



Canadian Council for **Aviation & Aerospace**

A thick, blue, curved swoosh that starts on the left and tapers to a point on the right, positioned below the main text.

*For a skilled workforce*

# Skills Development Catalogue

## Canadian Council for Aviation & Aerospace SKILLS DEVELOPMENT CATALOGUE

**CCAA skills development products** offer numerous benefits for organizations and individuals working in the aviation and aerospace industry. Workshops and online courses are designed to improve Transport Canada audit performance, comply with regulatory requirements, or become certified to a National Occupational Standard. CCAA offers a customizable solution for all of your training needs.

This guide will provide you with a description of each solution presently available.

To learn more about CCAA training courses, please contact:

### **Kethy SOSSO-KOLLE**

Coordinator, Training & Skills Development

Telephone: 613-727-8272, ext. 261

Email: [ksossokolle@avaerocouncil.ca](mailto:ksossokolle@avaerocouncil.ca)



## Table of Contents

### 1. Audit

▪ Quality Systems Auditor	1
▪ Advanced Quality Systems Auditor	1
▪ Introduction to the Audit Process	2
▪ Corrective Action Plans	2

### 2. Quality Assurance

▪ Quality Assurance Manager	3
▪ Quality for Industry Professional Development Program	3

### 3. Safety

▪ Fatigue Risk Management	4
▪ Aircraft de/anti-icing and surface contamination	4
▪ Advanced Human Factors	5
▪ Company Aviation Safety Officer	5
▪ Airside Worker Safety and Security Certification	6
▪ Dangerous Goods Program Administrator	7
▪ Dangerous Goods Transportation Orientation	8
▪ Crisis Communication	8
▪ Scribe/Documentation	9
▪ Accident/Incident Investigation	10

### 4. Aircraft Maintenance

▪ The AMO Team	11
▪ Person Responsible for Maintenance Control	12

### 5. Human Resources

▪ Human Resources and Training Solutions for Small Airports	12
▪ Executive Risk Management Briefings	13
▪ Employee Assessment, Training and Development	13

### 6. Online Training Courses

▪ Human Factors	14
▪ Aviation and Aerospace Manager	14
▪ Canadian Aviation Regulations	15

