visual learner

## Favors images, graphics, colors

- Visual learners require visual stimulation to acquire new information.
- Banners, posters, and drawings are all great tools for initial training, and can help your visual learners succeed.





# Auditory learner

**Favors sounds, listening, conversations**

- Many people need sound stimulation to learn effectively.
- Videos, sound clips, and narration are essential tools for auditory learners.





# Read/write learner

## Favors taking notes and using session guides

- Visual learners process information through a combination of reading and writing.
- Writing helps them learn, while reading helps them understand.

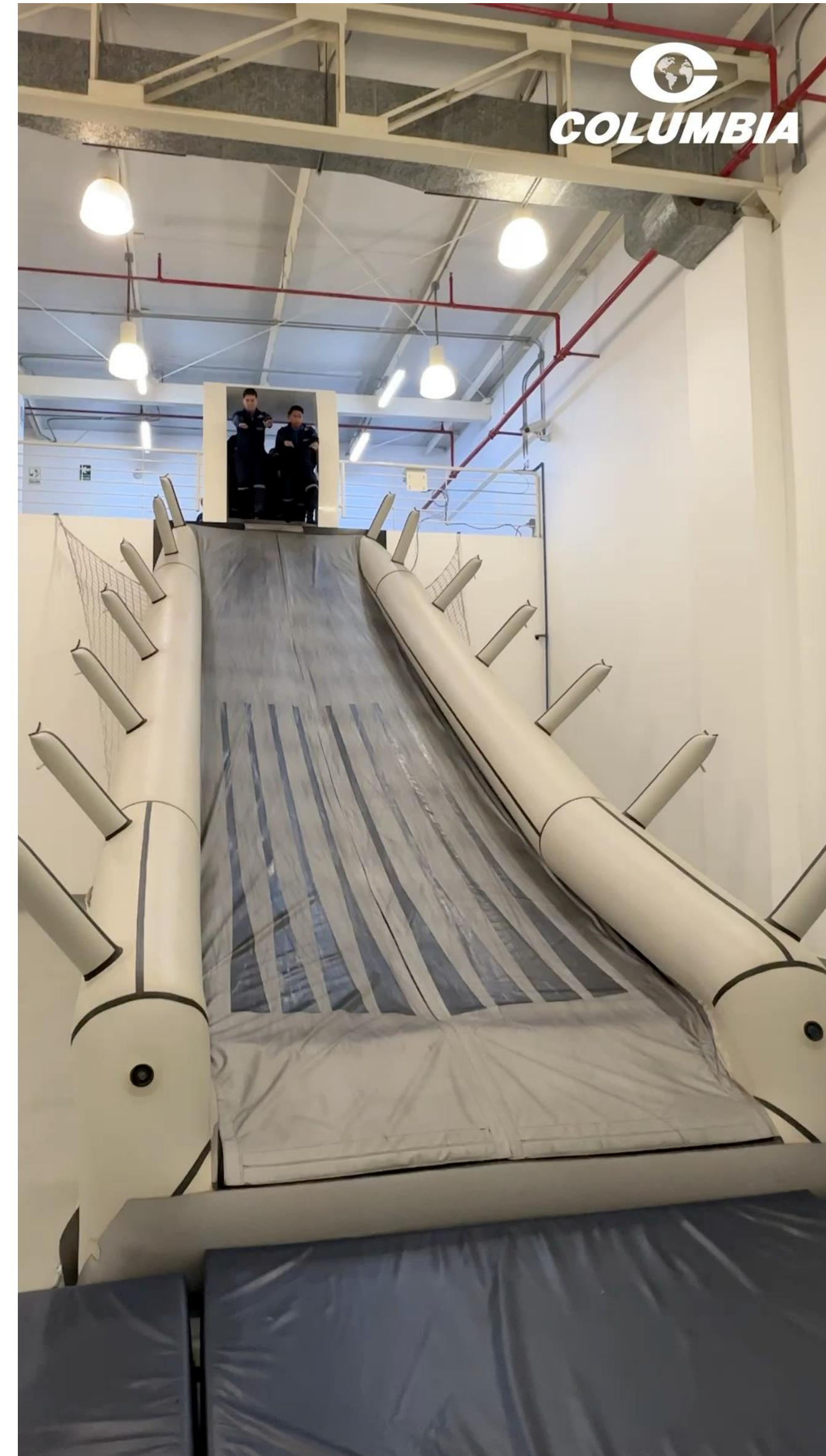




# Kinesthetic learner

## Favors doing, role plays, scenarios

- To effectively learn, kinesthetic learners require physical activity and active participation during training.
- Without these elements, they are likely to lose interest and disengage from the material.
- It is essential to incorporate interactive and hands-on activities into training sessions to ensure that they remain engaged and motivated.





