Canadian Council for Aviation & Aerospace Skills Development Courses

The Helicopter Association of Canada (HAC) has partnered with the Canadian Council for Aviation & Aerospace (CCAA) to offer its members a wide selection of skills development programs. All CCAA training is directly linked to a national occupational standard or specific Transport Canada regulatory requirement. Customizable in-company options are also available upon request.

As a HAC member, you benefit from a 10% discount on all CCAA’s Skills Development Solutions (online and in-class). To benefit from the promotion, please use the Promo code “HAC” on the registration form.

### Audit

**Quality Systems Auditor – 2 days**
This workshop provides a detailed analysis of the steps involved in the audit process, and its importance in enhancing operational safety and improving performance to personnel with little or no auditing experience.

**Advanced Quality Systems Auditor – 2 days**
This workshop includes a refresher on advanced audit concepts. The course is customized to reflect the level of experience of the participants. It includes interactive case studies and class projects to reinforce concepts of quality assurance. Pre-requisite: Quality Systems Auditor training or equivalent training/experience.

**Introduction to the Audit Process – 2 days**
This workshop is intended for individuals who interact with auditors, to provide a thorough understanding of how to prepare, react and respond to an audit.

**Corrective Action Plans – 1 day - NEW**
This workshop enables individuals to properly respond to audit findings. Participants will learn to develop appropriate corrective action plans.

### Quality Assurance

**Quality for Industry Professional Development Program – 8 days - NEW**
This program provides a comprehensive Quality Assurance program, in a format accessible to those already in the workforce. Enhanced by practical case studies, it provides students with transferable skills and knowledge, applicable to any industry or company. There are 8 one-day modules: Introduction to Quality; Statistical Quality Control, Quality Control and Quality Assurance; The “Quality Processes”; Auditing Part 1, 2 & 3; Quality Improvement Manager; Human Factors Awareness.

**Quality Assurance Manager – 1 day**
This workshop examines the fundamentals of the quality processes and procedures, and key responsibilities of the Quality Assurance Manager.

### Safety

**Fatigue Risk Management – 1 day**
This course examines fatigue management in an operational environment and enables your company to design and implement an effective Fatigue Risk Management Program.

**Aircraft de/anti-Icing/Surface Contamination – 1 or 2 days**
This workshop applies the clean aircraft concept to the process of de-icing, teaching participants to recognize errors and properly implement de-icing procedures.

**Advanced Human Factors – 1 day - NEW**
This workshop outlines legal obligations and requirements of supervisors and applies them to the duties of employee management. It explores the role of management through interactive case studies to show that, at all levels, human factors can potentially lead to errors.

**Company Aviation Safety Officer – 1 day - NEW**
This workshop identifies the various aspects of safety management and explains how to better develop, manage and assess effective safety management within your operation. It may be supplemented with a Webinar.

**Airside Worker Safety and Security Certification – 1 day**
This workshop ensures workers going airside have the skills needed to work safely and avoid accidents. The program explains personal and regulatory responsibilities, and how to apply these safety and security measures to reduce incidents and accidents.

**Persons Responsible for Maintenance Control – 1 day**
This workshop details the responsibilities of the Person Responsible for Maintenance Control Systems, and how to remain compliant with regulatory requirements for this position.
Scribe/ Documentation – 1 day - NEW
This workshop offered in collaboration with The Loomex Group 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.

Crisis Communication – 1 day - NEW
This interactive workshop offered in collaboration with The Loomex Group 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.

Accident/Incident Investigation – 1 day - NEW
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. 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.

CCAA Online Training Courses

Human Factors
This course provides participants with a thorough understanding and awareness of the human factors which can potentially lead to errors. It meets the requirements of Canadian Aviation Regulations (CARs) 573.06 (3) and CARs 723.28(4) for both initial and recurrent training. Also available as a one or two-day in-class workshop customized to meet the specific needs of your company.

Aviation and Aerospace Manager - NEW
Three separate modules support the transition into various levels of management. The courses enable qualified workers to transition into management and existing managers to prepare for greater career advancement. The courses are divided into three levels of certification.

Canadian Aviation Regulations (CARs)
This training consists of 17 specialized courses which streamline the regulations that apply to 17 specific occupations in specific industry segments including manufacturing, maintenance, and design occupations. All of the courses include information on accessing and interpreting the CARs.

Click the following links to access:

Full Skills Development Catalogue
Pricing & Registration Forms
Training Calendar

Human Resources

Employee Assessment Training and Development – ½ day
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.

Ethical Behaviour in the Workplace – 1 day - NEW
This workshop explores how to ensure ethical behaviour in the workplace. Participants will assess the legal aspects and requirements of management to understand the philosophy standards and behaviours that form an organization’s culture.

For additional information, or for custom skills development solutions for your organization, please contact Florence Touré, Manager, Skills Development Solutions at 613-727-8272, ext. 261 or ftour@avaerocouncil.ca