### 7. National Occupational Standards and Instructor Guides and Curricula

18

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Quality Systems Auditor</b></p> <p><b>Duration:</b> 2 days</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>Any aviation operational personnel with little or no auditing experience</li> <li>Experienced aviation operational personnel who wish to become internal operational auditors</li> </ul>	<p>This workshop provides a detailed analysis of the steps involved in the audit process, its significance in operational safety and how to apply these methods to prepare reports.</p> <p><i>Upon completion of this workshop, participants will have a sound understanding of the auditing process. This is a key component of Quality Assurance and Safety Management Systems. It is crucial to enhance operational safety and improve operational performance.</i></p>	<ul style="list-style-type: none"> <li>Prepare an audit program</li> <li>Develop and validate checklists</li> <li>Understand risk management as a component of the audit process</li> <li>Schedule and plan audits</li> <li>Analyze evidence and apply audit evaluation methods</li> <li>Prepare audit reports and Develop corrective action plans</li> <li>Improve audit performance</li> </ul>	<p><i>Quality Systems Auditors ensure an organization's processes are effective and compliant. They are required to possess the knowledge and skills necessary to ensure consistent and repeatable outcomes throughout the audit process.</i></p>
<p><b>Advanced Quality Systems Auditor</b></p> <p><b>Duration:</b> 2 days</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>Auditors with previous audit training and basic auditing experience desiring recurrent or refresher training</li> </ul>	<p>This two-day workshop provides a comprehensive assessment of the steps involved in the audit process. The course is customized to reflect the level of experience of the participants. It includes case studies and class projects to reinforce concepts of quality assurance.</p> <p><i>Upon completion of this workshop, participants will be better equipped to perform audits and related Quality Assurance tasks to improve organizational performance.</i></p>	<ul style="list-style-type: none"> <li>Review the basics</li> <li>Prepare for the audit</li> <li>Interviews as part of the audit process</li> <li>a Review of sampling techniques</li> <li>Review and documenting findings</li> <li>Keep everyone informed</li> <li>Coach others to complete corrective action plans (CAP)</li> </ul>	<p><i>The course includes both a refresher of basics and advanced audit concepts. Attendees should come with operational concerns and issues; be prepared to share and discuss these audit difficulties.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Introduction to the Audit Process</b></p> <p><b>Duration:</b> 2 days</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>Individuals who interact with auditors and are uneasy about the audit process.</li> </ul> <p><i>Note: This workshop is NOT intended for auditors or individuals responsible for the management of the Quality Assurance System</i></p>	<p>This two-day workshop is intended for individuals who interact with auditors, to provide a thorough understanding of how to prepare, react and respond to an audit.</p> <p><i>Upon successful completion of this workshop, participants will understand the audit process and its role within a typical management system.</i></p>	<ul style="list-style-type: none"> <li>Understand the role of the audit process</li> <li>Understand the fundamentals of the Canadian Aviation Regulations</li> <li>Understand the process from the perspective of the individual being audited</li> <li>Manage audit findings and Develop plans to Improve performance</li> </ul>	<p><i>The industry requested CCAA to develop this workshop for all aspects of aviation and aerospace, as a response to the increasing importance of audits that are regulated by Transport Canada. Participants will apply learned skills to facilitate interaction with auditors.</i></p>
<p><b>Corrective Action Plans</b></p> <p><b>Duration:</b> 1 day</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>Individuals who address findings by developing corrective action plans</li> </ul>	<p>This one-day workshop enables individuals to properly respond to audit findings. Participants will learn to develop appropriate corrective action plans.</p> <p><i>Upon successful completion of this workshop, participants will possess a thorough understanding of how to interpret findings, develop corrective actions, determine root causes and develop preventative actions.</i></p>	<ul style="list-style-type: none"> <li>Understand management system basics as they apply to findings</li> <li>Understand the fundamentals of short term (corrective) action plans</li> <li>Understand and apply methods to determine the root causes of a finding</li> <li>Develop long term (preventative) action plans</li> </ul>	<p><i>In response to the increasing demand driven by inappropriate corrective action plans the industry requested CCAA to develop this workshop. Participants will be able to assess, analyze and create meaningful corrective action plans.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Quality Assurance Manager</b></p> <p><b>Duration:</b> 1 day</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Experienced aviation personnel who wish to become managers</li> <li>• Quality Assurance Managers</li> <li>• Operational Managers</li> <li>• Accountable Executives</li> </ul>	<p>This workshop examines and illustrates the role and responsibilities of the Quality Assurance Manager. Description</p> <p><i>Upon completion of this course, participants will have a sound understanding of the fundamentals of the quality processes and procedures, and key responsibilities of a Quality Assurance Manager.</i></p>	<ul style="list-style-type: none"> <li>• Quality improvement roles</li> <li>• Quality management process</li> <li>• Develop and manage an audit plan</li> <li>• Manage applicable policies and procedures</li> <li>• Manage compliance and non-compliance events</li> <li>• Assess corrective and preventive actions</li> <li>• Coach operational personnel in the development and implementation of corrective actions plans</li> <li>• Manage records and documents</li> <li>• Manage Quality assurance performance and conformance</li> </ul>	<p><i>Companies realize that business improvement opportunities are a result of the implementation of quality concepts and processes. These are being championed and managed by Quality Assurance Managers.</i></p> <p><i>CCAA has developed this workshop to prepare participants for Transport Canada Expectations in accordance with established Occupational Standards.</i></p>
