

**A trained workforce is a safe, efficient, and
productive workforce**

**CCAA Online Training
Workshops (Virtual Instructor-Led or Classroom)**

TRAINING CATALOGUE



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Virtual Instructor-Led and Classroom

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COURSE PRICING

AX 1

PRIVATE WORKSHOPS



**DO YOU HAVE
MORE THAN
FIVE (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 training specially tailored to meet your organization's needs, at a date, time and location of your choice.

We offer group discounts and other incentives!



WORKSHOPS



QUALITY SYSTEMS AUDITOR *Classroom & Virtual- 2 days*

This workshop provides a comprehensive overview of the steps involved in the audit process. Upon completion, participants will have a sound understanding of the auditing process, a key part of a Quality Assurance and Safety Management System. They will also recognize its importance in enhancing operational safety and improving operational performance.

ADVANCED QUALITY SYSTEMS AUDITOR *Classroom & Virtual- 2 days*

This workshop provides a more detailed examination of 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. Upon completion of this workshop, participants will be better equipped to perform audits and related Quality Assurance tasks with a view to improving organizational performance.

QUALITY ASSURANCE MANAGER *Classroom- 1 day Virtual- 2 half days*

Developed and based on Transport Canada regulations and guidance material, the Occupational Standard for a Quality Assurance Manager and industry experts, the objective of this workshop is to provide an individual with a solid understanding of the roles, responsibilities and duties of a Quality Assurance Manager.

WORKSHOPS



CORRECTIVE ACTION PLANS

Classroom- 1 day Virtual- 2 Half days

This workshop enables participants to develop meaningful and appropriate corrective action plans. Upon the successful completion of this workshop, participants will acquire a thorough understanding of how to interpret findings, develop corrective actions, determine root causes and develop preventative actions.

COMPANY AVIATION SAFETY OFFICER

Classroom- 1 day Virtual- 2 Full days

This virtual workshop is designed for individuals who have responsibilities as a Safety Officer or Safety Manager within their organization. This course meets the requirements of CAR's 705.153, 573.06(8) 302.505. It is also beneficial for operations managers who require the Company Aviation Safety Officer's (CASO) course to meet the requirements of CAR's 723.07. Participants will gain in-depth knowledge of the different aspects of safety management to mad assess safety within their operation.

WORKSHOPS

ADVANCED RISK ASSESSMENT- **NEW** *Virtual – Day 1 (6.5 hours) Day 2 (2.5 hours)*

This workshop has been developed to meet the needs of safety and quality assurance personnel tasked with conducting or facilitating risk assessments and analysis for their organizations. Individuals who take this workshop should have a basic understanding of risk assessment and risk management principles, as this workshop will focus on techniques and methodologies that will take your risk assessment to the next level. The workshop builds on basic knowledge levels to introduce various methods to establish severity and probability.

AVIATION OCCUPATIONAL SAFETY & HEALTH- **NEW** *Virtual – 1 Day*

The Aviation Occupational Safety & Health workshop is developed for Canadian (702,703,704,705, 604) air operators who have employees working onboard their aircraft. This workshop is designed for Managers, Supervisors, and Health & Safety Committee members to establish a robust Aviation Occupational Health & Safety program within their company. The intent of this workshop is to educate employers on the health and safety of their crew members, in accordance with the Canada Labour Code Part II, and the Aviation Occupational Health and Safety regulations.

WORKSHOPS



SAFETY MANAGEMENT SYSTEMS MANAGER

Virtual – 2 Half Days

This workshop is designed for participants responsible for implementing and managing an SMS program within their organization. The course compliments the CCAA Company Aviation Safety Officer (CASO) workshop and provides a strong base onto which to build and manage a successful SMS program. It is recommended participants have prior knowledge of the role and responsibilities of a Safety Officer before taking this course.

