CELESTE AIR
FORMACIÓN · TRAINING

Identification	
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
Learning objectives	Identify the passenger data you handle during a normal shift. Apply four rules to protect it at the desk and at the gate. Respond correctly when passenger data is exposed.
Notes	Written for this portfolio sample; Celeste Air and its policies are fictional. Introduction, three topics with knowledge checks, and closing.

Design notes

COVER AND LESSON MENU

Directions

Course cover: photo with the course name, module title, duration and a Start button.

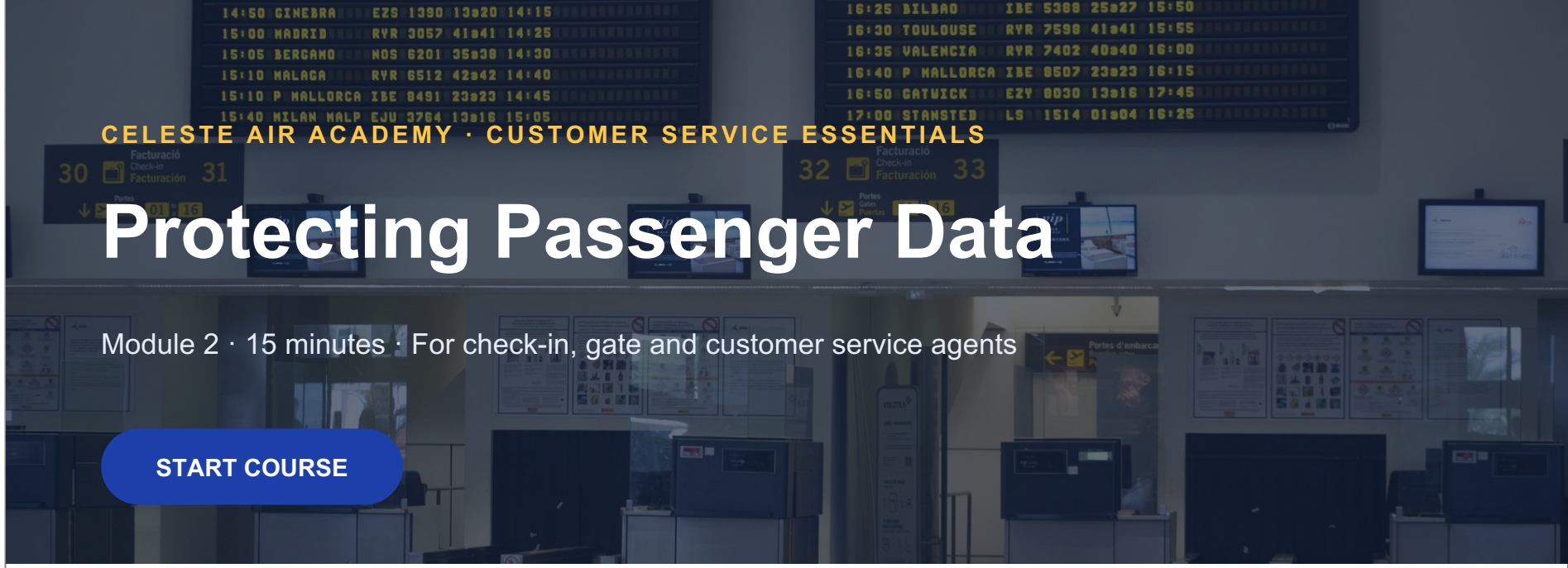
Below, the lessons in this order: Introduction; What counts as passenger data; Four rules at the desk; When something goes wrong; References; Credits.

Navigation is linear: each lesson ends with a Continue button.

Images and alt text

Photo 1 · Rise Content Library · Unsplash

Alt text: Airport check-in counters under departure boards in a bright, empty terminal



CELESTE AIR ACADEMY · CUSTOMER SERVICE ESSENTIALS

Protecting Passenger Data

Module 2 · 15 minutes · For check-in, gate and customer service agents

START COURSE

01 Introduction

02 What counts as passenger data

03 Four rules at the desk

04 When something goes wrong

05 References

06 Credits

Design notes

SCREEN 01

Directions

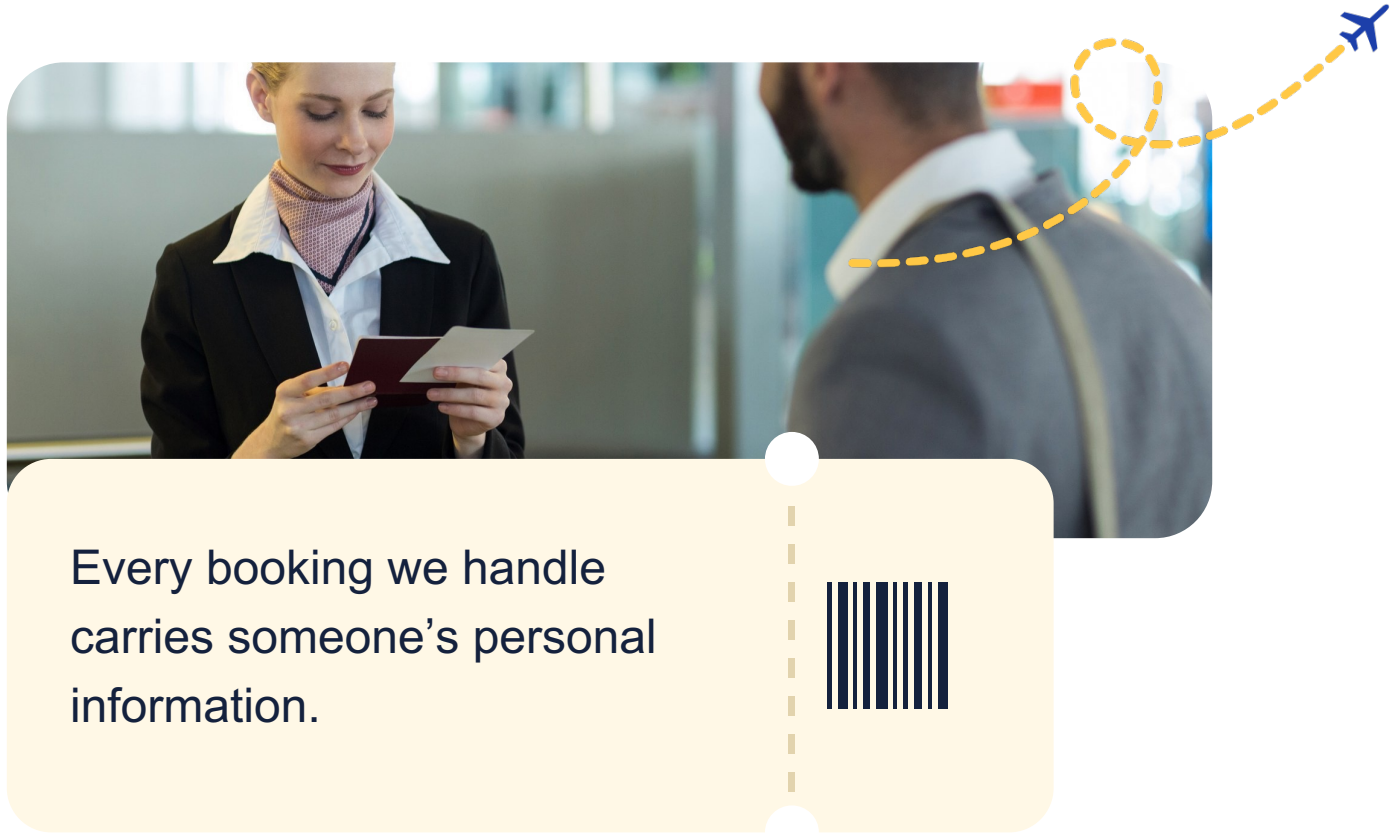
Present a Custom Block-Introductions drawn as a boarding pass over the suggested photo: notch, perforation and a barcode on the stub.

Graphic suggestion: a sun-yellow dashed contrail with a loop comes out of the corner of the photo and ends in the Celeste plane.

Images and alt text

Photo 1 · Magnific

Alt text: Check-in agent reviewing a passenger's passport at the airport counter



Design notes

SCREEN 02

Directions

Quote B follows, with a circular icon and without the author field.

Statement type B follows.

Images and alt text

Icon 1 · Flaticon

Alt text: Two hands shaking in a firm handshake



Passengers trust us with their names, their documents and their plans, and they expect that trust to be kept.

This module shows how to keep it during an ordinary shift.

Design notes

SCREEN 03

Directions

Banner photo between ideas.

