

# Remote Training Solutions



The voice that guides you.  
Always.®

## Training, the key to success

Training is the way users have the possibility of understanding the technical features and capabilities of complex, redundant, future-proof, yet easy-to-maintain systems like those manufactured by SITTI.

SITTI has always paid great attention to offer clients excellent training courses at different customized levels, according to their needs. High skilled personnel with long experience lead the courses aiming at providing the trainees with all information about the equipment and ancillary devices.

Along with traditional courses carried out at SITTI headquarters or at the customer's premises, remote training is also available.

## Type of courses

Different kinds of courses can be run:

**Technical Training** - To provide all necessary guidelines to the technical team that will be working on the Voice Communication System. This course especially focuses on the description of the system architecture and its functions, management and setting-up, including all maintenance procedures.

**Operational Training** - To teach Radio and Telephone Operators the correct use of the VCS Controller Working Positions.

**Train-to-Trainer Training** - To provide a support guide for trainers designated to instruct the technical team that will be working on the Voice Communication System. The course describes the main procedures to manage, control and maintain the system with special attention to the information to be transferred to the students the trainees will teach in turn.



## Remote Learning

Remote learning is a means of training that avoids travelling without losing the benefits of excellent education on the systems being presented by the trainer.

The reason for opting for remote training can be multifold, from remote physical distance to limited time available, or from governmental restrictions to cost reduction, or from travel visa to health reasons.

Remote learning provided by SITTI is organized in such a way that all needed information is available to the students as if the training lessons would have taken place physically. Trainees have access to the trainer for all questions they may have, according to the type of remote learning facility chosen.



## Remote Training Modes

SITTI has developed two remote training methodologies for supporting customer remote training needs:

- **Online Training**
- **Computer Tutorials**

The first typology provides training sessions that envisage the possibility of simultaneous interaction between SITTI trainer and the trainees. Both theoretical and practical sessions are provided, during which possible questions can be asked immediately to the trainer.

The second typology is based on training tutorials focused on specific topics, in accordance with operational needs of the trainees. Each module is supported with presentation, tutorials and evaluation tests.

Online training is just as being in a classroom, although remotely at a distance, while tutorials have the advantage of being watched at any time during the day.

## Audience

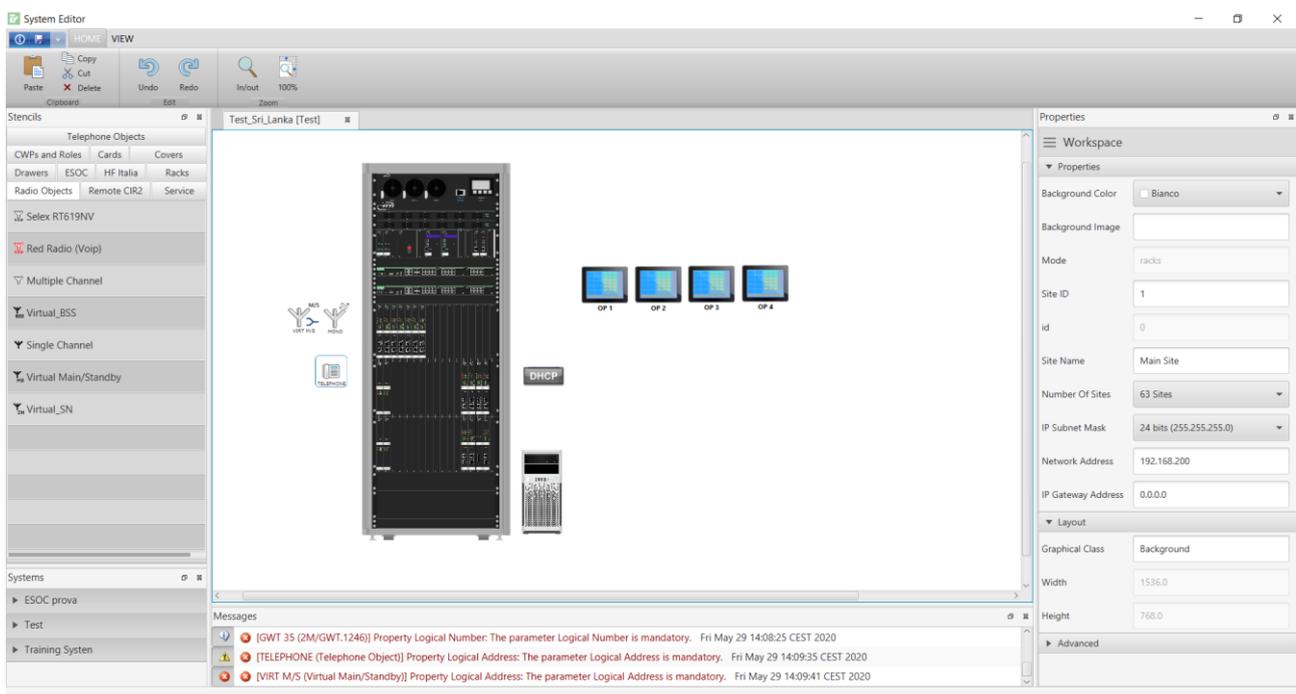
Both remote training modes are intended for both new VCS equipment users and to already established customers who need to refresh or deepen the knowledge on specific system aspects:

- ✓ ATCOs
- ✓ ATM Engineers
- ✓ Maintenance staff
- ✓ ANSP Officials

Current system and network knowledge of the participants is of course taken into consideration when organizing the training sessions.

## What is needed?

All software required for attending the training is made available to the customer by SITTI. Trainees must have a dedicated PC or laptop with installed Microsoft® Windows® (at least version 7) and a stable internet connection with sufficient bandwidth.



## Remote Training Execution

**Online training sessions** are run by means of live videoconferences based on the very flexible Zoom® conferencing tool, although other tools can be used instead on request. SITTI will set the login policies necessary to participate to the training.

Once the web conference is established, the training session is performed by means of dedicated dynamic slideshow presentations and auxiliary training material, such as documentation, software applications, audio and video tutorials, etc.

Trainees always have the possibility of interacting with the instructor either by using the embedded chat feature or by simply speaking into their microphone.

Theoretical concepts are explained in parallel with practical demonstrations and activities directly performed by trainees who take the control of the training systems by means of the SITTI Management and Monitoring software which they access through the Zoom® Remote Control or TeamViewer®.

In addition to all this, a video camera is also available all time at the trainer side, so as to drive the attention of the trainees to specific details and/or the results of operation commands given locally or remotely.



**Computer tutorials** are available for most of the topics related to the functional and technical management of a VCS. A well-structured learning path is proposed to the trainees through dynamic presentations, step-by-step video tutorials and specific documentation aimed at providing them with all required information.

## Assessment and certificate

At the end of each section of the training course, multi-choice assessment questions help the trainee understand his/her knowledge level.

A certificate of attendance is issued by SITTI at the conclusion of the training course.