<p><b>Quality for Industry Professional Development Program - New</b></p> <p><b>Duration:</b> 8 days (for the full program); 1 day per module</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Anybody in the industry with responsibility for “quality”, or anyone with a desire to get involved in quality activities.</li> </ul>	<p>This program provides a comprehensive Quality Assurance program, in a format accessible to those already in the workforce.</p> <p>Enhanced by practical case studies and interactive workplace scenarios, this program provides students with transferable skills and knowledge, applicable to any industry or company, whether it be in manufacturing, maintenance, mining, shipbuilding, aviation or the service industry.</p> <p><i>Upon completion of the program, participants will be able to understand</i></p>	<p>Module 1 - Introduction to Quality            Module 2 - Statistical Quality Control, Quality Control and Quality Assurance            Module 3 - The “Quality Processes”            Module 4 - Auditing Part 1            Module 5 - Auditing Part 2            Module 6 - Auditing Part 3            Module 7 - Quality Improvement Manager            Module 8 - Human Factors Awareness</p> <p><i>Contact us for a detailed description of each module</i></p>	<p><i>Students will also have a sound understanding of the auditing process which is a key part of a Quality Assurance and Safety Management System, and the importance of audits to enhance operational safety and improve operational performance.</i></p> <p><i>This program can be delivered in a traditional college environment, or can be customized to a specific organization and delivered in</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Fatigue Risk Management</b></p> <p><b>Duration:</b> 3 formats (2hrs, ½ day, or 1day)</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Accountable Executives</li> <li>• Operational Managers</li> <li>• Chief Flight Instructors/Chief Pilot</li> <li>• Line Personnel</li> <li>• All other employees in the aviation and aerospace industry</li> </ul>	<p>This workshop examines fatigue management in an operational environment and enables your company to design and implement an effective Fatigue Risk Management Program.</p> <p><i>Following successful completion of the workshop, your company will be able to design and implement an effective Fatigue Risk Management Program.</i></p>	<ul style="list-style-type: none"> <li>• Assess the need for a Fatigue risk management system in your organization</li> <li>• Understand and recognize Fatigue</li> <li>• Develop strategies to effectively Manage Fatigue in an operational environment</li> </ul>	<p><i>CCAA has created this workshop to assist companies with the development and implementation of a fatigue risk management strategy as part of their Safety Management System as regulated by Transport Canada.</i></p>
<p><b>Aircraft de/anti-Icing/Surface Contamination</b></p> <p><b>Duration:</b> Customizable</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Pilots</li> <li>• Individuals involved in the maintenance processes of an aircraft</li> <li>• De-Icing specialists</li> </ul>	<p>This workshop applies the clean aircraft concept to the process of de-icing, teaching participants to recognize errors and apply proper de-icing procedures.</p> <p><i>Upon completion of this workshop, participants will be able to safely conduct de-icing procedures and recognize errors throughout the process.</i></p>	<ul style="list-style-type: none"> <li>• Understand standardized aircraft de/anti-icing methods</li> <li>• Handle icing/de-icing materials</li> <li>• Safety &amp; environmental information</li> <li>• Vehicle operations &amp; precautions</li> <li>• Fluid types</li> <li>• Contaminant</li> <li>• Vehicle operations &amp; precautions</li> <li>• Clean-wing concept</li> <li>• No spray zones</li> <li>• Manual snow and ice removal methods</li> <li>• Checklists</li> </ul>	<p><i>This workshop promotes standardized aircraft de/anti-icing methods and procedures that are essential for maintaining safe operations. This workshop is compliant with the Federal Aviation Administration Regulations and Transport Canada Requirements for de-icing training.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Advanced Human Factors - New</b></p> <p><b>Duration:</b> 1 day</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Floor managers</li> <li>• Middle managers</li> <li>• Individuals who require advanced human factors awareness</li> </ul>	<p>This management course outlines the legal obligations and requirements of supervisors and applies them to the duties of employee management. Participants will re-explore the human factors that can potentially lead to errors through interactive case studies.</p> <p><i>Upon completion of this workshop, participants will have a comprehensive understanding of human factors and the role management plays.</i></p>	<ul style="list-style-type: none"> <li>• Review of regulatory and industry requirements</li> <li>• Identification of the legal responsibilities of management</li> <li>• Application of legal requirements regarding employee supervision</li> <li>• Understand Human Factors and Safety Management</li> <li>• Understand and address communication difficulties in the workplace</li> <li>• Recognize and managing Human Factors</li> <li>• Preventative measures to avoid errors related to the “Dirty Dozen” concept</li> </ul>	<p><i>CCAA has created this enhanced Human Factors workshop for management to provide information and clarify the legal responsibilities of management related to the requirements of Canadian Aviation Regulations.</i></p>
<p><b>Company Aviation Safety Officer</b></p> <p><b>Duration:</b> 1 day</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Operations managers</li> <li>• Safety Officers</li> <li>• Safety Managers <i>Note: Participants are encouraged to supplement their knowledge through supporting skills development products.</i></li> </ul>	<p>This workshop introduces participants to the various roles, responsibilities and duties, identifies the various aspects of safety management and explains how to develop, manage and assess effective safety management.</p> <p><i>Participants will benefit from a deeper understanding of the various aspects of safety management systems.</i></p>	<ul style="list-style-type: none"> <li>• Safety Management Systems</li> <li>• Occupational Health &amp; Safety</li> <li>• Human Factors awareness training and application to the decision-making process</li> <li>• How to establish a safety culture</li> <li>• How to establish communication and a reporting structure</li> <li>• Emergency Response Plans</li> <li>• Unscheduled/Accident/Incident event investigation and management</li> <li>• Flight safety philosophy</li> <li>• Accident prevention</li> <li>• The role of the flight safety officer</li> <li>• Risk management</li> </ul>	<p><i>This workshop will be beneficial for participants carrying out the responsibilities of the safety manager in a company. The course will also be of interest to any operation manager that requires the Company Aviation Safety Officer’s (CASO) course to meet the Canadian Aviation Regulations requirements.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Airside Worker Safety and Security Certification</b></p> <p><b>Duration:</b> 1 or 2 days</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Individuals with little or no experience working in an airside environment</li> <li>• All individuals who work in an airport and may be required to go airside</li> </ul>	<p>This workshop ensures workers going airside have the skills needed to work safely and avoid accidents or incidents. This workshop is available with in-company customization options.</p> <p><i>Participants will benefit from a comprehensive review of the hazards of working airside.