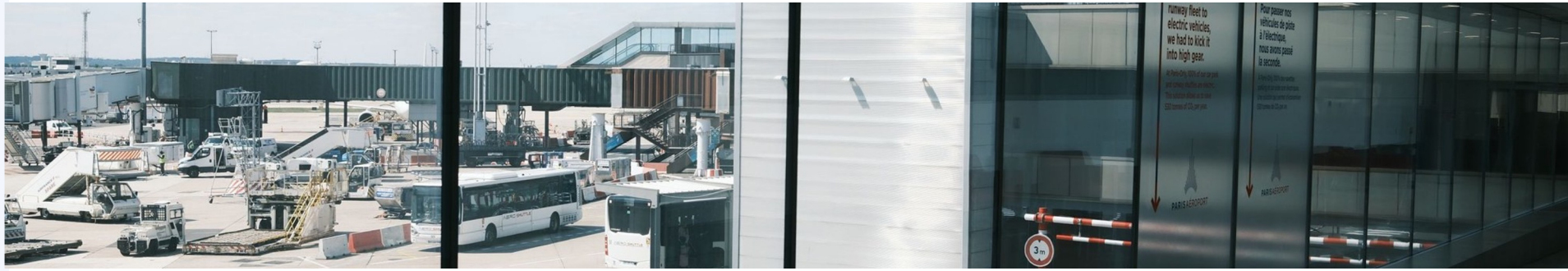
Introductory sentence for the objectives.

Show the three objectives as gate signs 1, 2 and 3 on a dashed flight route that hops from sign to sign and ends in the plane. Each step is a boarding-pass stub, one sentence per step.

Images and alt text

Photo 1 · Rise Content Library · Pexels

Alt text: Glass wall of an airport terminal overlooking parked planes and the apron



By the end of this module, you will be able to:

1

Identify the passenger data you handle during a normal shift.

2

Apply four rules to protect it at the desk and at the gate.

3

Respond correctly when passenger data is exposed.

Design notes

SCREEN 04

Directions

Present the topic title over a full-width background photo.

Statement type C follows.

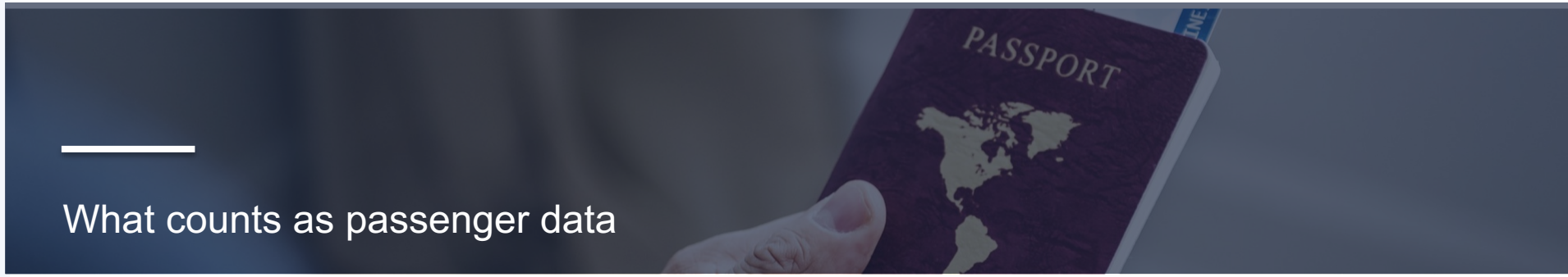
Show text and image in two columns; image on the right.

Graphic suggestion: a dashed contrail comes out from behind the photo, loops above it and the plane flies off toward the corner.

Images and alt text

Photo 1 · Magnific
Alt text: Hand holding a burgundy passport with a boarding pass tucked inside

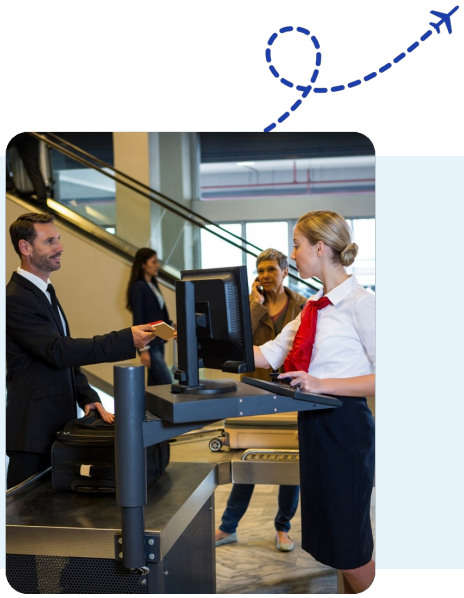
Photo 2 · Magnific
Alt text: Check-in agent at her computer taking a passenger's passport across the desk



What counts as passenger data

Personal data is any information that **identifies a person**, directly or indirectly.

At the desk, you see it all day: names, booking references, passport numbers, phone numbers, email addresses and seat assignments.



Design notes

SCREEN 05

Directions

Present the subtopic title.

Important block as an airport notice: yellow «i» sign on an ink stripe, cream card and runway marks below. The audio follows; its script is in Notes.

Banner photo between ideas.

Images and alt text

Photo 1 · Rise Content Library · Pexels

Alt text: Passport and two boarding passes resting on a closed laptop

Audio

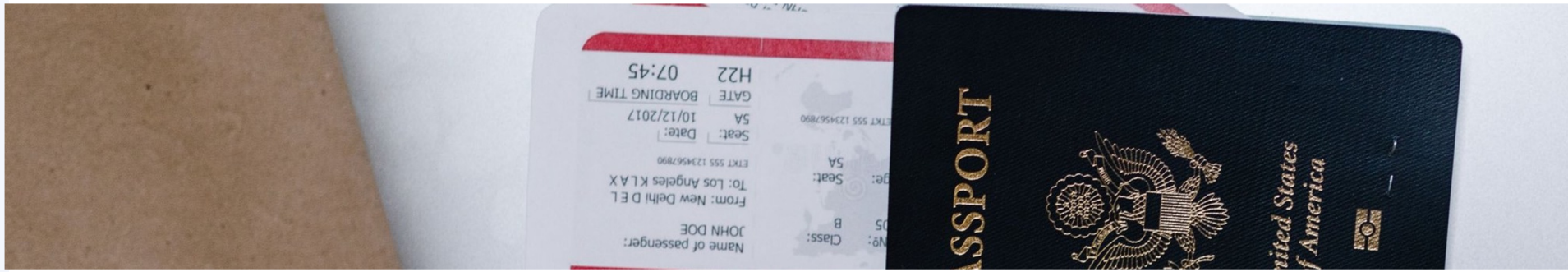
Some data needs extra care because exposing it can cause serious harm.

Sensitive data

Some data needs extra care because exposing it can cause serious harm.

Press play to listen.

0:21 1x



Design notes

SCREEN 06

Directions

Instruction and flashcards with four cards; titles on the front, backs in Notes.

Illustrated background: runway, with the instruction on the same tone so it reads as one panel.

Introductory sentence for the flashcards.

Present the subtopic title.

Statement type B follows.

We call it sensitive data:



Where passenger data lives

Passenger data doesn’t only live in the booking system.

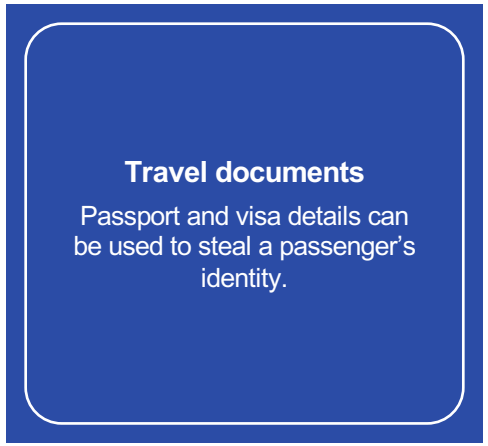
Design notes

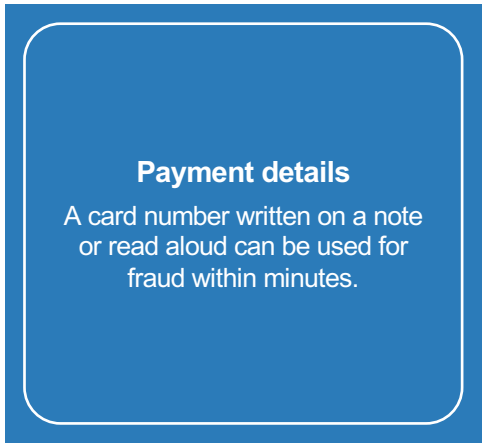
SCREEN 06 › CARD BACKS

Directions

State after the learner flips the cards: each back shows its title and text.

Same order and colors as the fronts.









Design notes

SCREEN 07

Directions

Present a Custom Block Bio: the photo inside an airplane window, a plane flying out of it with its contrail, and runway marks above the text.

Images and alt text

Photo 1 · Magnific

Alt text: Check-in agent attaching a baggage tag to a suitcase while the passenger holds his passport



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.

Design notes

SCREEN 08

Directions

Present a double Custom Block: two cards with the icons on yellow signs, joined by a dashed flight route that ends in the plane.