HUMAN FACTORS CLASSROOM WORKSHOP

Classroom - 1 day

This workshop meets the requirements of Canadian Aviation Regulations (CARs) and allows participants to gain awareness and knowledge of the human factors that can potentially lead to errors. Upon completion, participants will have a sound understanding of the relationship between human factors and safety management and receive a certificate of completion valid for 3 years.



WORKSHOPS



INTRODUCTION TO FATIGUE RISK

Virtual- 1/2 day

Provide the fundamentals of fatigue and the risk it poses to individual if not managed properly. Topics Covered:

- What is fatigue
- Understanding sleep and fatigue
- What affects fatigue
- Work and scheduling
- Circadian rhythms
- Sleep disorders
- Strategies for dealing with fatigue

FATIGUE RISK MANAGEMENT SYSTEMS

Classroom- 1 day Virtual- 2 Half days

The CCAA has created this workshop to support companies in the development and implementation of a fatigue risk management program. Participants will gain an in-depth understanding of cause and effect of fatigue and are given a roadmap and strategies to introduce an FRMS program. On successful completion of the workshop, participants will be able to lead both the design and the implementation of an effective FRMS Program.

WORKSHOPS



REGULATORY REQUIREMENTS & MANAGEMENT STRATEGIES FOR 702 OPERATORS

Classroom- 2 Days

This 2-day workshop gives 702 operators in Canada comprehensive awareness and understanding of the owners/operators' roles and responsibilities for the management of maintenance. This course also introduces participants to the fundamentals required to implement an effective Quality Assurance (QA) system.

PERSON RESPONSIBLE FOR MAINTENANCE CONTROL

Classroom- 1 day

This workshop provides participants with a comprehensive understanding of regulatory requirements for the Person Responsible for Maintenance Control System with a focus on responsibilities. This will support 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.



WORKSHOPS

BUSINESS SKILLS

Success in today's business environment requires more than just technical competency. It required various business skills and strategies. These skills include competency in technical correspondence, critical thinking, problem solving, time management, and customer relations.

- Introduction to Business and Technical Writing
- Critical and Creative Thinking
- Problem Solving and Decision Making
- Managing Time and Stress
- Optimal Service Delivery & Customer Relations
- Performance Improvement

Select only the modules you are interested in. Modules can be taken in any order.

Sessions are offered as two 2-hour interactive virtual workshops. Additional options include company specific workshops.

HUMAN SKILLS

Whether working in a technical, office or production environment, interpersonal skills are essential for the organization and individuals achieve success. Effective communication, teamwork, conflict management and change management skills are just a few of the non-technical abilities needed for success.

- Communicating for Results
- Making Teamwork Work
- Adapting to Change
- Managing Conflict
- Emotional Intelligence & Self Management
- Working Across Generations
- Working and Interacting with Different People

Select only the modules you are interested in. Modules can be taken in any order.

Sessions are offered as two 2-hour interactive virtual workshops. Additional options include designated company specific workshops.



WORKSHOPS

MENTORSHIP

Organizations are looking to mentoring as a strategy to develop competencies across the spectrum, from leadership to applied practices. Individuals are looking to mentoring as a strategy to gain access to established networks and develop personal and professional competencies. This course looks at strategies for establishing meaningful mentor-mentee relationships that can benefit all parties.

Syllabus includes:

- Understanding the role of a mentor
- Four Mentoring Options
- Key Mentoring skills and stages
- How to conduct a structured mentoring session

COACHING

This workshop provides the learner with the ability to be an effective coach and to implement a coaching program at their organization. Material introduced includes the role of the coach, reviews coaching techniques, adult learning principles, communication and feedback process.

Participants will learn about the subtle differences between training, coaching, and mentoring with a focus on the benefits of coaching to the coach, the learner and the Organization and how coaching supports the integration of employees, students, or interns into the organization.

The skills acquired is beneficial for coaches or supervisors alike; participants develop skills to engage students or staff as they develop into productive and capable employees.

