CELESTE AIR
FORMACIÓN · TRAINING

INSTRUCTIONAL PLAN

# Protecting Passenger Data

Rise 360 module · 44 blocks · built with the rise-instruccional method: the author's text stays word for word; only the block, the layout and the images are designed.

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| **Client** | Celeste Air (fictional airline) |
| **Program** | Celeste Air Academy · Customer Service Essentials |
| **Resource title** | Module 2 · Protecting Passenger Data |
| **Resource type** | Rise 360 module |
| **Instructional designer** | Eduardo Tenjo |
| **Copyright** | © 2026 Eduardo Tenjo. Portfolio sample. |
| **Learning objectives** | Identify the passenger data you handle during a normal shift.<br>Apply four rules to protect it at the desk and at the gate.<br>Respond correctly when passenger data is exposed. |
| **Content** | Written for this portfolio sample; Celeste Air and its policies are fictional. |
| **Scope** | Introduction, three topics with knowledge checks, closing, a two-scene practice scenario and a «Behind the Design» lesson. |

**How to read this plan:** one row per Rise block, in order. «Block type» is the technical name in the block library; «Notes» holds the elements that open with a click (cards, pop-ups, process steps) and audio scripts. Topic rows are shaded.

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
|---|---|---|---|---|---|
| 1 | **CustomBlock-Introductions** | Every booking we handle carries someone's personal information. | — | Present a Custom Block-Introductions with the suggested photo. | Photo:<br>– check-in agent holding a passport<br>– airport check-in counter passport<br>– airline agent checking travel documents<br>– passenger handing passport at counter<br>– boarding pass and passport on desk |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
|---|---|---|---|---|---|
| 2 | **QuoteB** | Passengers trust us with their names, their documents and their plans, and they expect that trust to be kept. | — | Quote B follows, with a circular icon and without the author field. | Icon 1: handshake / trust |
| 3 | **StatementB** | This module shows how to keep it during an ordinary shift. | — | Statement type B follows. | — |
| 4 | **Paragraph** | By the end of this module, you will be able to: | — | Introductory sentence for the objectives. | — |
| 5 | **FlujoNumerado3** | Identify the passenger data you handle during a normal shift.<br><br>Apply four rules to protect it at the desk and at the gate.<br><br>Respond correctly when passenger data is exposed. | — | Show the three objectives as a numbered flow, one sentence per step. | — |
| 6 | **ImagenFondo+txt** | **What counts as passenger data** | — | Present the topic title over a full-width background photo. | Photo:<br>– passports and boarding passes on airport desk<br>– passenger documents close-up<br>– travel documents airport<br>– airline counter paperwork<br>– passport stack |
| 7 | **StatementC** | **Personal data** is any information that **identifies a person**, directly or indirectly. | — | Statement type C follows. | — |
| 8 | **Texto+img_derecha** | At the desk, you see it all day: names, booking references, passport numbers, phone numbers, email addresses and seat assignments. | — | Show text and image in two columns; image on the right. | Photo:<br>– agent screen with passenger booking<br>– check-in desk computer airport<br>– airline reservation system screen<br>– agent typing passenger details<br>– airport counter monitor |
| 9 | **Divider_título** | Sensitive data | — | Present the subtopic title. | — |
| 10 | **Importante+Audio** | Some data needs extra care because exposing it can cause serious harm. | Audio: Some data needs extra care because exposing it can cause serious harm. | Important block with audio follows. The audio script is in Notes. | — |

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| 11 | **Paragraph** | We call it sensitive data: | — | Introductory sentence for the flashcards. | — |
| 12 | **Cards4_color** | Travel documents<br>Payment details<br>Health and assistance needs<br>Information about minors | **Travel documents**<br>Passport and visa details can be used to steal a passenger's identity.<br><br>**Payment details**<br>A card number written on a note or read aloud can be used for fraud within minutes.<br><br>**Health and assistance needs**<br>A wheelchair request, a medical condition or a special meal can reveal a passenger's health or religion.<br><br>**Information about minors**<br>The details of unaccompanied minors and the contacts of their guardians need the strictest protection. | Instruction and flashcards with four cards; titles on the front, backs in Notes. | — |
| 13 | **Divider_título** | Where passenger data lives | — | Present the subtopic title. | — |
| 14 | **StatementB** | Passenger data doesn't only live in the booking system. | — | Statement type B follows. | — |
| 15 | **CustomeBlockBio** | It is also on boarding passes, baggage tags, printed passenger lists, screens that face the queue and in the conversations you have at the counter. | — | Present a Custom Block Bio with the text and the suggested photo. | Photo:<br>– baggage tags and boarding passes<br>– airport check-in queue screen<br>– printed passenger list clipboard<br>– bag tag printing airport<br>– check-in counter conversation |
| 16 | **CustomBlockDoble** | A boarding pass barcode, for example, contains the passenger's name and booking reference.<br><br>With those two details, anyone can open the booking online and see or even change the trip. | — | Present a double Custom Block with a connecting arrow between both cards. | Icon 1: boarding pass barcode<br>Icon 2: open laptop / unlocked booking |