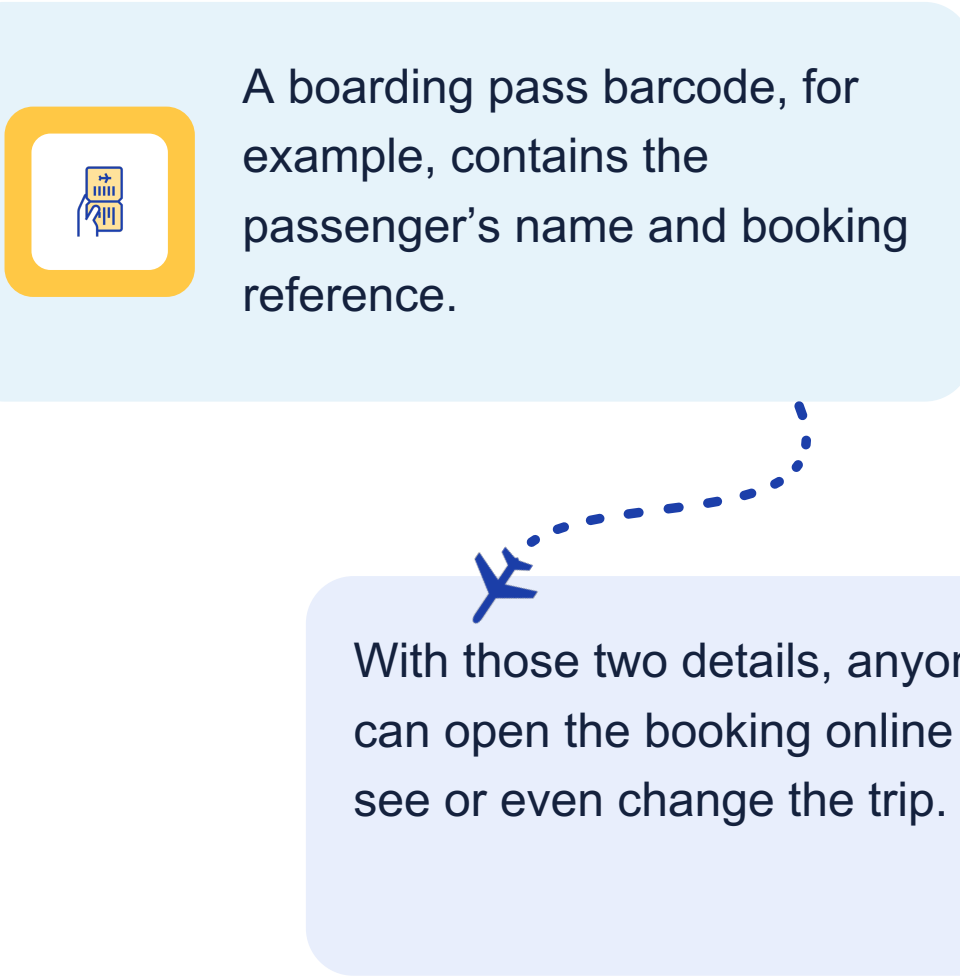
Images and alt text

Icon 1 · Flaticon

Alt text: Hand holding two boarding passes printed with a plane symbol and barcodes

Icon 2 · Flaticon

Alt text: Computer monitor showing an open padlock on the screen



Design notes

SCREEN 09

Directions

Knowledge check with four options and a Submit button. The correct answer is C: a request for wheelchair assistance. No feedback.

Illustrated background: boarding pass. Question text at 2.4rem.

Knowledge check

Select the correct answer.

Which of these is sensitive passenger data?

A. The flight number

B. The departure gate

C. A request for wheelchair assistance

D. The seat assignment

Submit

Design notes

SCREEN 10

Directions

Present the topic title over a full-width background photo.

Statement type A follows.

Present the subtopic title.

Present a Custom Block with an icon as a boarding-gate sign: ink panel, the icon on a yellow sign and runway marks.

Images and alt text

Photo 1 · Magnific
Alt text: Smiling passenger handing his boarding pass to a check-in agent

Icon 1 · Flaticon
Alt text: Magnifying glass over a single text document



Four rules at the desk

Protecting passenger data comes down to four habits you can apply on every shift.

Need to know

Access only the bookings you are working on, and only the information you need to help the passenger in front of you.

Design notes

SCREEN 11

Directions

Show a Custom Block tip: the round photo inside a dashed orbit with a plane flying around it.

Banner photo between ideas.

Images and alt text

Photo 1 · Magnific

Alt text: Woman peeking curiously over the top of a laptop screen

Photo 2 · Rise Content Library · Pexels

Alt text: Smiling customer service agent adjusting her headset microphone



Looking up a celebrity’s booking or a neighbor’s trip out of curiosity is a data breach, even if you never tell anyone.



Design notes

SCREEN 12

Directions

Present the subtopic title.

Show a two-paragraph timeline.

Timeline text at 2.2rem, so it reads well inside the large cards.

Share the minimum

Before you give any information, make sure you know who you are talking to.

Over the phone, ask for the booking reference and at least two other details that only the passenger should know.

Design notes

SCREEN 13

Directions

Show text in two columns as two boarding passes with barcode and perforation, and the suggested icons on signs. Unify both with a sky background.

Banner photo between ideas.

Images and alt text

Icon 1 · Flaticon
Alt text: Person silhouette with a prohibition sign

Icon 2 · Flaticon
Alt text: Telephone handset with a curved arrow forwarding the call

Photo 1 · Rise Content Library · Unsplash
Alt text: Row of airport check-in desks with blue counters and screens above them

Never confirm whether a specific person is on a flight.

Relatives, journalists and callers who say they are police officers must go through the official channel.



Design notes

SCREEN 14

Directions

Present the subtopic title.

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.

Illustrated background: blueprint, with the title and the instruction on the same tone.

Graphic suggestion: a dashed sun-yellow orbit with a plane circles the central icon.

Present the subtopic title.

Present a Custom Block TIs: the photo on a tilted luggage tag with its eyelet, and runway marks above the text.

Images and alt text

Icon 1 · Flaticon
Alt text: Agent behind a check-in counter with a computer screen and a check mark

Icon 2 · Flaticon
Alt text: Computer monitor with a closed keypad padlock on the screen

Icon 3 · Flaticon
Alt text: Computer monitor with a crossed-out eye on the screen

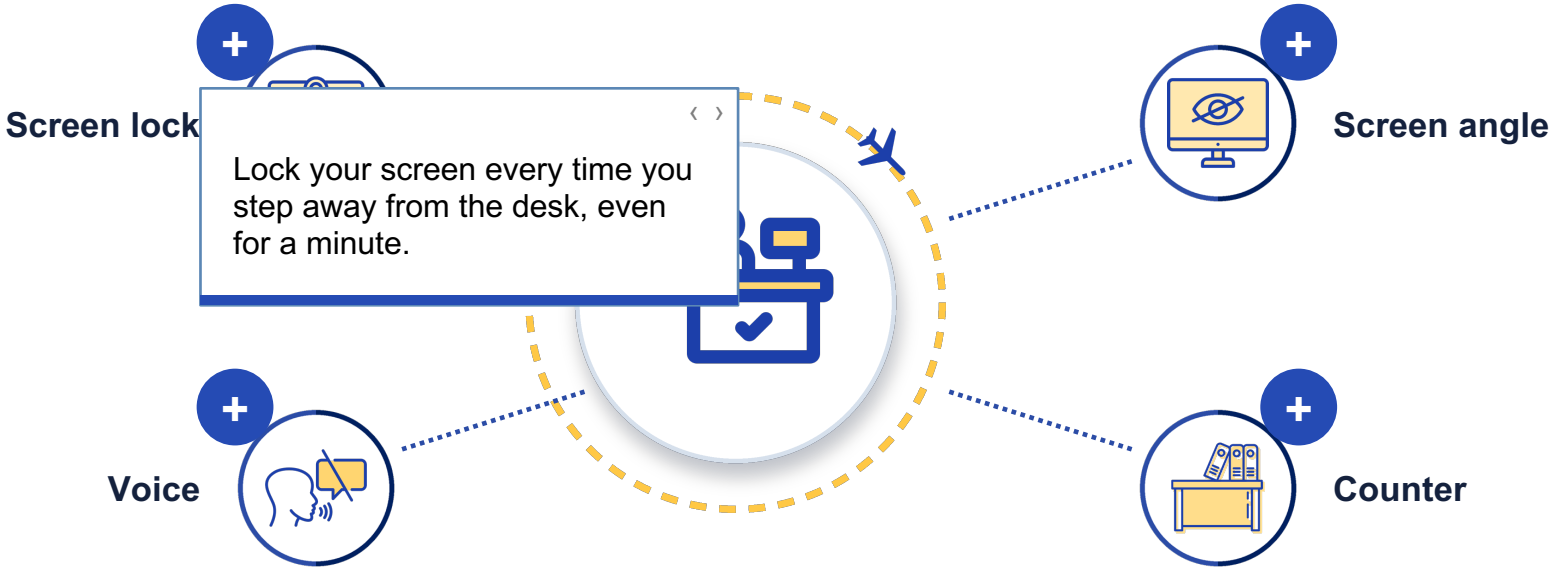
Icon 4 · Flaticon
Alt text: Person speaking next to a crossed-out speech bubble

Icon 5 · Flaticon
Alt text: Desk with three document binders on top

Photo 1 · Magnific
Alt text: Pile of shredded white paper strips

Keep it out of sight

Select each + to learn more.