</i></p>	<ul style="list-style-type: none"> <li>• Workplace health and safety</li> <li>• Airport operational safety, SMS, FOD, Wildlife management</li> <li>• Vehicle/equipment operations</li> <li>• Airport visual aids</li> <li>• NAV CANADA</li> <li>• TC security requirements</li> <li>• Communication</li> <li>• Human and organizational factors</li> <li>• Fatigue management</li> <li>• Aircraft operations</li> <li>• Hazard areas</li> <li>• Layout of airport aprons</li> <li>• Vehicles, equipment and tools</li> <li>• Damage to aircraft</li> <li>• Passenger safety</li> <li>• Emergency preparedness</li> <li>• Non-aircraft related emergencies</li> <li>• Aircraft related emergencies</li> <li>• Handheld radios</li> </ul>	<p><i>Many incidents and accidents in the airside industrial environment are caused by a lack of knowledge on the part of personnel. To mitigate this issue, CCAA worked with industry experts to develop a National Competency Profile and workshop for airside workers.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Dangerous Goods Program Administrator Certificate Exam</b></p> <p><b>Duration:</b> 1 or 2 days</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Dangerous goods program administrators who have many years of experience, and need a means to prove their qualifications</li> <li>• Management or training personnel involved in air transportation of dangerous goods (DG)</li> <li>• Operators such as shippers, freight forwarders, or manufacturers of products considered to be DG</li> </ul>	<p>This workshop prepares participants to write the Dangers Goods Program Administrator Certificate exam. It defines the characteristics, the responsibilities and the many tasks incumbent on the person in charge of DG operations.</p> <p><i>Upon completion of this workshop and accompanying exam, participants will have objectively demonstrated expert level knowledge and competence in DG program administration.</i></p>	<ul style="list-style-type: none"> <li>• Industry context and requirements for the administration of dangerous goods programs</li> <li>• Technical knowledge requirements</li> <li>• Risk management</li> <li>• Regulations and compliance</li> <li>• Identification and interpretation of the key competencies and personal attributes of dangerous goods administrators such as leadership, communication, and judgement</li> </ul>	<p style="text-align: center;"><i>This workshop is a means to attain certification that proves expertise in dangerous goods program administration for people who already know the regulations, the business, the protocols, the reference works, and the importance of corporate responsibility.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Dangerous Goods Transportation Orientation</b></p> <p><b>Duration:</b> ½ day <b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Corporate Executives</li> <li>• Managers, trainers, and administrators involved with their company’s DG or environmental health and safety programs</li> </ul>	<p>This executive awareness briefing guides decision-makers on the importance of effective DG management, assessment of corporate obligations related to security, and risk management for safe transportation.</p> <p><i>Upon completion of this workshop, participants will understand the importance of meeting corporate obligations for the safe transportation of DG.</i></p>	<ul style="list-style-type: none"> <li>• Expectations of the corporate executive</li> <li>• Who regulates DG</li> <li>• Regulatory publications</li> <li>• Classification and handling of dangerous goods</li> <li>• Supply chain intermodal realities</li> <li>• Hazards specific to air transport</li> <li>• Hidden hazards</li> <li>• Compliance and the consequences of non-compliance</li> <li>• Competencies required in a capable DG program administrator</li> </ul>	<p><i>This executive awareness briefing will guide executive decision makers through safety considerations, the national regulations and corporate legal responsibility. It addresses effective dangerous goods management at all levels of the enterprise. Safe transportation of dangerous goods is dependent on these key individuals.</i></p>
<p><b>Crisis Communication - The Loomex Group - New</b></p> <p><b>Duration:</b> 1 day <b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Members of emergency management program committees;</li> <li>• Personnel responsible for emergency management programs within their organizations</li> <li>• Accountable executives</li> <li>• Airport CEO’s and Managers</li> <li>• Directors in the Aviation/Aerospace industry</li> <li>• Operations Staff</li> </ul>	<p>This interactive workshop teaches participants how to deal with all aspects of Crisis Communication during an emergency or large-scale event. Multimedia tools are used to keep participants engaged.</p> <p><i>Upon completion of this course participants will have arranged a mock press conference with a scrum and an interview panel. Participants will demonstrate the skills they have gained throughout the day.</i></p>	<ul style="list-style-type: none"> <li>• Dealing with Traditional Media Outlets</li> <li>• News Conferences – how to plan an effective news conference</li> <li>• Media Releases – how to prepare appropriate media releases</li> <li>• Social Media – the “good”; the “bad”; and the “ugly”. Real examples demonstrate how social media can both help and hinder operations</li> <li>• Interviewing – live on camera practical exercises</li> <li>• Interactive Media Scenarios – how effective Crisis Communication can make or break the public’s perception during an emergency</li> <li>• Media Relations – how to handle media during the “what if...?” questions</li> </ul>	<p><i>This workshop is offered in collaboration with The Loomex Group. Employees who can confidently respond to the public and media in stressful situations provide a professional presentation and elicit a feeling of trust during a crisis.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Scribe/ Documentation - The Loomex Group - <i>New</i></b></p> <p><b>Duration:</b> 1 day</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Members of emergency management program committees;</li> <li>• Personnel responsible for emergency management programs within their organizations</li> <li>• Accountable executives</li> <li>• Airport CEO's and Managers</li> <li>• Directors in the Aviation/Aerospace industry</li> <li>• Operations Managers</li> <li>• Operations Staff</li> </ul>	<p>This workshop teaches the participants the value of effective note taking. After an airport incident or event employees should assume that their documentation could be used in court, and that you will likely be interviewed as part of an investigation, an insurance claim, an inquiry, or in a review by your employer. You may later be required to testify in court, before a tribunal or at an inquiry.</p> <p><i>Upon completion of this course participants will have learned proper documentation techniques and will be able to professionally present themselves and provide accurate information after an incident.</i></p>	<ul style="list-style-type: none"> <li>• How, When and Why to Make Notes?</li> <li>• What to Expect During the Investigation?</li> <li>• What to Expect at an Inquiry/Discovery?</li> <li>• Case studies – relating to scribing</li> <li>• Exercises – relating to documentation/scribing</li> <li>• Master Event Logs vs. Personal Event Logs – which one to use and when?</li> </ul>	<p><i>This workshop is offered in collaboration with The Loomex Group. Following an incident or event employees should assume that their documentation could be used in court. Employees with skills to write efficient and standardized notes will ensure a professional and credible presentation of your team, and assist with the review and organizing of notes for retention.