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| 17 | **Question_Check** | Which of these is sensitive passenger data?<br><br>a) The flight number<br>b) The departure gate<br>c) A request for wheelchair assistance<br>d) The seat assignment | — | Present the question and the options. The correct answer is C: a request for wheelchair assistance. | — |
| 18 | **ImagenFondo+txt** | **Four rules at the desk** | — | Present the topic title over a full-width background photo. | Photo:<br>– airline check-in desk agent working<br>– airport counter professional<br>– gate agent at desk<br>– airport customer service counter<br>– agent at departure gate |
| 19 | **StatementA** | Protecting passenger data comes down to four habits you can apply on every shift. | — | Statement type A follows. | — |
| 20 | **Divider_título** | Need to know | — | Present the subtopic title. | — |
| 21 | **CustomBlockIcono_callout** | Access only the bookings you are working on, and only the information you need to help the passenger in front of you. | — | Present a Custom Block with an icon. | Icon 1: magnifying glass on a single file / need to know |
| 22 | **CustomBlocktip** | Looking up a celebrity's booking or a neighbor's trip out of curiosity is a data breach, even if you never tell anyone. | — | Show a Custom Block tip with the text and the suggested photo. | Photo:<br>– curious person looking at screen<br>– employee browsing records<br>– person peeking at monitor<br>– office worker curiosity screen<br>– snooping on computer |
| 23 | **Divider_título** | Share the minimum | — | Present the subtopic title. | — |
| 24 | **Time2** | Before you give any information, make sure you know who you are talking to.<br><br>Over the phone, ask for the booking reference and at least two other details that only the passenger should know. | — | Show a two-paragraph timeline. | — |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
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| 25 | **Imagen+txt2columnas** | Never confirm whether a specific person is on a flight.<br><br>Relatives, journalists and callers who say they are police officers must go through the official channel. | — | Show text in two columns with the suggested icons. Unify both cards with a background color. | Icon 1: crossed-out passenger list / do not confirm<br>Icon 2: official channel / forwarding |
| 26 | **Divider_título** | Keep it out of sight | — | Present the subtopic title. | — |
| 27 | **Hotspot_radial4** | Screen lock<br>Lock your screen every time you step away from the desk, even for a minute. | **Screen angle**<br>Turn screens away from the queue whenever the counter allows it.<br><br>**Voice**<br>Speak quietly when you confirm personal details, and never read a passport number aloud.<br><br>**Counter**<br>Don’t leave printed lists or documents on the counter. | Instruction and radial hotspots with four points around a central icon, with “+” buttons. Point 1 on screen; the rest in Notes. The labels are written by instructional design. | Icon 1: check-in desk (center)<br>Icon 2: padlock on monitor<br>Icon 3: monitor turned away<br>Icon 4: speech bubble with low volume<br>Icon 5: clean counter / no papers |
| 28 | **Divider_título** | Dispose of it securely | — | Present the subtopic title. | — |
| 29 | **CustomeBlockTIs** | Printed passenger lists, unclaimed boarding passes and notes with passenger details go in the locked shredding bins, never in the regular trash. | — | Present a Custom Block TIs with the text and the suggested photo. | Photo:<br>– locked shredding bin office<br>– paper shredder documents<br>– secure document disposal<br>– shredded paper<br>– confidential waste bin |
| 30 | **Texto+img_izquierda** | Don’t photograph documents with your personal phone, even to send them to a colleague. | — | Show text and image in two columns; image on the left. | Photo:<br>– person photographing documents with smartphone<br>– smartphone camera over paper document<br>– taking photo of passport with phone<br>– phone camera document close-up<br>– mobile photo of paperwork |