Dispose of it securely



Printed passenger lists, unclaimed boarding passes and notes with passenger details go in the locked shredding bins, never in the regular trash.

Design notes

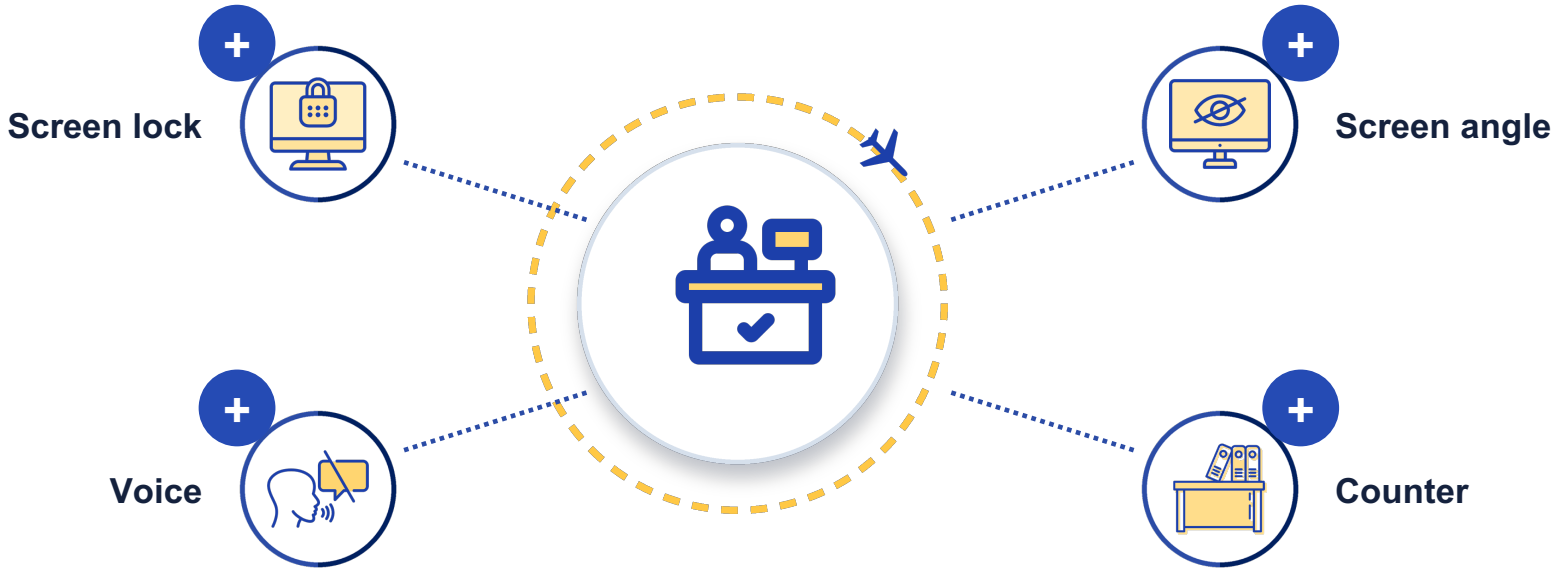
SCREEN 14 › POP-UPS

Directions

Pop-up that opens with each +, in the order shown: title and text.

Each pop-up closes with an X and returns to the graphic.

Select each + to learn more.



1 Screen lock

Lock your screen every time you step away from the desk, even for a minute.

2 Screen angle

Turn screens away from the queue whenever the counter allows it.

3 Voice

Speak quietly when you confirm personal details, and never read a passport number aloud.

4 Counter

Don’t leave printed lists or documents on the counter.

Design notes

SCREEN 15

Directions

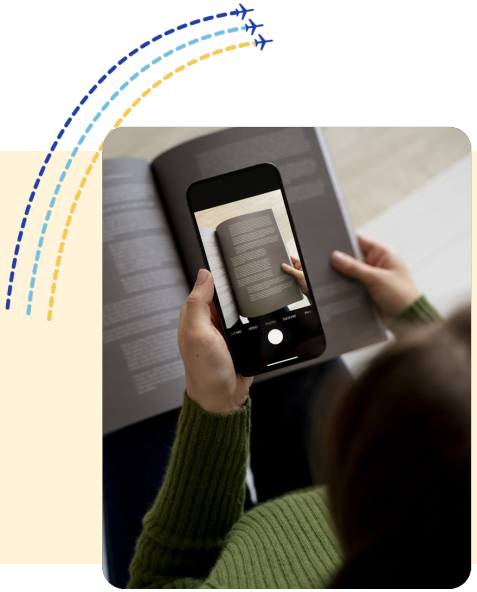
Show text and image in two columns; image on the left.

Graphic suggestion: air show, three dashed contrails (cobalt, sky and sun) rise from behind the corner of the photo with three small planes.

Images and alt text

Photo 1 · Magnific

Alt text: Person taking a photo of a printed page with a smartphone



Don’t photograph documents with your personal phone, even to send them to a colleague.

Design notes

SCREEN 16

Directions

Knowledge check with four options and a Submit button. The correct answer is A: don’t confirm it, and refer him to the official channel. No feedback.

Illustrated background: boarding pass. Question text at 2.4rem.

Knowledge check

Select the correct answer.

A caller says he is a passenger’s brother and asks whether she is on today’s flight to Lima. What do you do?

A. Don’t confirm it, and refer him to the official channel.

B. Confirm it, since he knows her full name.

C. Confirm the flight time but not the seat.

D. Ask for her booking reference and then confirm it.

Submit

Design notes

SCREEN 17

Directions

Present the topic title over a full-width background photo.

Statement type C on blue follows.

Show text and image in two columns; image on the right.

Graphic suggestion: a dashed contrail loop peeks out above the top-left corner of the photo.

Images and alt text

Photo 1 · Magnific

Alt text: Concerned woman frowning at her laptop screen

Photo 2 · Magnific

Alt text: Shocked office worker with her hands on her face looking at her laptop



When something goes wrong

A **data incident** is any event that **exposes passenger data** to someone who shouldn't have it.

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.



Design notes

SCREEN 18

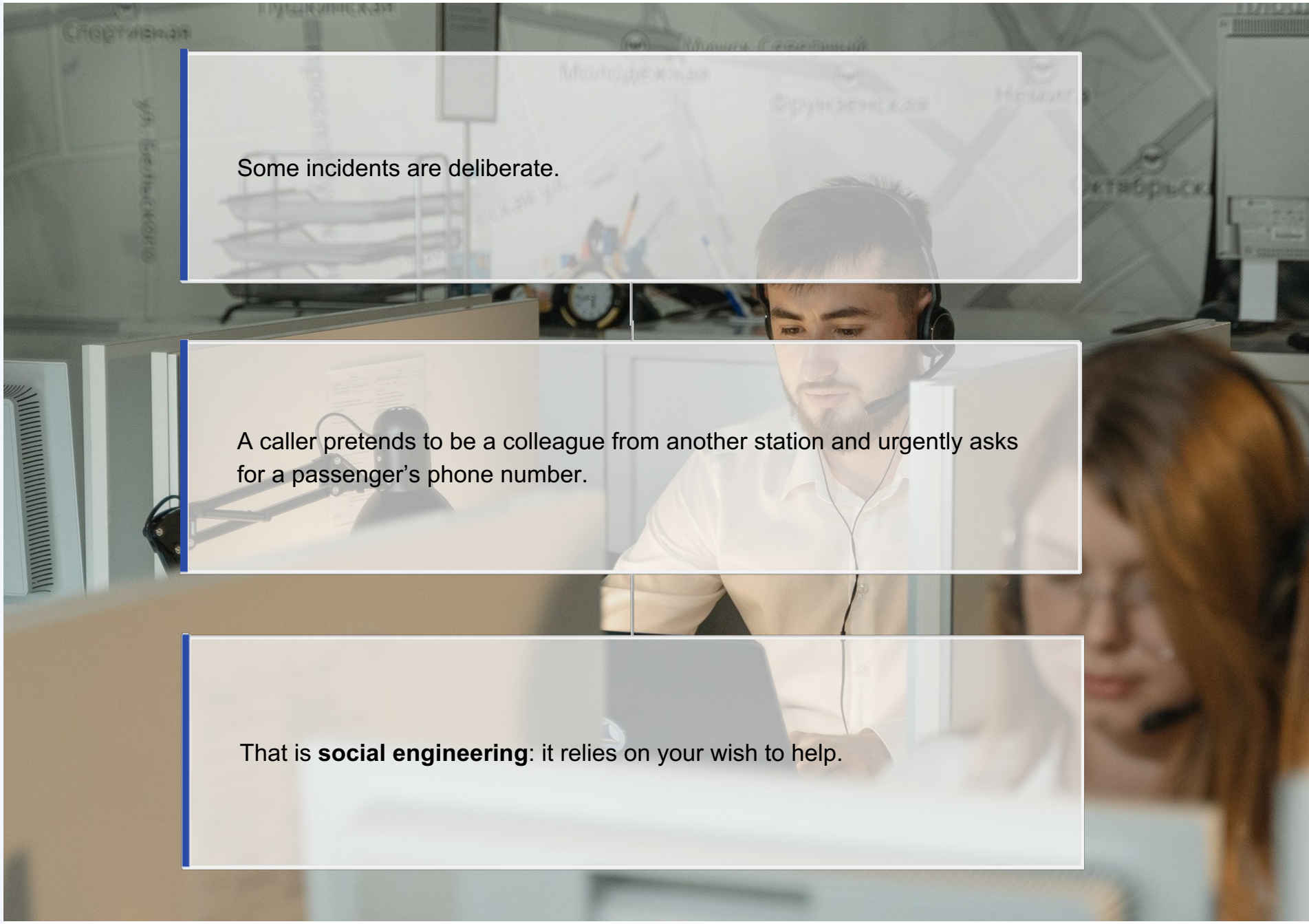
Directions

Show a three-paragraph timeline over a background photo.