ONLINE TRAINING



HUMAN FACTORS IN AVIATION | *Course length - 4-5 hours*

CCAA's Human Factors Training has been completely updated to reflect the latest science and learning strategies. Upon completion of this course, participants will have in-depth understanding of the relationship between human factors and safety management. With a final exam, successful students receive a certificate of achievement valid for 3 years. The course covers areas such as:



- Understanding Human Factors and Safety Management
- Understanding Threats and Errors
- How to recognize and manage human factors
- The "Dirty Dozen" concept
- Understanding and addressing communication difficulties in the workplace

Workplace Hazardous Materials Information System (WHMIS 2015)

Course length - 1.5 hours

The WHMIS 2015 course updates training to the revised standard for hazardous materials in Canada, designed to align with the GHS (Globally Harmonized System). This online course covers new WHMIS 2015 regulations. It consists of interactive training modules, including these key components: hazard identification, product classification, labelling, safety data sheets and workplace education and training.

HEALTH AND SAFETY FOR AIRCRAFT TECHNICIANS

Course length - 2.5 hours

This course focuses on Workplace Hazards Recognition and Control; Personal Protective Equipment (PPE), Fall Protection Fundamentals, Environmental and Situational Safety including Hangar Safety, SMS, Hazardous Materials, Airside and Hangar Safety Hazards. The course is specifically designed for the Aircraft Technicians' work environment.

TROUBLESHOOTING/ANALYTICAL THINKING

Course length - 6 hours

Aircraft maintenance includes scheduled and unscheduled maintenance. Scheduled maintenance includes the combined actions taken to reduce or eliminate failure and to prolong the life of the aircraft, aircraft systems and components. Unscheduled maintenance includes the process of troubleshooting an aircraft, aircraft systems and/or a failed component resulting in a resolution.

As an Aircraft Maintenance Technician (AMT) you will spend considerable time troubleshooting throughout your career. The skill of locating system defects through a logical process is an important asset and requires critical and logical thinking.

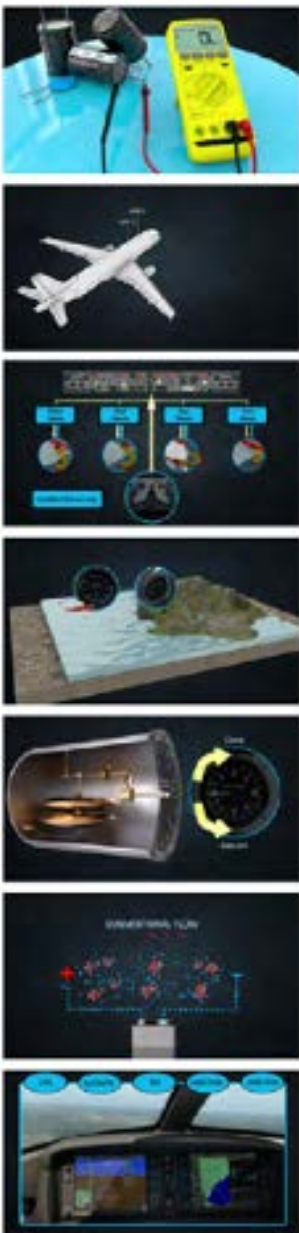
This course will help AMTs to develop and enhance logical and critical thinking and focuses on reasoning skills that enables more efficient and effective trouble shooting.



AVIONICS TRAINING: FUNDAMENTAL SKILLS FOR AIRCRAFT ELECTRONIC AND ELECTRICAL SYSTEMS

Course length - 60 hours - 11 MODULES

The role of the Aircraft Maintenance Technicians is changing in part due to the rapid changes in technology. Day-to-day activities of aircraft maintenance technicians (AMT) now also require significant expertise in avionics. This course provides the AMTs with a clear understanding of Avionics in order to expand their abilities and competency in the following areas:



Basic Electronics (A review)



