

A training platform that cut airline course updates from weeks to hours

A European low-cost airline — Software Development Engineer (AWS)

The airline's staff training was slow and expensive to update. Every change meant re-recording video with human instructors. Our CTO helped build a platform that took course updates from weeks to hours, with AI video lessons, a cited Q&A assistant, and voice practice that replaced paired role-play.

Weeks→hrs

COURSE UPDATE TIME

82%

QUESTIONS SELF-SERVED

4.8k

QUESTIONS ANSWERED / MONTH

47%

FEWER SME ESCALATIONS

THE CHALLENGE

Operational training inside a major airline is an unglamorous, expensive, never-ending workload. New staff need training, current staff need re-certification, rules change, and the workforce spans many languages and locales. The business pain was update speed and cost: recording video courses with human instructors was slow, and every content change meant booking studio time again, so material was often out of date and the training team was permanently behind.

WHAT I DID

- Course delivery via Synthesia. Course material authored in markdown, fed to Synthesia to generate video lessons with selectable presenters and languages. Updating a course means re-rendering the affected lessons, with no studio time.
- Q&A assistant on Bedrock with RAG. A trainee could ask "what's the procedure for X?" mid-course; the assistant retrieved the relevant section and answered citing it. Grounding was essential. This is training material, not chit-chat.
- Voice practice via Lex + Transcribe. Scenarios like customer-service handling need speaking practice. Lex modelled the dialogue, Transcribe handled speech-to-text, and we scored the trainee's response against a rubric.

OUTCOME

Updating a course module dropped from weeks to hours, the change that mattered most to a team that was always behind, and re-recording with human instructors was eliminated. The Q&A assistant answered with citations into the course material, which made trainers comfortable with what trainees saw. Voice practice covered scenarios that previously needed paired human sessions, freeing trainer time. The platform ran across multiple modules in multiple languages.