Timeline text at 2.2rem, so it reads well inside the large cards.

Images and alt text

Photo 1 · Rise Content Library · Pexels
Alt text: Two customer service agents with headsets working at their desks in an office



Design notes

SCREEN 19

Directions

Present the subtopic title.

Introductory sentence for the three steps.

Process with three steps and a large icon on each card. Step 1 on screen; steps 2 and 3 in Notes.

Illustrated background: flight routes, with the title, the introduction and the instruction on the same tone.

Quote A follows, with a circular icon and without the author field.

Images and alt text

Icon 1 · Flaticon
Alt text: Raised open hand signaling stop

Icon 2 · Flaticon
Alt text: Lightning bolt inside a circle

Stop, secure, report

If you suspect an incident, follow three steps:

Use the arrows to go through the steps.

1



Stop

Don’t send anything else, and don’t try to fix it on your own.

1 2 3



Speed matters.

Design notes

SCREEN 19 › STEP 2 OF 3

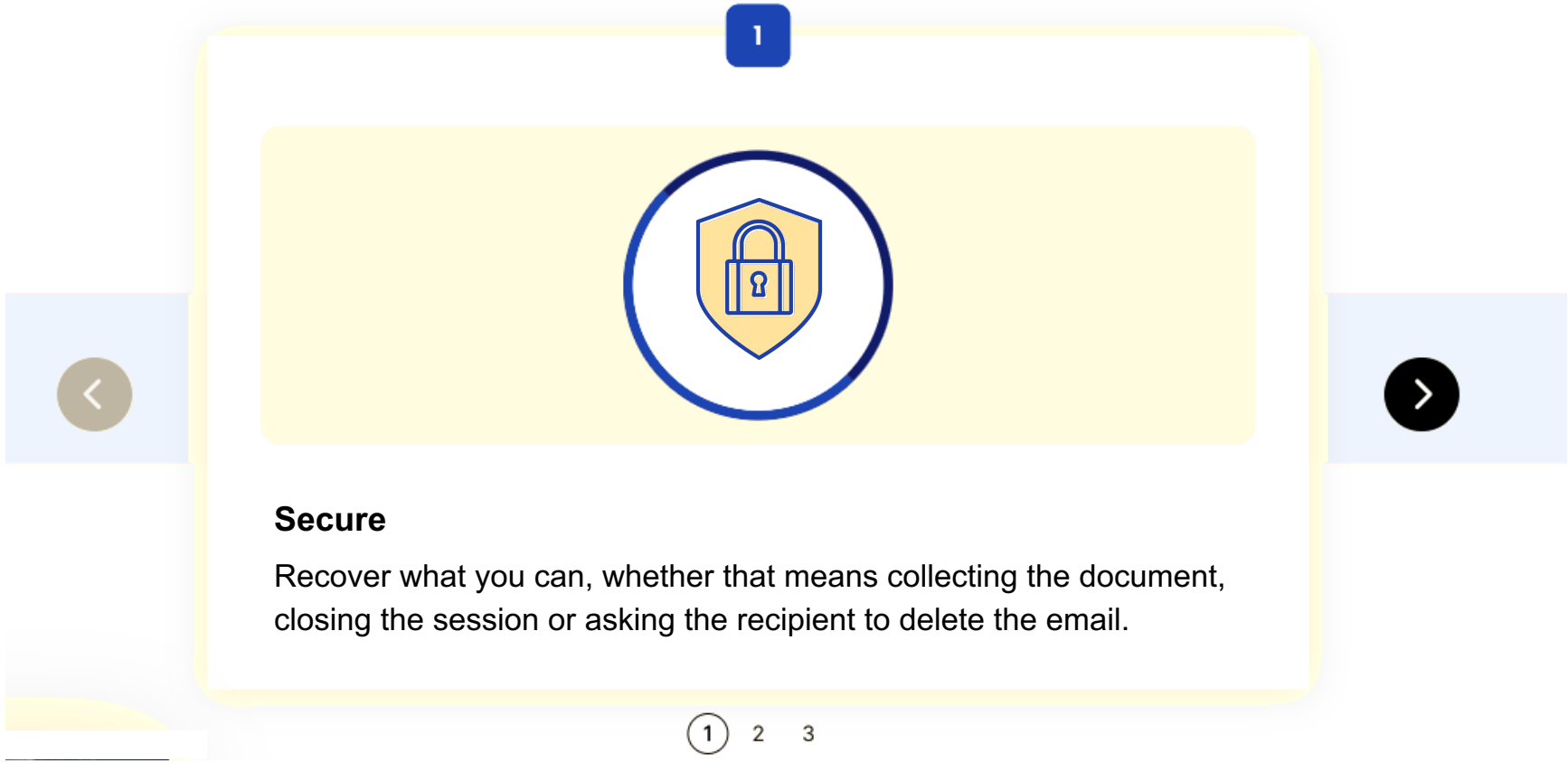
Directions

Step 2 of the process, after the learner clicks the right arrow.

Images and alt text

Icon 1 · Flaticon
Alt text: Shield with a closed padlock in the center

Use the arrows to go through the steps.



Design notes

SCREEN 19 › STEP 3 OF 3

Directions

Step 3 of the process, after the learner clicks the right arrow.

Images and alt text

Icon 1 · Flaticon

Alt text: Form with a warning sign being filled in with a pencil

Use the arrows to go through the steps.

1



Report

Tell your supervisor and the Data Protection Office within one hour, using the incident form on the intranet.

1 2 3

Design notes

SCREEN 20

Directions

Show a Custom Block tip: the round photo inside a dashed orbit with a plane flying around it.

Images and alt text

Photo 1 · Rise Content Library · Pexels

Alt text: Navy alarm clock on a white desk next to a potted plant



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.

Design notes

SCREEN 21

Directions

Custom Block Pros and Cons follows as two airport signs (ink and cream), each with its pictogram and text.

Banner photo between ideas.

Images and alt text

Icon 1 · Flaticon
Alt text: Hand holding a megaphone with sound waves

Icon 2 · Flaticon
Alt text: Folder with a crossed-out eye

Photo 1 · Rise Content Library · Pexels
Alt text: Two airport employees with ID badges smiling and talking in a terminal



Reporting a mistake is never a disciplinary matter.



Hiding one is.



Design notes

SCREEN 22

Directions

Knowledge check with four options and a Submit button. The correct answer is D: ask the recipient to delete it and report it within one hour. No feedback.

Illustrated background: boarding pass. Question text at 2.4rem.

Knowledge check

Select the correct answer.

You realize you've emailed a passenger list to the wrong address. Which response follows Celeste Air's procedure?