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Accident/Incident Investigation - The Loomex Group - <i>New</i></b></p> <p><b>Duration:</b> 1 day</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Members of emergency management program committees;</li> <li>• Personnel responsible for emergency management programs within their organizations</li> <li>• Accountable executives</li> <li>• Airport CEO's and Managers</li> <li>• Directors in the Aviation/Aerospace industry</li> <li>• Operations Managers</li> <li>• Operations Staff</li> </ul>	<p>This interactive workshop presented in collaboration with The Loomex Group is designed to ensure participants are aware of the main components necessary to conduct a basic accident/incident investigation.</p> <p>Participants are able to explain what an accident/incident is, to recognize and use the initial response to the scene. Guidelines for effective interviewing are reviewed. Participants also learn to collect evidence using the four P's – People, Parts, Position and Paper, participate in a mock accident/incident investigation, and complete the appropriate information in an accident/investigation report.</p> <p>Information specific to aviation Accident/Incident investigation will be covered.</p> <p><i>Upon completion of this course participants will have participated in a mock accident/insident investigation and will have completed the appropriate accident/incident investigation report.</i></p>	<ul style="list-style-type: none"> <li>• Describe the accident investigation process for an accident/incident, including elements of preparedness, response, scene preservation and evidence collection and report preparation.</li> <li>• Work safely at an accident/incident site.</li> <li>• Conduct witness interviews and collect evidence from a variety of relevant sources.</li> <li>• In the case of a workplace accident/incident, perform an analysis of evidence to develop a no-blame report of what occurred and recommendations for future prevention.</li> <li>• Work successfully alongside other interested parties including emergency services, coroner, media, families and regulatory authorities.</li> </ul>	<p><i>A first responder to the scene who has the skills to investicgae, collect evidence, and deal with the interested parties on site, can effectively assist or perform an investigation on behalf of an organization.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>The AMO Team</b></p> <p><b>Duration:</b> 1 or 2 days</p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Small and medium AMOs</li> <li>• AMOs where the personnel do not understand their role</li> <li>• AMOs struggling with the role of the AME within the AMO</li> </ul> <p><i>Note: The workshop is best delivered with all participants from the same organization</i></p>	<p>This workshop is intended for personnel within AMOs who encounter findings where the root cause is related to a lack of understanding of the roles and responsibilities and how each role is crucial to achieve the desired performance of the AMO.</p> <p><i>Upon successful completion of this workshop, participants will have an increased understanding of their role within the AMO and how their role contributes to the success of the AMO.</i></p>	<ul style="list-style-type: none"> <li>• What is an AMO</li> <li>• AMO Key Positions</li> <li>• Defining maintenance</li> <li>• AME privileges</li> <li>• Maintenance release</li> <li>• Elementary work &amp; servicing</li> <li>• Maintenance process elements</li> <li>• The AMO as a team</li> <li>• Management systems basics</li> <li>• quality control, quality assurance and Statistical quality control</li> <li>• The quality process</li> <li>• Compliance and non-compliance</li> <li>• Corrective Action Plans overview</li> <li>• Organization roles</li> <li>• Quality role issues</li> <li>• History and cultural issues within an organization</li> </ul>	<p><i>CCAA developed this workshop in response to the demand by smaller AMOs with multiple repeat findings where the root cause included historical, organizational or cultural issues within. Personnel will comprehend their importance and apply their skills to create communication within the AMO. This will lead to a healthier environment, improved performance and a thriving AMO.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Persons Responsible for Maintenance Control System</b></p> <p><b>Duration:</b> 1 day  <b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Person Responsible for the Control of Maintenance</li> <li>• Maintenance Managers</li> <li>• 406, 702, 703, 704, 705 operators</li> </ul> <p><i>Note: This workshop is NOT designed for persons responsible for maintenance working for an AMO</i></p>	<p>This workshop details the responsibilities of the Person Responsible for Maintenance Control Systems, permitting individuals to remain compliant with regulatory requirements and pass Transport Canada’s written and oral exams.</p> <p><i>Upon successful completion of the workshop, participants will possess a thorough understanding of the regulatory requirements for the role of the Person Responsible for Maintenance Control.</i></p>	<ul style="list-style-type: none"> <li>• Understand the Owners’ responsibilities and the basics of management systems</li> <li>• Understand the role of commercial operators</li> <li>• Comprehensive overview of the regulatory requirements</li> <li>• Understand the responsibilities of the Person Responsible for Maintenance Control (Maintenance Manager)</li> </ul>	<p><i>A strong understanding of the responsibilities of the Person Responsible for Maintenance Control will assist individuals to remain compliant with regulatory and company requirements, successfully complete Transport Canada’s written and oral tests, and increase awareness of the key elements required for quality and safety.</i></p>
<p><b>Human Resources and Training Solutions for Small Airports Workshop</b></p> <p><b>Duration:</b> 1 day  <b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Accountable Executives</li> <li>• Operational Managers</li> <li>• Shift Managers</li> <li>• Employees in the airport sector involved with the challenges facing small airports</li> </ul>	<p>This workshop synthesizes the human resource issues and challenges specific to small airports.</p> <p><i>Upon completion of this workshop, participants will have a thorough understanding of challenges facing small airports and possible solutions.</i></p>	<ul style="list-style-type: none"> <li>• Overview of the key findings of the recently completed study of Canada’s airport occupations, labour-related trends, and recommendations</li> <li>• Develop solutions to current training needs including sources, coverage and deficiencies</li> <li>• Address the challenge of defining small airport occupations and standards and how to maximize capabilities of small airport staff to meet growing demands</li> <li>• Implement SMS and Quality Assurance while also addressing human resource challenges</li> </ul>	<p><i>In 2010, CCAA released a study titled Airports Occupation Rationalization, which identified and analyzed human resource issues affecting small airports in Canada. This workshop has been developed in response of the recommendations of this study.</i></p>

