

**Project Title:** Making Tacit Knowledge Accessible Through Requirements Elicitation Tool  
**Project No.:** RG022-09ICT  
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**Abstract:**

Many technical and practical knowledge which is important to be transferred to trainees are tacit in nature. Due to routine jobs while some others are contained within the expert knowledge, it is hard to be articulated. The research investigates techniques to support the elicitation of tacit knowledge for the development of aircraft maintenance learning software. We studied the common technique used among the experts in communicating or transferring knowledge to trainee. With the communication theory and existing model of aircraft learning program, we came out with an environment to support the elicitation of tacit knowledge. Video and some other visual presentations were used in the learning environment.