A. Wait to see whether the recipient replies.

B. Fix it quietly and report it only if someone complains.

C. Report it at the end of your shift.

D. Ask the recipient to delete it and report it within one hour.

Submit

Design notes

SCREEN 23

Directions

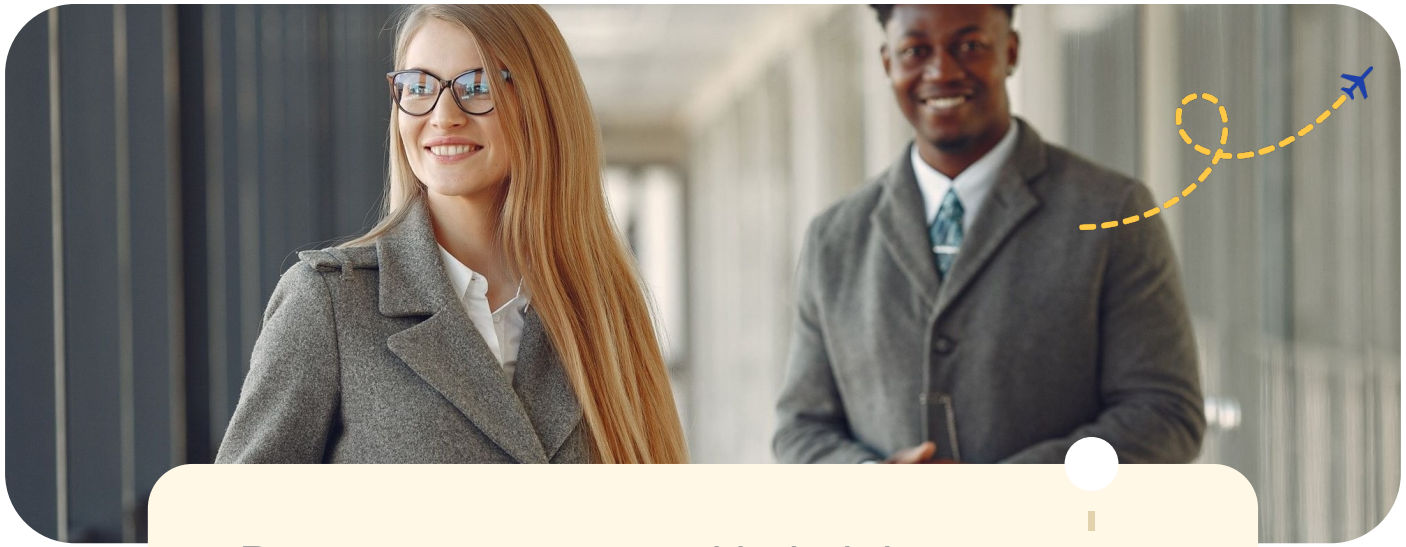
Present a Custom Block-Introductions (rounded): the sentence on a boarding pass with the plane on the stub, over the suggested photo.

Graphic suggestion: a dashed contrail loop flies over the background of the photo, away from the faces.

Closing statement on an ink band with yellow runway marks.

Images and alt text

Photo 1 · Rise Content Library · Pexels
Alt text: Two smiling travelers walking through an airport terminal with their passports



Passengers trust us with their journey and with their data.

Protecting both is part of the same job.

Design notes

SCREEN 24

Directions

Lesson «Practice: The Urgent Call». Custom block «scene»: gate photo, the agent cut out, a yellow time label and a message card (phone call). Full-width navy band. Lesson headers, sidebar and previous/next buttons are off: learners move only with buttons.

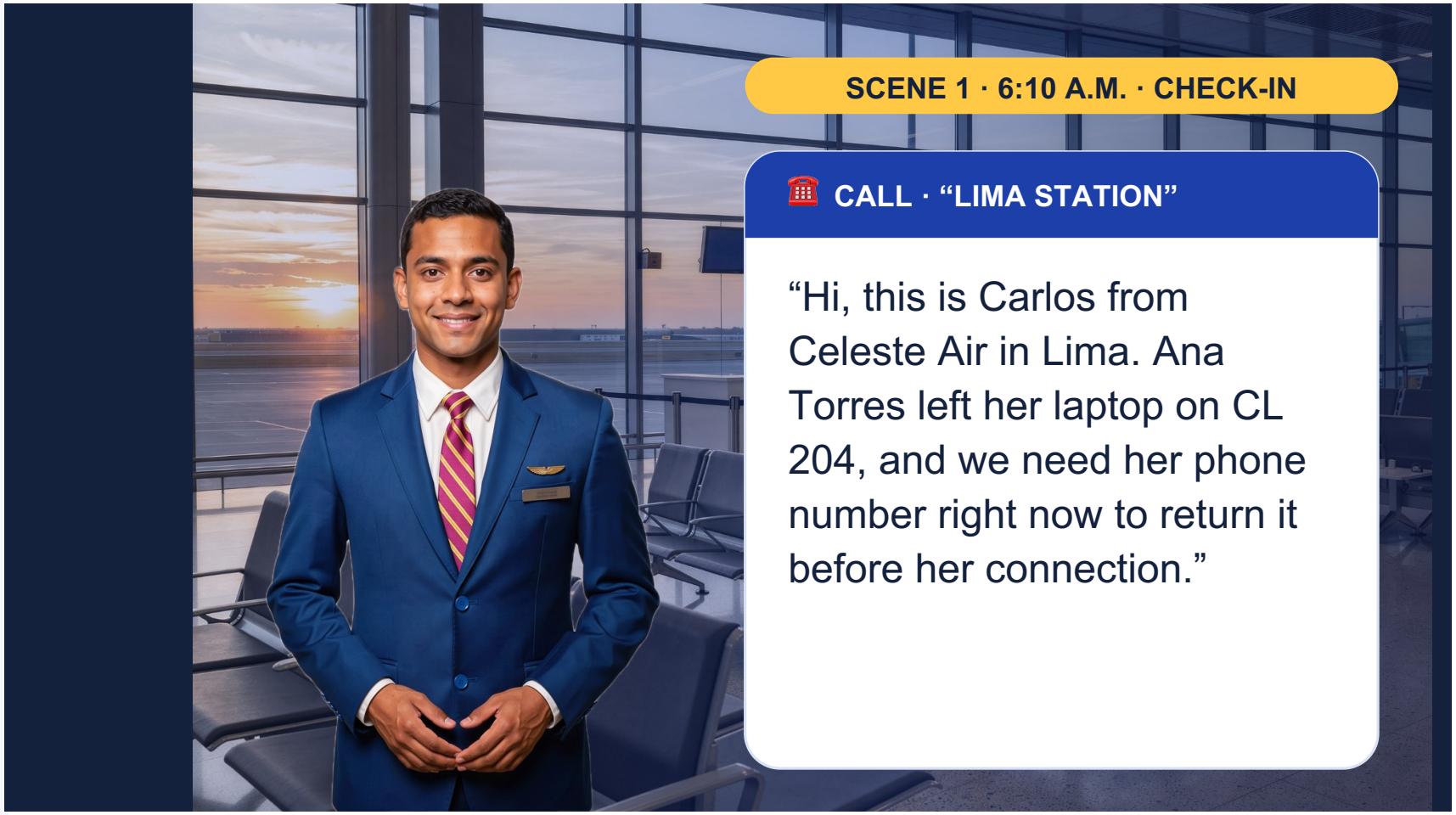
Images and alt text

Image 1 · Celeste Air cast (AI-generated, curated)
Alt text: A Celeste Air check-in agent in a blue uniform, at the airport

Background · gate photo (decorative)
Alt text: none, decorative

Practice: the urgent call

Two moments from a check-in shift. Choose what you would do, and see what happens next.



Design notes

SCREEN 25

Directions

Heading and a button stack: each option opens its own lesson (Scene · Option A, B or C). Option B is the right one.

What do you do?

“Sure, Carlos. Give me a second and I’ll look it up.”

OPTION A

“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.”

OPTION B

“Give me your employee number and I’ll read it to you.”

OPTION C

Design notes

SCREEN 25 › OPTION A

Directions

State: lesson «Scene 1 · Option A». Custom block «consequence»: magenta ✕ NOT QUITE seal and the card with what happened next, on a full-width cream band. Native feedback paragraph (bold, 1.8 rem) and a button back to the scene.



☎ CALL ENDED

“Thanks, you’re a lifesaver.”

No one in Lima knows a Carlos.

Urgency and a friendly tone are exactly what social engineering relies on. You had no way to know who was calling.

Go back to scene 1 and choose another answer.

TRY AGAIN

Design notes

SCREEN 25 › OPTION B

Directions

State: lesson «Scene 1 · Option B». Custom block «consequence»: cobalt ✓ GOOD seal and the card with what happened next, on a full-width cream band. Native feedback paragraph (bold, 1.8 rem) and a button to continue.



STATION CHANNEL · 6:14 A.M.

“Lima here. We have no record of a call. Thanks for checking.”

You kept the data safe and still helped, through the official channel. A suspicious call is also an incident, so you reported it.

Scene 2 · The Wrong Address

CONTINUE

Design notes

SCREEN 25 › OPTION C

Directions

State: lesson «Scene 1 · Option C». Custom block «consequence»: magenta ✕ NOT QUITE seal and the card with what happened next, on a full-width cream band. Native feedback paragraph (bold, 1.8 rem) and a button back to the scene.



☎ INCOMING CALL

“Sure: 40718.”

It takes him two seconds.

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.

Go back to scene 1 and choose another answer.

