

## CCAA's Skills Development Workshops at



5579 Tyson Road, Chilliwack, BC V2R 0H9

*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)*

Date	Workshop	Duration (days)	Instructor	Town	Province
17-June-19	Advanced Quality Systems Auditor	2	Michelle Wallmer	Chilliwack	BC
19-June-19	QSA for 604 Operators	2	Michelle Wallmer	Chilliwack	BC
21-June-19	Corrective Actions Plan for 604 Operators	1	Michelle Wallmer	Chilliwack	BC

### COURSE DESCRIPTIONS

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

##### Workshop Description

This 2-day workshop includes both a refresher of basics and advanced audit concepts. The course uses a fictitious maintenance organization with approved policy, processes and checklists for the case study to reinforce concepts of quality assurance. Attendees should come with operational concerns and issues and should be prepared to share and discuss these audit difficulties.

- Review the basics
- Preparing for the audit
- Interviews as part of the audit process
- A review of sampling techniques
- Reviewing and documenting findings
- Keeping everyone informed
- Coaching others to complete Corrective Action Plans

#### ***Quality Systems Auditor for 604 Operators Workshop***

##### Workshop description:

This two-day workshop provides an in-depth focus on 604 operators and how to audit their Quality Assurance Program (604.204 CARs) and Safety Management System (604.207 CARs). It is a learning opportunity for aviation operational personnel with little or no auditing experience, as well as experienced aviation operational personnel who wish to become internal operational auditors.

- 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

## **WORKSHOP DETAILS**

COURSE NAME	CCAA Partner			Others		
	QTY	PRICE (tax not included)	TOTAL	QTY	PRICE (tax not included)	TOTAL
Advanced Quality Systems Auditor (AQSA)		\$680.00			\$850.00	
Quality Systems Auditor (QSA)		\$680.00			\$850.00	
Corrective Action Plan (CAP)		\$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  
Coordinator, 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.