Basic Digital



Computer Systems and Software



Avionics Specialized Skills



Communications Systems



Navigation Systems



Indicating and Recording Systems



Auto Flight System



Integrated Modular Avionics Systems



Central Maintenance and Information Systems



Cabin Systems

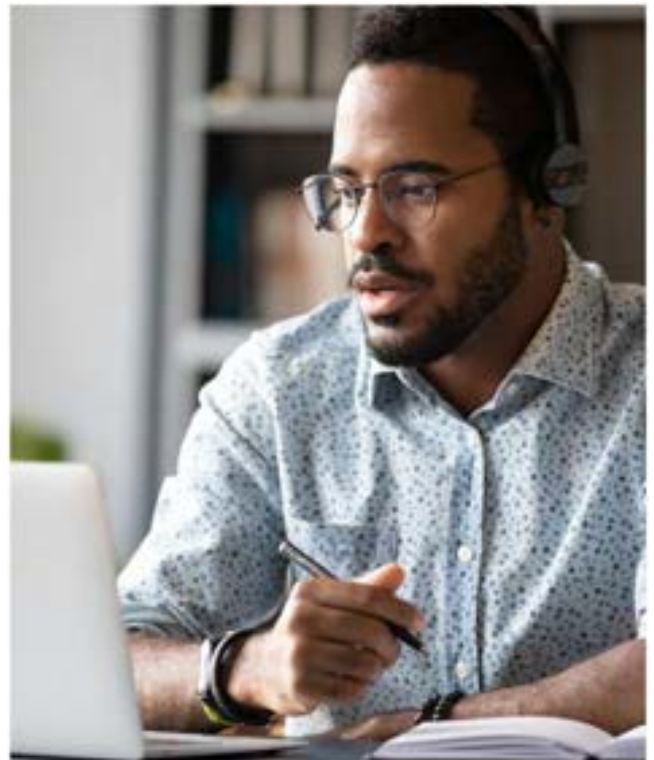
AVIATION & AEROSPACE MANAGER - LEVEL 1

Course length - 30 hours

CCAA's Aviation and Aerospace Manager online course is designed exclusively for the Canadian aviation and aerospace sectors based on the CCAA's Occupational Standard. The Aviation and Aerospace Manager - Level One on-line training course is focused on management needs for technicians who want to advance into supervisory roles.

The course content introduces the following seven topics:

- Safety and Security
- Administration
- Production
- Finance
- Business Development
- Communication
- Human Resources



CANADIAN AVIATION REGULATIONS

The CCAA has developed this Canadian Aviation Regulations (CARs) online training, consisting of 17 role specific options available in English and French. Each option is designed for a specific function within an organization and consequently, most people only require one stream. These courses are intended for individuals employed in manufacturing, maintenance, and design occupations including those performing elementary work. All the courses include information on accessing and interpreting the CARs.



STREAM 1 – CARS FOR MANUFACTURERS – GENERAL *Course Length: 9 Hours*

INTENDED AUDIENCE: Supervisory and Design Personnel

This course provides a general overview of regulations common to manufacturers of aeronautical products. The 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.

CANADIAN AVIATION REGULATIONS

STREAM 2 – PERSONS PERFORMING WORK ON AIRCRAFT

Course Length: 10 Hours

INTENDED AUDIENCE: Individuals performing maintenance activities primarily on aircraft in an approved maintenance organization, who are not the holders of an Aircraft Maintenance Engineer license.

Content in this course includes the applicable CARs specific to the roles and responsibilities of individuals performing maintenance activities primarily on aircraft in an approved maintenance organization who are not the holders of an Aircraft Maintenance Engineer license.

STREAM 3 – AIRCRAFT MAINTENANCE ENGINEER

Course Length: 38 Hours

INTENDED AUDIENCE: Individuals preparing for the Aircraft Maintenance Engineer regulatory requirements examination administered by Transport Canada.

This course addresses 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. In addition, the course covers a complete review of management systems, quality assurance and safety management.

CANADIAN AVIATION REGULATIONS

STREAM 4 – PERSONS PERFORMING WORK IN A SHOP

Course Length: 9 Hours

INTENDED AUDIENCE: Individuals performing maintenance activities primarily on aeronautical components in an approved maintenance organization.