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| 31 | **Question_Check** | A caller says he is a passenger's brother and asks whether she is on today's flight to Lima. What do you do?<br><br>a) Don't confirm it, and refer him to the official channel.<br>b) Confirm it, since he knows her full name.<br>c) Confirm the flight time but not the seat.<br>d) Ask for her booking reference and then confirm it. | — | Present the question and the options. The correct answer is A: don't confirm it, and refer him to the official channel. | — |
| 32 | **ImagenFondo+txt** | **When something goes wrong** | — | Present the topic title over a full-width background photo. | Photo:<br>– worried office worker at laptop<br>– employee realizing mistake email<br>– stressed agent looking at screen<br>– airport staff concerned<br>– oops moment at work |
| 33 | **StatementC_azul** | A **data incident** is any event that **exposes passenger data** to someone who shouldn't have it. | — | Statement type C on blue follows. | — |
| 34 | **Texto+img_forma_derecha** | Most incidents are small and human: an email sent to the wrong address, a passenger list left at the gate or a stranger who reads a screen. | — | Show text and image in two columns; image on the right. | Photo:<br>– airport gate counter with papers left behind<br>– employee sending email at airport desk<br>– person reading over shoulder at counter<br>– airline staff at gate desk<br>– busy check-in counter |
| 35 | **Time3_fondo** | Some incidents are deliberate.<br><br>A caller pretends to be a colleague from another station and urgently asks for a passenger's phone number.<br><br>That is **social engineering**: it relies on your wish to help. | — | Show a three-paragraph timeline over a background photo. | Photo:<br>– phone call scam concept<br>– suspicious phone call office<br>– social engineering call<br>– person on phone urgent<br>– call center night |
| 36 | **Divider_título** | Stop, secure, report | — | Present the subtopic title. | — |
| 37 | **Paragraph** | If you suspect an incident, follow three steps: | — | Introductory sentence for the three steps. | — |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
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| 38 | **Procesosinintroicono** | Stop<br>Don’t send anything else, and don’t try to fix it on your own. | **Secure**<br>Recover what you can, whether that means collecting the document, closing the session or asking the recipient to delete the email.<br><br>**Report**<br>Tell your supervisor and the Data Protection Office within one hour, using the incident form on the intranet. | Process with three steps and a large icon on each card. Step 1 on screen; steps 2 and 3 in Notes. | Icon 1: raised hand / stop<br>Icon 2: padlock / secure<br>Icon 3: form with exclamation mark / report |
| 39 | **QuoteA** | Speed matters. | — | Quote A follows, with a circular icon and without the author field. | Icon 1: lightning bolt / speed |
| 40 | **CustomBlocktip** | Under data protection laws such as the GDPR in Europe, a company may have only 72 hours to notify the authority of a serious breach, and the clock starts when it becomes aware of the incident. | — | Show a Custom Block tip with the text and the suggested photo. | Photo:<br>– stopwatch close-up<br>– hand holding stopwatch<br>– countdown clock concept<br>– time pressure office<br>– deadline clock |
| 41 | **CustomProsCons** | Reporting a mistake is never a disciplinary matter.<br><br>Hiding one is. | — | Custom Block Pros and Cons follows, with the indicated icons and texts. | Icon 1: raised hand / reporting<br>Icon 2: hidden document / hiding |
| 42 | **Question_Check** | You realize you’ve emailed a passenger list to the wrong address. Which response follows Celeste Air’s procedure?<br><br>a) Wait to see whether the recipient replies.<br>b) Fix it quietly and report it only if someone complains.<br>c) Report it at the end of your shift.<br>d) Ask the recipient to delete it and report it within one hour. | — | Present the question and the options. The correct answer is D: ask the recipient to delete it and report it within one hour. | — |
| 43 | **CustomBlock-Introductions_redondeada** | Passengers trust us with their journey and with their data. | — | Present a Custom Block-Introductions (rounded) with the suggested photo. | Photo:<br>– smiling passenger at boarding gate with agent<br>– airline agent handing boarding pass to passenger<br>– happy traveler airport gate<br>– passenger boarding plane<br>– friendly check-in agent |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
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| 44 | **StatementA_cinta** | Protecting both is part of the same job. | — | Closing statement on blue with the ribbon. | — |
| 45 | **Lesson** | **Practice: The Urgent Call** | — | New lesson. Lesson headers, sidebar and previous/next buttons are off: learners move only with buttons. | — |