## CCAA Skills Development Catalogue

Workshop	Description	Content	How will you benefit?
<p><b>Executive Risk Management Briefings</b></p> <p><b>Duration:</b> 1 day (customizable)</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Senior executives in the aviation and aerospace industry</li> </ul>	<p>This series of three 2-hour modules, provides regulatory information and enhances protection against potential areas of liability for senior executives in the aviation and aerospace industry.</p>	<ul style="list-style-type: none"> <li>• Analyze role and responsibilities of the Accountable Executive</li> <li>• Establish Fatigue Risk Management plan</li> <li>• Analyze role and responsibilities of the Person Responsible for Maintenance Control</li> <li>• Liabilities associated with these roles</li> <li>• Consequences of non-compliance</li> </ul>	<p><i>To respond to industry needs, CCAA has developed a series of executive risk management briefings with a focus on liability for senior executives in the aviation and aerospace industry. All modules can be facilitated on or off site. Webinar or teleconference options are also available.</i></p>
<p><b>Employee Assessment Training and Development - New</b></p> <p><b>Duration:</b> ½ day</p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• Individuals responsible for employee development and/or training</li> <li>• Executives in the aviation and aerospace industry</li> </ul>	<p>This workshop demonstrates how to develop an employee training plan, using National Occupational Standards and other tools, to meet the unique needs of your organization.</p> <p><i>Upon successful completion of this workshop, participants will understand the steps required to create a training and development plan to suit the unique needs of your organization</i></p>	<ul style="list-style-type: none"> <li>• Definitions of terms common to training plan development</li> <li>• Review of training successes, failures and relative costs</li> <li>• Review of Canadian regulatory requirements pertinent to training</li> <li>• Fundamentals, basic characteristics and considerations involved in the development of an employee training plan</li> </ul>	<p><i>An exceptional training and development plan that will assist your organization improve its Transport Canada audit performance.</i></p>

## CCAA Skills Development Catalogue

Online Training	Description	Content	How will you benefit?
<p><b>Human Factors</b></p> <p><b>Duration:</b> In-Class: 1 day or 2 days Online : 4-5 hours</p> <p><i>Note: Course length is the estimated time for an average learner to read course materials, complete quizzes/exams, and review all listed materials.</i></p> <p><b>Intended audience:</b></p> <ul style="list-style-type: none"> <li>• All individuals employed within the aviation and aerospace industry</li> </ul>	<p>CCAA’s Human Factors Training is offered online or as a one-to- two-day, in-class workshop. This course is customizable to meet the specific needs of your company.</p> <p><i>Upon completion of either of these training courses, participants will have a sound understanding of the relationship between human factors and safety management and receive a certificate of completion.</i></p>	<ul style="list-style-type: none"> <li>• Understand Human Factors and Safety Management</li> <li>• Recognize and manage human factors that may lead to errors</li> <li>• The “Dirty Dozen” concept</li> <li>• Understand and address communication difficulties in the workplace</li> </ul>	<p><i>CCAA Human Factors workshop meets the requirements of Canadian Aviation Regulations for both initial and recurrent training.</i></p>
<p><b>Aviation and Aerospace Manager Online Training - <span style="background-color: yellow;">New</span></b></p> <p><b>Duration:</b> Level 1 ≈ 35 hrs Level 2 &amp; 3 ≈ 20 hrs</p> <p><i>Note: course length is the estimated time for an average learner to read course materials, complete quizzes/exams, and review all listed materials.</i></p> <p><b>Intended Audience:</b></p> <ul style="list-style-type: none"> <li>• Supervisors</li> <li>• Managers</li> <li>• Senior Executives</li> </ul>	<p>This course is divided into three separate levels of certification to support the transition into various levels of management. The course enables qualified workers to transition into management and existing managers to prepare for greater career advancement. individuals to learn at their own pace.</p> <p><i>Upon completion of each level participants will have increased mastery of the various roles of aviation management</i></p>	<ul style="list-style-type: none"> <li>• Safety and Security</li> <li>• Production</li> <li>• Administration</li> <li>• Finance (No level I content)</li> <li>• Business Development</li> <li>• Human Resources</li> <li>• Communication</li> </ul>	<p><i>The Aviation and Aerospace Manager online training addresses all current management needs enabling qualified workers to transition into management and existing managers to prepare for greater career advancement.</i></p>