This course details the applicable CARs specific to the roles and responsibilities of individuals performing maintenance activities primarily on aeronautical components in an approved maintenance organization.

STREAM 5 – PERSONS PERFORMING ELEMENTARY WORK

Course Length: 4 Hours

INTENDED AUDIENCE: Individuals performing elementary work on behalf of the owner operator.

This brief course addresses the applicable CARs specific to the roles and responsibilities of individuals performing elementary work on behalf of the owner operator.

CANADIAN AVIATION REGULATIONS

STREAM 6 – PERSON RESPONSIBLE FOR THE CONTROL OF MAINTENANCE – APPROVED OPERATOR

Course Length: 17 Hours

INTENDED AUDIENCE: Individuals who are, or will be, the Person Responsible for the Control of Maintenance employed by an approved operator.

Description: 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. 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 (approved maintenance organization).

STREAM 7 – PERSON RESPONSIBLE FOR MAINTENANCE – APPROVED MAINTENANCE ORGANIZATION

Course Length: 38 Hours

INTENDED AUDIENCE: Persons Responsible for Maintenance employed in an Approved Maintenance Organization.

Content covered in this course includes the applicable CARs specific to the roles and responsibilities of the Person Responsible for Maintenance employed in an approved maintenance organization. In addition, the course introduces quality assurance and safety management.

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.

CANADIAN AVIATION REGULATIONS

STREAM 8 – ACCOUNTABLE EXECUTIVE – APPROVED MAINTENANCE ORGANIZATION

Course Length: 16 Hours

INTENDED AUDIENCE: Individuals who are or will be the Accountable Executive in an Approved Maintenance Organization.

This course covers the applicable CARs specific to the roles and responsibilities of Accountable Executives employed with approved maintenance organizations. A brief overview of quality assurance and safety management is also included in this course.

STREAM 9 – PART DESIGN APPROVALS

Course Length: 8 Hours

INTENDED AUDIENCE: Holders Part Design Approvals

This course describes in detail applicable CARs specific to the holders of part design approvals.

STREAM 10 – REPAIR DESIGN APPROVALS

Course Length: 4 Hours

INTENDED AUDIENCE: Holders Repair Design Approvals

This course details the applicable CARs specific to the holders of repair design approvals.

STREAM 11 – SUPPLEMENTAL TYPE CERTIFICATES

Course Length: 5 Hours

INTENDED AUDIENCE: Holders of Supplemental Type Certificates

This course describes in detail applicable CARs for Holders of Type Certificates.

CANADIAN AVIATION REGULATIONS

STREAM 12 – TECHNICAL STANDING ORDER DESIGN APPROVALS

Course Length: 4 Hours

INTENDED AUDIENCE: Technical Standing Order Design Approval Holders

This course details the applicable CARs specific to the technical standing order design approvals.

STREAM 13 - TYPE CERTIFICATE HOLDERS

Course Length: 5 Hours

INTENDED AUDIENCE: Holders of Type Certificates

This course describes in detail applicable CARs specific to the holders of type certificates.

STREAM 14 – DESIGN APPROVAL HOLDERS

Course Length: 8 Hours

INTENDED AUDIENCE: Design Approval Holders

This course details the applicable CARs specific to the holders of design approvals.

STREAM 15 – PERSONS PERFORMING WORK – MANUFACTURING

Course Length: 3 Hours

INTENDED AUDIENCE: Persons Performing Work in a manufacturing organization.

This course reviews the applicable CARs specific to the roles and responsibilities of individuals performing manufacturing activities.

CANADIAN AVIATION REGULATIONS

STREAM 16 – PERSON RESPONSIBLE FOR ACTIVITIES – MANUFACTURING

Course Length: 12 Hours

INTENDED AUDIENCE: Persons Responsible for Activities in a manufacturing organization

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 also describes quality assurance and safety management.

