Frequently Asked Questions

1. **Does Lufthansa Technical Training offer Online Training?**
   Yes, Online Distance Learning (ODL) trainings can be scheduled like other courses from our portfolio. Online trainings are conducted by using a video conferencing tool and the same high-quality learning materials as schematics and virtual aircraft simulations. Demo sessions can be provided for customers.

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

2. **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.

3. **How much does an ODL training cost?**
   We will be happy to offer you a tailor-made solution for your training needs.

4. **What kind of IT equipment is required? Is a PC, a laptop or a tablet sufficient?**
   Basically, a laptop, PC or tablet with internet access and a good internet connection is sufficient. You do not need any software. Our Customer Service will send you an e-mail with the web link for our video conferencing system and further information for participation on time.

5. **How many trainees can participate in an ODL training?**
   The same number of trainees applies as for classroom training. This varies from training to training.

6. **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 to the video conferencing tool.

7. **How do you 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 post.

8. **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.

9. **Can I 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.