| 46 | **Heading + Paragraph** | Practice: the urgent call<br>Two moments from a check-in shift. Choose what you would do, and see what happens next. | — | Heading and paragraph that open the practice. | — |
| 47 | **CustomBlock-Scene** | SCENE 1 · 6:10 A.M. · CHECK-IN<br>☎ CALL · “LIMA STATION”<br>“Hi, this is Carlos from Celeste Air in Lima. Ana Torres left her laptop on CL 204, and we need her phone number right now to return it before her connection.” | — | Custom block «scene»: gate photo, the agent cut out, a yellow time label and a phone card, on a full-width navy band. | Photo:<br>– Celeste Air check-in agent (AI-generated, curated), cut out<br>– gate photo as background (decorative, no alt text) |
| 48 | **Buttons** | What do you do?<br>Option A: “Sure, Carlos. Give me a second and I’ll look it up.”<br>Option B: “I can’t share passenger details over the phone. I’ll pass the message to Lima through the station channel, and I’m reporting this call.”<br>Option C: “Give me your employee number and I’ll read it to you.” | Option B is correct. Each option opens its own lesson. | Heading and button stack. | — |
| 49 | **CustomBlock-Consequence · A** | NOT QUITE · ☎ CALL ENDED<br>“Thanks, you’re a lifesaver.”<br>No one in Lima knows a Carlos. | Feedback: Urgency and a friendly tone are exactly what social engineering relies on. You had no way to know who was calling.<br>Button: Try again | Lesson «Scene 1 · Option A»: magenta ✕ seal and the card with what happened next, on a full-width cream band; native feedback paragraph and a button. | — |
| 50 | **CustomBlock-Consequence · B** | GOOD · STATION CHANNEL · 6:14 A.M.<br>“Lima here. We have no record of a call. Thanks for checking.” | Feedback: You kept the data safe and still helped, through the official channel. A suspicious call is also an incident, so you reported it.<br>Button: Continue | Lesson «Scene 1 · Option B»: cobalt ✓ seal and the card with what happened next, on a full-width cream band; native feedback paragraph and a button. | — |
| 51 | **CustomBlock-Consequence · C** | NOT QUITE · ☎ INCOMING CALL<br>“Sure: 40718.”<br>It takes him two seconds. | Feedback: An employee number is easy to invent or find. It doesn’t prove who is calling, and passenger data never goes out by phone to a colleague.<br>Button: Try again | Lesson «Scene 1 · Option C»: magenta ✕ seal and the card with what happened next, on a full-width cream band; native feedback paragraph and a button. | — |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
|---|---|---|---|---|---|
| 52 | **Lesson** | **Scene 2 · The Wrong Address** | — | New lesson. Lesson headers, sidebar and previous/next buttons are off: learners move only with buttons. | — |
| 53 | **CustomBlock-Scene** | SCENE 2 · 8:40 A.M. · CHECK-IN<br>✉ SENT · 8:39 A.M.<br>To: lima.station@celestair-mail.com<br>Subject: CL 318 · Passenger list<br>Attachment: CL318_passengers.pdf | — | Custom block «scene»: gate photo, the agent cut out, a yellow time label and a sent-email card, on a full-width navy band. | Photo:<br>– Celeste Air check-in agent (AI-generated, curated), cut out<br>– gate photo as background (decorative, no alt text) |
| 54 | **Paragraph** | The right address is lima.station@celesteair.com. Autocomplete picked the wrong one. | — | Note under the scene. | — |
| 55 | **Buttons** | What do you do?<br>Option A: “I’ll wait a bit. Maybe it bounced, and no one will open it.”<br>Option B: “I stop sending, ask the recipient to delete the email and report it on the incident form within the hour.”<br>Option C: “I’ll ask them to delete it. No need to tell anyone else.” | Option B is correct. Each option opens its own lesson. | Heading and button stack. | — |
| 56 | **CustomBlock-Consequence · A** | NOT QUITE · ✉ INBOX · 10:55 A.M.<br>Still no bounce. | Feedback: Waiting uses up time the company needs. The 72-hour clock starts when Celeste Air becomes aware of the incident.<br>Button: Try again | Lesson «Scene 2 · Option A»: magenta ✕ seal and the card with what happened next, on a full-width cream band; native feedback paragraph and a button. | — |
| 57 | **CustomBlock-Consequence · B** | GOOD · DATA PROTECTION · 9:20 A.M.<br>“Report received. Thanks for acting fast.” | Feedback: Stop, secure, report, in that order. Reporting a mistake is never a disciplinary matter.<br>Button: Continue | Lesson «Scene 2 · Option B»: cobalt ✓ seal and the card with what happened next, on a full-width cream band; native feedback paragraph and a button. | — |
| 58 | **CustomBlock-Consequence · C** | NOT QUITE · SUPERVISOR · TWO DAYS LATER<br>“Why am I only hearing about this now?” | Feedback: Asking for deletion secures part of it, but you skipped the report. Your supervisor and the Data Protection Office need to know within one hour.<br>Button: Try again | Lesson «Scene 2 · Option C»: magenta ✕ seal and the card with what happened next, on a full-width cream band; native feedback paragraph and a button. | — |
| 59 | **Lesson** | **Behind the Design** | — | New closing lesson, reached from Credits. | — |