STREAM 17 – ACCOUNTABLE EXECUTIVES – MANUFACTURING

Course Length: 8 Hours

INTENDED AUDIENCE: Accountable Executives in a manufacturing organization.

Course content includes information on the applicable CARs specific to the roles and responsibilities of the Accountable Executive of manufacturing organizations.

The course provides insight into regulations common to manufacturers of aeronautical products. The content includes portions of part 2 of the CARs specific to identification plates, information specific to flight authorities, type design requirements, manufacturers requirements, as well as quality assurance and safety management.

COURSE PRICING

Course Title (Virtual or Classroom Workshops)	Partner Cost	Regular Cost
Quality Systems Auditor	\$680.00	\$850.00
Quality Assurance Manager	\$520.00	\$650.00
Corrective Action Plans	\$520.00	\$650.00
Company Aviation Safety Officer	\$680.00	\$850.00
Advanced Quality Systems Auditor	\$680.00	\$850.00
Safety Management System	\$520.00	\$650.00
Advanced Risk Assessment	\$750.00	\$600.00
Aviation Occupational Safety & Health	\$520.00	\$650.00
Introduction to Fatigue Risk	\$260.00	\$325.00
Fatigue Risk Management System	\$520.00	\$650.00
Business Skills	On request	On request
Human Skills	On request	On request
Coaching in the Aviation Industry	On request	On request
Course Title (Classroom Workshops)	Partner Cost	Regular Cost
Human Factors	On request	On request
Mentorship	On request	On request
Person Responsible for Maintenance Control	\$520.00	\$650.00
Regulatory Requirements & Management Strategies for 702 Operators	\$680.00	\$850.00

COURSE PRICING

Course Title (Online Workshops)	Partner Cost	Regular Cost
Human Factors <i>English/French</i>	\$79.00	\$99.00
Avionics Training: Fundamental skills for aircraft electronic and electrical systems	\$639.20	\$799.00
WHMIS 2015	\$27.60	\$34.50
Health & Safety for Aircraft Technicians	\$103.20	\$129.00
Troubleshooting & Analytical Thinking	\$119.20	\$149.00
Aviation and Aerospace Manager (AAM) - Level 1	\$275.00	\$345.00
Canadian Aviation Regulations (CARs) <i>English/French</i>		
<i>Stream 1- For Manufacturers - General</i>	\$175.00	\$220.00
<i>Stream 2- Persons Performing Work on Aircraft</i>	\$175.00	\$220.00
<i>Stream 3- Aircraft Maintenance Engineer</i>	\$375.00	\$470.00
<i>Stream 4- Persons Performing Work in a Shop</i>	\$175.00	\$220.00
<i>Stream 5- Persons Performing Elementary Work</i>	\$89.00	\$115.00
<i>Stream 6- Person Responsible for the Control of Maintenance - Approved Operator</i>	\$275.00	\$345.00
<i>Stream 7- Person Responsible for Maintenance</i>	\$375.00	\$470.00
<i>Stream 8- Accountable Executive</i>	\$275.00	\$345.00
<i>Stream 9- Part Design Approvals</i>	\$89.00	\$115.00
<i>Stream 10- Repair Design Approvals</i>	\$89.00	\$115.00
<i>Stream 11- Supplemental Type Certificates</i>	\$89.00	\$115.00
<i>Stream 12- Technical Standing Order Design Approvals</i>	\$89.00	\$115.00
<i>Stream 13- Type Certificate Holders</i>	\$89.00	\$115.00
<i>Stream 14- Design Approval Holders</i>	\$175.00	\$220.00
<i>Stream 15- Persons Performing Work - Manufacturing</i>	\$89.00	\$115.00
<i>Stream 16- Person Responsible for Activities</i>	\$175.00	\$220.00
<i>Stream 17- Accountable Executive</i>	\$175.00	\$220.00



Questions?

Online, Virtual Instructor-Led & Classroom Training

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