TRY AGAIN

Design notes

SCREEN 26

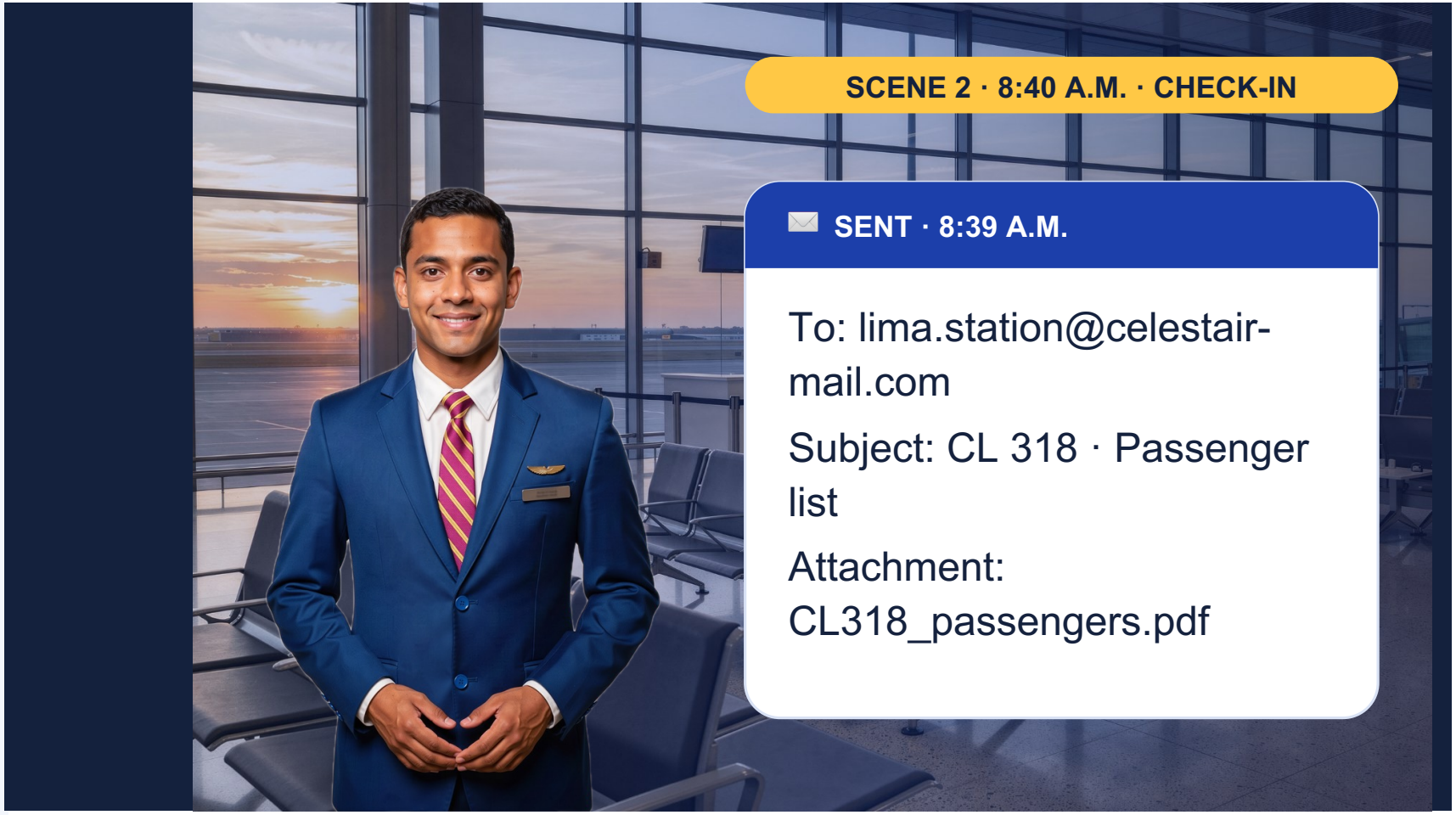
Directions

Lesson «Scene 2 · The Wrong Address». Custom block «scene»: gate photo, the agent cut out, a yellow time label and a message card (sent email). Full-width navy band. Lesson headers, sidebar and previous/next buttons are off: learners move only with buttons. The note under the block is a native paragraph.

Images and alt text

Image 1 · Celeste Air cast (AI-generated, curated)
Alt text: A Celeste Air check-in agent in a blue uniform, at the airport

Background · gate photo (decorative)
Alt text: none, decorative



The right address is **lima.station@celesteair.com**. Autocomplete picked the wrong one.

Design notes

SCREEN 27

Directions

Heading and a button stack: each option opens its own lesson (Scene · Option A, B or C). Option B is the right one.

What do you do?

“I’ll wait a bit. Maybe it bounced, and no one will open it.”

OPTION A

“I stop sending, ask the recipient to delete the email and report it on the incident form within the hour.”

OPTION B

“I’ll ask them to delete it. No need to tell anyone else.”

OPTION C

Design notes

SCREEN 27 › OPTION A

Directions

State: lesson «Scene 2 · Option A». Custom block «consequence»: magenta ✕ NOT QUITE seal and the card with what happened next, on a full-width cream band. Native feedback paragraph (bold, 1.8 rem) and a button back to the scene.



INBOX · 10:55 A.M.

Still no bounce.

Waiting uses up time the company needs. The 72-hour clock starts when Celeste Air becomes aware of the incident.

Go back to scene 2 and choose another answer.

TRY AGAIN

Design notes

SCREEN 27 › OPTION B

Directions

State: lesson «Scene 2 · Option B». Custom block «consequence»: cobalt ✓ GOOD seal and the card with what happened next, on a full-width cream band. Native feedback paragraph (bold, 1.8 rem) and a button to continue.



DATA PROTECTION · 9:20 A.M.

“Report received. Thanks for acting fast.”

Stop, secure, report, in that order. Reporting a mistake is never a disciplinary matter.

References

CONTINUE

Design notes

SCREEN 27 › OPTION C

Directions

State: lesson «Scene 2 · Option C». Custom block «consequence»: magenta ✕ NOT QUITE seal and the card with what happened next, on a full-width cream band. Native feedback paragraph (bold, 1.8 rem) and a button back to the scene.



SUPERVISOR · TWO DAYS LATER

“Why am I only hearing about this now?”

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.

Go back to scene 2 and choose another answer.

TRY AGAIN

Design notes

REFERENCES

Directions

Cobalt header with the title and a dashed contrail loop with the yellow plane.

References lesson: the list in APA 7 format, left-aligned, with no links.

References

European Parliament & Council of the European Union. (2016). Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation). *Official Journal of the European Union*, L 119, 1–88.

Celeste Air and its policies are fictional. The content was written for this portfolio sample.

Design notes

CREDITS

Directions

Cobalt header with the title and a dashed contrail loop with the yellow plane.

Credits lesson: centered text with the logo above.

Credits

CELESTE AIR
FORMACIÓN · TRAINING

Protecting Passenger Data

Celeste Air Academy · Module 2

Instructional design, visual design and Rise 360 development

Eduardo Tenjo

Photos

Magnific · Rise Content Library · Pexels · Rise Content Library · Unsplash

Icons

Flaticon (Lineal Color), recolored in two tones

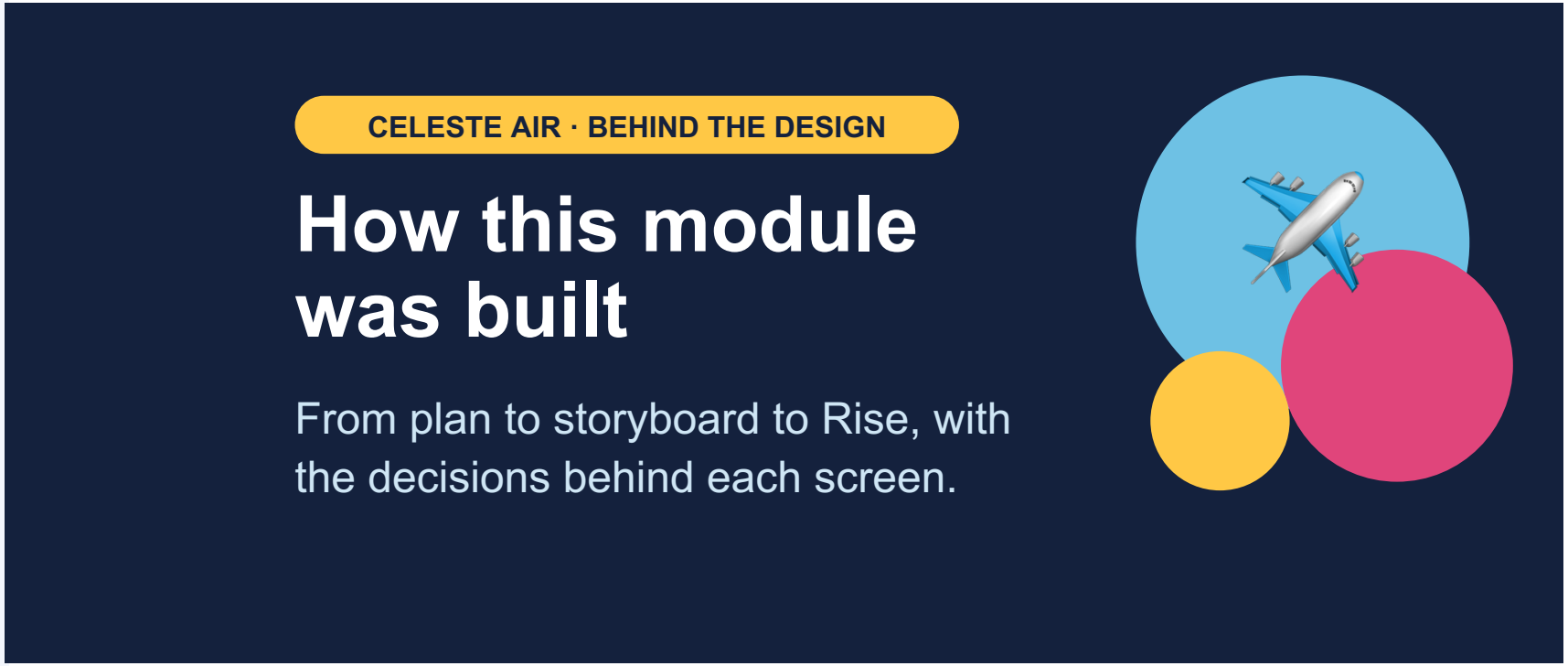
© 2026 Eduardo Tenjo · Portfolio sample · Celeste Air is a fictional airline

Design notes

BEHIND THE DESIGN · 1

Directions

New lesson «Behind the Design», reached from Credits. Custom block «title card» on navy (yellow label, title, subtitle and colored seals with a plane), then a native 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.

