

## CCAA's Skills Development Workshops at



5825 Dixie Road, Mississauga, Ontario L4W 4V7

*Certification has proven to reduce incidents and accidents. Be compliant and stay compliant with CCAA training. All CCAA workshops are based on a National Occupational Standard (NOS) or specific Transport Canada regulatory requirement. The workshops are carefully designed to provide participants with the tools and knowledge necessary to comply with Canadian Aviation Regulations (CARs)*

### BEST WESTERN PLUS HOTEL

Date	Workshop	Duration (days)	Instructor	Town	Province
16-Sept-19	Quality Systems Auditor	2	Bernard Wurster	Toronto	ON
18-Sept -19	Corrective Actions Plan	1	Bernard Wurster	Toronto	ON
19-Sept-19	Quality Assurance Manager	1	Bernard Wurster	Toronto	ON
20-Sept-19	Person Responsible for Maintenance Control (PRMC)	1	Bernard Wurster	Toronto	ON

### COURSE DESCRIPTIONS

#### **Quality Systems Auditor Workshop**

##### Workshop Description

This 2-day workshop provides a comprehensive overview of the steps involved in the audit process. Content covered in this workshop includes:

- Preparing an audit program
- Developing and validating checklists
- Understanding risk management as a component of the audit process
- Addressing common quality assurance issues
- Scheduling and planning audits
- Analyzing evidence and applying audit evaluation methods
- Preparing audit reports and developing corrective action plans
- Improving audit performance

#### **Corrective Action Plans Workshop**

##### Workshop description:

This 1-day workshop is intended for individuals who may be required to respond to audit findings by developing corrective action plans. Participants will learn to develop meaningful and appropriate corrective action plans. Content covered in this workshop includes:

- Understanding management system basics as they apply to audit findings
- Understanding the fundamentals of Short Term (corrective) action plans
- Understanding and applying methods for determining the root causes of a finding
- Developing Long Term (preventative) action plans



### **Quality Assurance Manager Workshop**

#### Workshop description

This 1-day workshop provides a comprehensive overview of the role and responsibilities of the Quality Assurance Manager. Content covered in this workshop includes:

- Quality improvement roles
- Quality management process
- Develop and manage an audit plan
- Manage applicable policies and procedures
- Manage compliance and non-compliance events
- Assess corrective and preventive actions
- Coach operational personnel in the development and implementation of corrective action plans (CAPs)
- Manage records and documents
- Manage QA performance and conformance

### **Person Responsible for Maintenance Control System Workshop**

#### Workshop description

This one-day workshop provides participants with a comprehensive overview of the regulatory requirements for the Person Responsible for Maintenance Control System role and the responsibilities in this position. Content covered in this workshop includes:

- Understanding the Owners' responsibilities and the basics of management systems
- Understanding the role of commercial operators
- Comprehensive overview of the regulatory structure
- Understanding the responsibilities of certificate holders
- Understanding the responsibilities of the Maintenance Manager (Person Responsible for Maintenance Control)

## **WORKSHOP DETAILS**

COURSE NAME	CCAA Partner			Others		
	QTY	PRICE (tax not included)	TOTAL	QTY	PRICE (tax not included)	TOTAL
Quality Systems Auditor (QSA)		\$680.00			\$850.00	
Corrective Actions Plan (CAP)		\$520.00			\$650.00	
Quality Assurance Manager (QAM)		\$520.00			\$650.00	
Person Responsible for Maintenance Control System (PRMC)		\$520.00			\$650.00	

### **Do you have more than 5 participants? Ask about our private workshops!**

Save on travel costs for your large group and have a CCAA-certified instructor come to your organization anywhere in Canada. Our instructor will deliver course material specially tailored to meet your organization's requirements, at a date/time and location of your choice anywhere in Canada. We offer group discounts and other incentives!



### MAIN CONTACT & PARTICIPANT(S) INFORMATION

Main Contact Person: First Name/ Last Name			
Organization		CCAA Partnership Number	
Organization Address	City	Province	Postal Code
Phone	E-mail		
List of Participant(s): FIRST NAME / LAST NAME and EMAIL ADDRESS			

### PAYMENT DETAILS

Credit Card		<input type="checkbox"/> VISA	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express
Credit Card Number		Expiry Date		
Name of Card Holder		Signature		
Billing Address: (If different from the previously stated address on page 1)				

### PLEASE RETURN THE COMPLETED FORM TO:

Sohini Famili  
 Manager, Skills Development & Partnerships  
[sfamili@avaerocouncil.ca](mailto:sfamili@avaerocouncil.ca)  
 Phone #: (613) 727 8272 x 232

### How did you hear about us?

- CCAA Regional Representative
- Current Employer
- CCAA Website
- Other

#### Cancellation Policy:

50% refund with 7 – 14 days prior notice. Less than 7 days' notice: no refund; registration fees may be used as credit towards the next available workshop. This credit is valid within 1 year from the time of purchase. There will be no refunds or credit for participants who are absent without prior notice.  
 CCAA reserves the right to cancel or change workshop dates up to 2 weeks prior due to insufficient registration.

