

Frequently Asked Questions

1. Does Lufthansa Technical Training offer online training?

Yes, Online Distance Learning (ODL) training can be scheduled like any other courses from our portfolio. Online training is conducted by using a state-of-the-art video conferencing tool and integrating the same high-quality learning materials such as schematics and virtual aircraft simulations. Demo sessions can be provided for customers upon request.

In principle, all theoretical trainings can be conducted via ODL. Unfortunately, online examinations are currently not possible; these can be conducted within three years after the theoretical training. Lufthansa Technical Training provides support with refresher courses and other exam preparation methods.

2. Is ODL approved by a Civil Aviation Authority?

ODL of Lufthansa Technical Training is approved by the German Federal Aviation Office (LBA).

3. What about practical training?

Practical training must be conducted physically on-site.

4. How much time is needed to plan an ODL training?

Basically, there is no difference between ODL training and other trainings from our portfolio. The availability of the instructor must be checked.

5. How much does an ODL training cost?

We will be happy to offer you a tailor-made solution and proposal for your training needs.

6. How many trainees can participate in an ODL training?

The same number of trainees applies as for classroom training. This can vary from training to training.

7. Will the course schedule be changed?

No, the course schedule does not change. The course schedule and the training times can be adjusted according to the customer requirements. The total number of training hours remains the same.

8. What kind of IT equipment is required? Is a PC, a laptop or a tablet sufficient? Do we need a software?

Basically, a laptop, PC or tablet with internet access and a stable internet connection is sufficient. A large screen, a headset with a microphone and an overall workstation-like and interference-free environment are recommended.

You do not need any additional software. The LTT instructor conducts the training with a videoconferencing tool (browser-based application; a license from the customer is not necessary). Our Customer Service will send you an e-mail with the web link for our video conferencing system and further information for your participation on time.

9. How do trainees receive an invitation to their ODL training?

At the latest 24 hours before the training, the customer or trainee receives all information material related to the training, such as login data and a brief introduction for the video conferencing tool.

10. What kind of trainee information is necessary to access the video-conferencing tool / the training?

A personal e-mail address, a declaration regarding the data protection information confirmed by the trainee and all information necessary for producing the participation confirmation and certificates are required after the completion of the training.

11. How does LTT provide training materials?

The training materials are sent electronically as PDF files via FileXchange to the trainees' e-mail address. A3 schematics, panel description manuals and similar materials in printed form (if required) will be sent to the customer by postal mail.

12. Do trainees have chance to give feedback about the ODL training?

Yes, each trainee will receive a survey link to evaluate the ODL training after completion of the course.

13. Can trainees record the training sessions?

No, it is not permitted to record training sessions and trainees have to declare that in advance. Furthermore, our video conferencing tool settings do not enable to record a session.

14. Are trainee information and data secured? (e.g. e-mail address)

Absolutely! The servers are located in Germany and there is an end-to-end encryption. Furthermore, unauthorized third parties have no access to the training/meeting (due to the password, which the participants have to enter). Each participant is personally identified by the instructor when dialing into the training session.