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| 60 | **CustomBlock-TitleCard** | CELESTE AIR · BEHIND THE DESIGN<br>How this module was built<br>From plan to storyboard to Rise, with the decisions behind each screen. | — | Custom block «title card» on navy with colored seals and a plane. | — |
| 61 | **Paragraph** | This module is a portfolio sample: a fictional airline, a real data-protection problem and a short branching scenario. Everything is built with Rise 360's own features. | — | — | — |
| 62 | **Heading + Image** | From storyboard to course<br>The storyboard shows every block as it will look, with its interaction states and alt text. What the client approves is what gets built. | — | Image as a custom block on cream. | Own composition: storyboard slides next to the Rise blocks |
| 63 | **Heading + Image** | Visual identity<br>Palette: cobalt, sky blue and sun yellow on paper white.<br>Type: Be Vietnam for the course text.<br>Shapes: custom blocks drawn as boarding passes, gate signs and flight routes, with two-tone icons. | — | Style tile as a custom block on cream. | Own composition: Celeste Air style tile |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
|---|---|---|---|---|---|
| 64 | **Accordion** | Design decisions<br>Flip cards for sensitive data<br>A hotspot for the desk<br>A process for stop, secure, report<br>A micro-scenario for social engineering<br>Guided navigation | **Flip cards for sensitive data**<br>Four categories, each with the reason it needs extra care on the back of its card.<br><br>**A hotspot for the desk**<br>Keeping data out of sight happens in four places you can point to around the check-in desk: the screen lock, the screen angle, your voice and the counter.<br><br>**A process for stop, secure, report**<br>The order matters, so each step gets its own screen.<br><br>**A micro-scenario for social engineering**<br>You only learn to resist pressure by feeling it. Each scene and each answer is a lesson with a custom block and buttons, not the Scenario block.<br><br>**Guided navigation**<br>The sidebar menu, the previous and next buttons and the lesson headers are off. Learners move forward with buttons, so nobody skips a decision. | Heading, instruction and accordion. | — |
| 65 | **Paragraph** | Accessibility<br>Alt text: every informative image has a description, custom blocks included; decorative backgrounds don’t.<br>Contrast: reading text has a ratio of 4.5:1 or more against its background.<br>Text size: reading text inside custom blocks is 28 px or larger, so it stays readable when Rise scales the block down on a phone.<br>Keyboard: cards, hotspot, process, buttons and questions are native Rise blocks and can be reached with the Tab key. | — | Heading and paragraph with bold labels. | — |
| 66 | **Heading + Image** | Desktop and phone | — | Composition with real screenshots of scene 1. | Real screenshots of the Rise preview, laptop and phone |

| # | Block type | On-screen text | Notes | Design direction | Suggested image |
|---|---|---|---|---|---|
| 67 | **StatementA** | 100% native Rise: no code, no add-ons, no external tools. Anyone with Rise can edit it. | — | Impact statement on cobalt. | — |
| 68 | **Buttons** | Back to the start: Protecting Passenger Data<br>Go back to the beginning of the module. | — | Button back to the introduction. | — |