Design notes

BEHIND THE DESIGN · 2

Directions

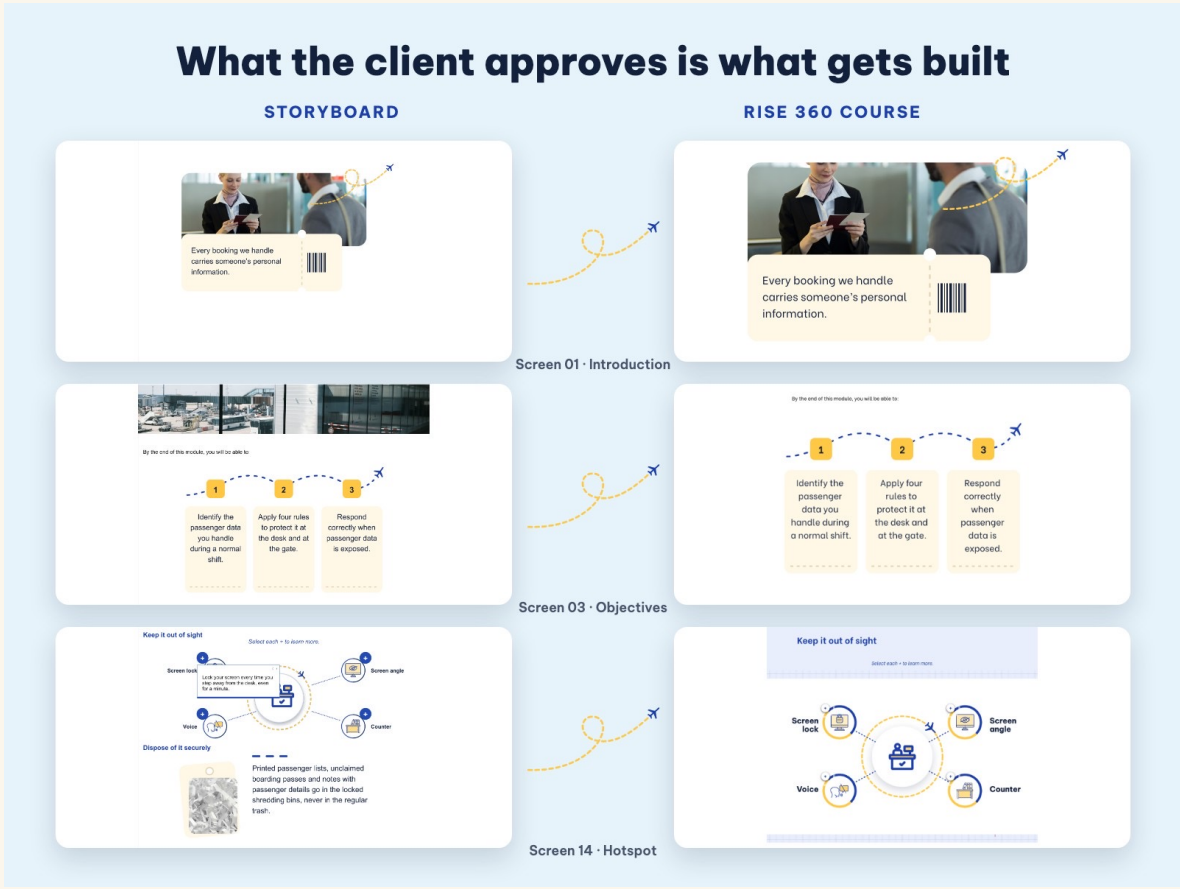
Heading, the storyboard-and-course image as a custom block on cream, and a native paragraph.

Images and alt text

Image 1 · storyboard slides next to the Rise blocks (own composition)

Alt text: Three pairs of screens: each storyboard slide next to the same block built in Rise 360.

From storyboard to course



The storyboard shows every block as it will look, with its interaction states and alt text. What the client approves is what gets built.

Design notes

BEHIND THE DESIGN · 3

Directions

Heading, the Celeste Air style tile as a custom block on cream, and a native paragraph with three bold labels.

Images and alt text

Image 1 · Celeste Air style tile (own composition)

Alt text: Celeste Air style tile: a palette of paper, sky, cobalt, sunset magenta and runway yellow, typefaces and airport motifs.

Visual identity



Palette: cobalt, sky blue and sun yellow on paper white.

Type: Be Vietnam for the course text.

Shapes: custom blocks drawn as boarding passes, gate signs and flight routes, with two-tone icons.

Design notes

BEHIND THE DESIGN · 4

Directions

Heading, an instruction in cobalt italics and an accordion with five design decisions. The next slide shows what each item opens.

Design decisions

Click each title to expand it.

Flip cards for sensitive data +

A hotspot for the desk +

A process for stop, secure, report +

A micro-scenario for social engineering +

Guided navigation +

Design notes

BEHIND THE DESIGN · 4 › OPEN ITEMS

Directions

State: the content of each accordion item.

Flip cards for sensitive data

Four categories, each with the reason it needs extra care on the back of its card.

A hotspot for the desk

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.

A process for stop, secure, report

The order matters, so each step gets its own screen.

A micro-scenario for social engineering

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.

Guided navigation

The sidebar menu, the previous and next buttons and the lesson headers are off. Learners move forward with buttons, so nobody skips a decision.

Design notes

BEHIND THE DESIGN · 5

Directions

Heading «Accessibility», a native paragraph with four bold labels, then heading «Desktop and phone» and the composition with real screenshots of scene 1.

Images and alt text

Image 1 · scene 1 on a laptop and a phone (real screenshots of the Rise preview)

Alt text: Scene 1 of the practice scenario on a laptop and on a phone.

Accessibility

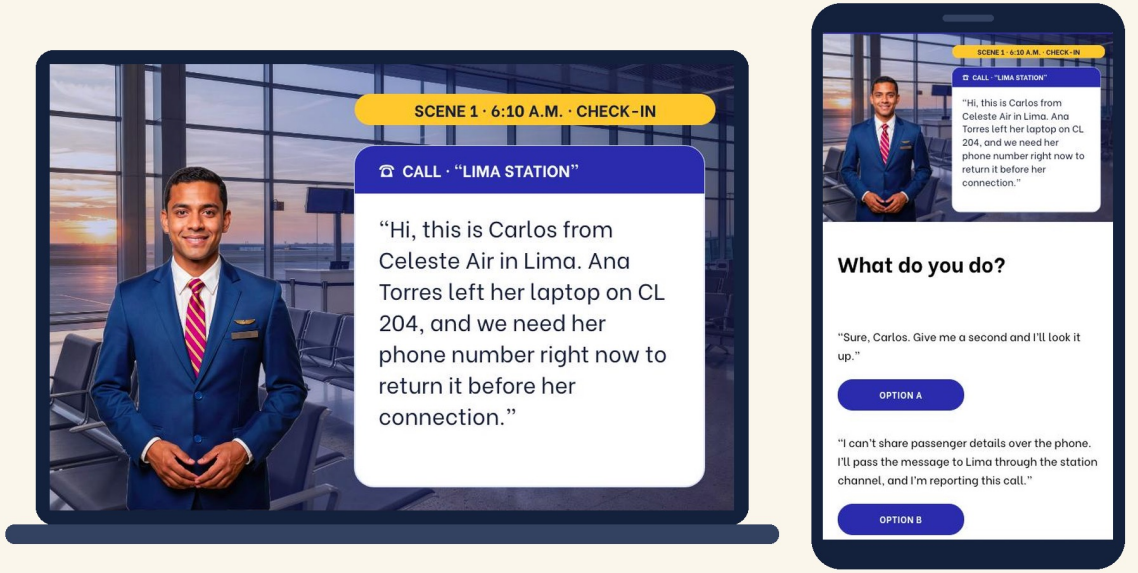
Alt text: every informative image has a description, custom blocks included; decorative backgrounds don’t.

Contrast: reading text has a ratio of 4.5:1 or more against its background.

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.

Keyboard: cards, hotspot, process, buttons and questions are native Rise blocks and can be reached with the Tab key.

Desktop and phone



Design notes

BEHIND THE DESIGN · 6

Directions

Impact statement on a cobalt band (white text) and a button back to the start of the module.

100% native Rise: no code, no add-ons, no external tools. Anyone with Rise can edit it.

Protecting Passenger Data · Go back to the beginning of the module.

BACK TO THE START