## CCAA Skills Development Catalogue

Canadian Aviation Regulations Online Training Catalogue	Description
<p><b>Canadian Aviation Regulations</b> The majority of individuals will only register for one of the 17 streams based on their occupation within an organization. <i>Note: course length is the estimated time for an average learner to read course materials and complete quizzes/exams. This does not include time needed to review all listed materials.</i></p>	<p>The Canadian Council for Aviation &amp; Aerospace has developed Canadian Aviation Regulations (CARs) online training, consisting of 17 streams available in English and French. These courses are intended for individuals employed in manufacturing, maintenance, and design occupations including those performing elementary work. All of the courses include information on accessing and interpreting the CARs.</p>
<p><b>Stream 1: CARs for Manufacturers – General</b> <b>Course Length:</b> 3 hours <b>Intended Audience:</b> Supervisory and design personnel</p>	<p>This course provides a general overview of regulations common to manufacturers of aeronautical products. Content includes portions of part 2 of the CARs specific to identification plates, information specific to flight authorities, an overview of type design requirements, manufacturers requirements, and a brief overview of quality assurance and safety management.</p>
<p><b>Stream 2: Persons Performing Work on Aircraft</b> <b>Course Length:</b> 2 hours <b>Intended Audience:</b> Individuals performing maintenance activities primarily on aircraft in an AMO, who are not the holders of an AME license</p>	<p>Content in this course includes the applicable CARs specific to the roles and responsibilities of individuals performing maintenance activities primarily on aircraft in an AMO who are not the holders of an AME license.</p>
<p><b>Stream 3: Aircraft Maintenance Engineer</b> <b>Course Length:</b> 11 hours <b>Intended Audience:</b> Individuals preparing for the AME regulatory requirements examination administered by Transport Canada</p>	<p>This course outlines the applicable CARs specific to the roles and responsibilities of Aircraft Maintenance Engineers. The course is intended to prepare individuals for the regulatory requirements examination administered by Transport Canada. An overview of management systems, quality assurance and safety management is also included.</p>
<p><b>Stream 4: Persons Performing Work in a Shop</b> <b>Course Length:</b> 2 hours <b>Intended Audience:</b> Individuals performing maintenance activities primarily on aeronautical components in an AMO</p>	<p>This course details the applicable CARs specific to the roles and responsibilities of individuals performing maintenance activities primarily on aeronautical components in an AMO.</p>
<p><b>Stream 5: Persons Performing Elementary Work</b> <b>Course Length:</b> 1 hour <b>Intended Audience:</b> Individuals performing elementary work on behalf of the owner operator</p>	<p>This brief course outlines the applicable CARs specific to the roles and responsibilities of individuals performing elementary work on behalf of the owner operator.</p>

## CCAA Skills Development Catalogue

Canadian Aviation Regulations Online Training Catalogue	Description
<p><b>Stream 6:</b> Person Responsible for the Control of Maintenance – Approved Operator  <b>Course Length:</b> 5 hours  <b>Intended Audience:</b> Individuals who are, or will be, the Person Responsible for the Control of Maintenance employed by an approved operator.</p>	<p>Course content includes a comprehensive examination of the applicable CARs specific to the roles and responsibilities of the Person Responsible for the Control of Maintenance of an approved operator. In addition, a brief overview of quality assurance and safety management is also included. <i>This course is NOT intended for individuals who currently or are about to occupy the role of a Person Responsible for Maintenance employed by the maintenance provider (AMO).</i></p>
<p><b>Stream 7:</b> Person Responsible for Maintenance – AMO  <b>Course Length:</b> 11 hours  <b>Intended Audience:</b> Persons Responsible for Maintenance employed in an AMO</p>	<p>Content covered in this course includes the applicable CARs specific to the roles and responsibilities of the Person Responsible for Maintenance employed in an AMO. In addition, a brief overview of quality assurance and safety management is also included. <i>Note: this course is NOT intended for individuals presently in the role of a Person Responsible for the Control of Maintenance employed by the aircraft operator .</i></p>
<p><b>Stream 8:</b> Accountable Executive – Approved Maintenance Organization  <b>Course Length:</b> 3 hours  <b>Intended Audience:</b> Individuals who are or will be the Accountable Executive in an AMO</p>	<p>This course covers the applicable CARs specific to the roles and responsibilities of Accountable Executives employed with AMOs. A brief overview of quality assurance and safety management is also included in this course.</p>
<p><b>Stream 9:</b> Part Design Approvals  <b>Course Length:</b> 1 hour  <b>Intended Audience:</b> Holders of Part Design Approvals</p>	<p>This course describes in detail applicable CARs specific to the holders of part design approvals.</p>
<p><b>Stream 10:</b> Repair Design Approvals  <b>Course Length:</b> 1 hour  <b>Intended Audience:</b> Holders of Repair Design Approvals</p>	<p>This course details the applicable CARs specific to the holders of repair design approvals.</p>
<p><b>Stream 11:</b> Supplemental Type Certificates  <b>Course Length:</b> 2 hours  <b>Intended Audience:</b> Holders of Supplemental Type Certificates</p>	<p>This course describes in detail applicable CARs specific to the holders of type certificates.</p>
<p><b>Stream 12:</b> Technical Standing Order Design Approvals  <b>Course Length:</b> 1 hour  <b>Intended Audience:</b> Technical Standing Order Design Approval Holders</p>	<p>This course details the applicable CARs specific to the technical standing order design approvals.</p>