# Using VR for VARK

## Visual, auditory and kinesthetic at once

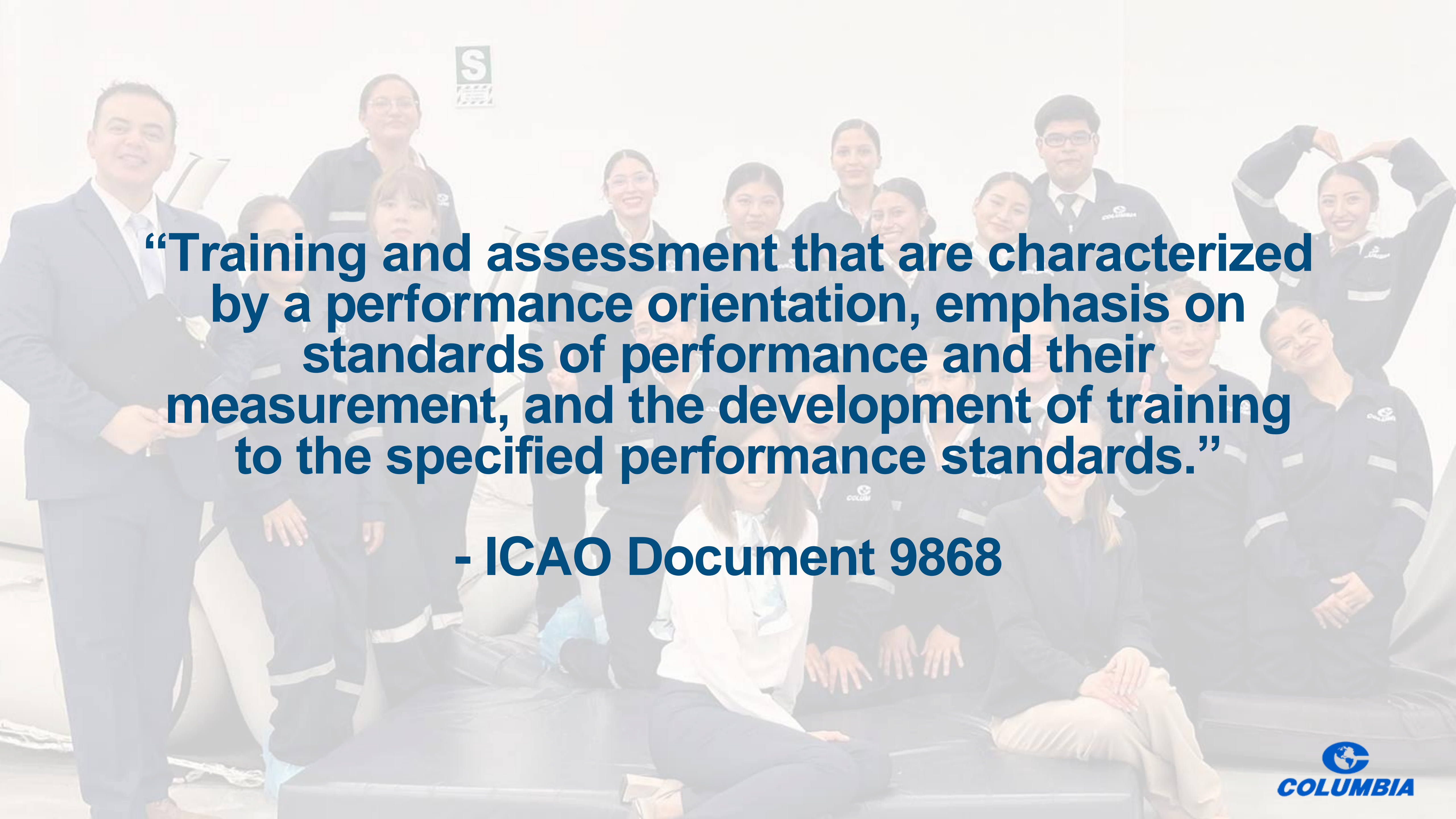
- This cutting-edge technology seamlessly integrates three out of four learning modes, making it an incredibly effective tool for training.
- VR provides a safe and cost-effective way to get hands-on initial operational experience.