## CCAA Skills Development Catalogue

Canadian Aviation Regulations Online Training Catalogue	Description
<p><b>Stream 13:</b> Type Certificate Holders  <b>Course Length:</b> 2 hours  <b>Intended Audience:</b> Holders of Type Certificates</p>	<p>This course describes in detail applicable CARs specific to the holders of type certificates.</p>
<p><b>Stream 14:</b> Design Approval Holders  <b>Course Length:</b> 2 hours  <b>Intended Audience:</b> Design Approval holders</p>	<p>This course details the applicable CARs specific to the holders of design approvals.</p>
<p><b>Stream 15:</b> Persons Performing Work – Manufacturing  <b>Course Length:</b> 1 hour  <b>Intended Audience:</b> Persons Performing Work in a manufacturing organization</p>	<p>This course reviews the applicable CARs specific to the roles and responsibilities of individuals performing manufacturing activities.</p>
<p><b>Stream 16:</b> Person Responsible for Activities – Manufacturing  <b>Course Length:</b> 4 hours  <b>Intended Audience:</b> Persons Responsible for Activities in a manufacturing organization</p>	<p>Course content includes information on the applicable CARs specific to the roles and responsibilities of the Person Responsible for Activities within a manufacturing organization and a brief overview of quality assurance and safety management.</p>
<p><b>Stream 17:</b> Accountable Executives – Manufacturing  <b>Course Length:</b> 3 hours  <b>Intended Audience:</b> Accountable Executive in a manufacturing organization</p>	<p>Course content includes information on the applicable CARs specific to the roles and responsibilities of the Accountable Executive of manufacturing organizations, and a brief overview of quality assurance and safety management.</p>
<p><b>WHMIS</b>  <span style="background-color: yellow;">New</span>  <b>Course Length :</b> 2 hours  <b>Intended Audience:</b> All individuals employed within the aviation and aerospace industry</p>	<p>The WHMIS 2015 course updates training to the revised standard for hazardous materials in Canada, designed to include the existing WHMIS 1988 standards and the alignment with the GHS.</p> <p>This online course covers both the new WHMIS 2015 regulations and the transition process from WHMIS 1988. It consists of interactive training modules, including these key components: hazard identification, product classification, labelling, safety data sheets and workplace education and training.</p>

## CCAA Skills Development Catalogue

National Occupational Standards Available for Certification	Instructor Guides and Curricula
<p>CCAA has developed 29 Occupational Standards (OS) to support the aviation and aerospace industry. These OS identify the tasks performed in a particular occupation and describe the knowledge and skills required to complete them competently.</p> <ol style="list-style-type: none"> <li>1. Aerospace Materials Specialist*</li> <li>2. Aircraft Gas Turbine Engine Repair and Overhaul Technician*</li> <li>3. Aircraft Interior Technician*</li> <li>4. Aircraft Maintenance Technician</li> <li>5. Aircraft Mechanical Assembler</li> <li>6. Aircraft Propeller Systems Technician*</li> <li>7. Aircraft Reciprocating Engine Technician*</li> <li>8. Aircraft Refueller</li> <li>9. Aircraft Simulator Technician</li> <li>10. Aircraft Structures Assembler</li> <li>11. Aircraft Structures Technician</li> <li>12. Airport Airside Worker</li> <li>13. Aviation Electrical / Electronics / Instrument Component Technician*</li> <li>14. Aviation Ground Services Attendant</li> <li>15. Aviation Machinist*</li> <li>16. Aviation Maintenance Inspector</li> <li>17. Aviation Maintenance Manager</li> <li>18. Aviation Mechanical Component Technician*</li> <li>19. Aviation Non-Destructive Inspection Technician*</li> <li>20. Aviation Painter*</li> <li>21. Aviation Special Processes Technician*</li> <li>22. Aviation Welding Technician*</li> <li>23. Avionics Maintenance Technician</li> <li>24. Commercial Pilot</li> <li>25. Composite Fabricator</li> <li>26. Electrical / Electronic Assembler</li> <li>27. Quality Assurance Manager</li> <li>28. Quality Systems Auditor</li> <li>29. Transportation of Dangerous Goods Program Administrator</li> </ol>	<ol style="list-style-type: none"> <li>1. Aircraft Gas Turbine Engine Repair and Overhaul Technician</li> <li>2. Aircraft Interior Technician</li> <li>3. Aircraft Maintenance Technician*</li> <li>4. Aircraft Propeller Systems Technician</li> <li>5. Aircraft Structures Technician*</li> <li>6. Aviation Non-Destructive Inspection Technician</li> <li>7. Aviation Machinist</li> <li>8. Aviation Mechanical Component Technician</li> <li>9. Aviation Painter</li> <li>10. Aviation Welding Technician</li> <li>11. Avionics Maintenance Technician*</li> <li>12. Composite Fabricator Curriculum</li> <li>13. Training of Canadian Commercial Pilots</li> </ol> <p>* These Curricula have been recognized by Transport Canada for training delivered by an Approved Maintenance Organization (AMO).</p>
<p>*12 Standards recognized by Transport Canada for personnel working in an AMO</p>	