# CBTA





**“Training and assessment that are characterized by a performance orientation, emphasis on standards of performance and their measurement, and the development of training to the specified performance standards.”**

**- ICAO Document 9868**



# Competence:

“Knowledge, skills and attitudes to carry out activities”

**KNOWLEDGE**  
(Practical  
understanding)

**SKILLS**  
(Ability to do)

**ATTITUDES**  
(Behavior)

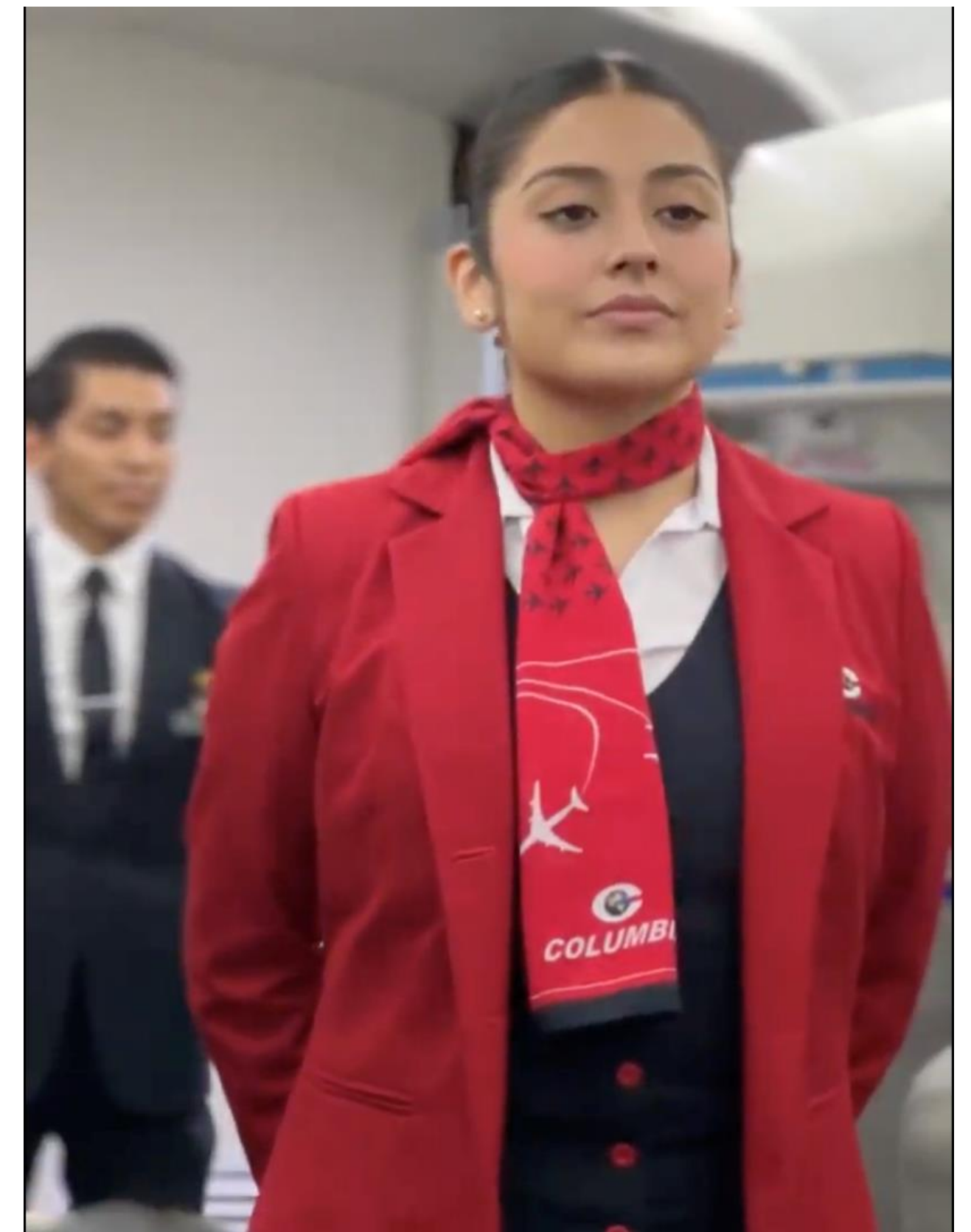




Knowledge



Skills



Attitudes



# Initial Training





# Cabin Crew



# Thank you!

